**BEFORE THE HON'BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION AT [LOCATION]**

**IN RE: COMPLAINT NO. \_/20**

**IN THE MATTER OF:**

Priyanshu Maheshwari  
ADD. - L 2, Supreme Court of India, New Delhi, India-110001  
 .....................................................................Complainant

**Versus**

DRM(C) Indian Railways,  
Indian Railways, New Delhi-India -110001  
 .....................................................................Opposite Party

**COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019**

**RESPECTFULLY SHOWETH:**

1. That the Complainant herein, Mr. Priyanshu Maheshwari, is a resident of L 2, Supreme Court of India, New Delhi, India-110001.
2. That the Complainant had undertaken a train journey from New Delhi Railway Station to AIT Railway Station via Jhansi on [Journey Date] against a reserved seat, holding a ticket with PNR 2711357781, for which he paid Rs.285 as fare.
3. That during the journey, the Complainant's Puma bag, valued at Rs.5,999, which was securely placed beneath the allotted seat, was damaged due to being bitten by a rat, highlighting a serious lapse in the maintenance and hygiene standards upheld by the Opposite Party.
4. That the Complainant duly informed the AIT Station Master and Konch Station Master about the incident, but was advised to raise the issue upon his return journey, which he did through a written complaint in the complaint book and followed up with further communication.
5. That despite these efforts, the Opposite Party failed to provide a satisfactory resolution to the Complainant's grievances, thereby constituting negligence and deficiency in services.
6. That the damage to the Complainant’s property due to poor maintenance and hygiene on the train amounts to a breach of the Opposite Party’s duty to ensure a safe, secure, and comfortable journey for its passengers.
7. **CAUSE OF ACTION**: Arises from the Opposite Party's failure to maintain proper hygiene and safety standards on its trains, resulting in damage to the Complainant's property and causing mental agony and inconvenience.
8. **EVIDENCE**: The Complainant attaches herewith the journey ticket, detailed incident report, written complaints made to the railway authorities, and correspondence regarding the incident.
9. **JURISDICTION**: The Hon'ble District Consumer Disputes Redressal Commission has jurisdiction as the incident occurred during a journey commencing from New Delhi, and the Opposite Party’s office is located in New Delhi.
10. **LIMITATION**: The cause of action arose on [Date of Incident], which is within the limitation period prescribed under the Consumer Protection Act, 2019.
11. PRAYER: The Complainant humbly prays before the Hon'ble Commission for the following relief:
    1. A. Direct the Opposite Party to compensate for the damaged Puma bag amounting to Rs.5,999.
    2. Direct the Opposite Party to pay compensation for the mental agony and inconvenience suffered by the Complainant.
    3. Any other relief that the Hon'ble Commission may deem fit and proper in the circumstances of the case.

**Place: [Location]  
Date: [Date of Filing] [Signature of Complainant]**

**VERIFICATION:**

I, Priyanshu Maheshwari, do hereby verify that the contents of this complaint from para 1 to [last para number] are true and correct to my knowledge, no part of it is false, and nothing material has been concealed therein.

Verified at [Location] on this [Date of Verification].

[Signature of Complainant]  
Priyanshu Maheshwari

**ANNEXURE OF EVIDENCE**[List of Documents Attached]