BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM AT PORVORIM, GOA

Consumer Complaint No. \_\_\_\_\_\_of 20

Mr. Sunil Dias S/o S. Dias,

aged about 30 years

A resident of Building 9,

Occupation: Software engineer

Flat 322, Kamat Royale,

Caranzalem, Tiswadi,

Goa – 403005 ...Complainant

V/s

Goa Natural Gas Pvt. Ltd.

Through its Managing Director Having

its office at: Swami Vivekananda Road,

Journalist Colony, Alto Porvorim,

Penha De França, Bardez, Goa – 403521 ...Opposite Party

**Complaint under Section 35 of the Consumer Protection Act, 2019**

1. The address of the Complainant for the purpose of service of summons, notice, etc is as shown in the cause title above and that of his counsel
2. The address of the Opponents for the very purpose is the same as shown in the cause title above.
3. Herein the above-named Complainant most respectfully submits as under,
4. That the Complainant booked a piped natural gas connection from the Opposite Party company on 15.10.2021 and paid a booking amount of Rs. 6,000 via cheque no. 000094 drawn on HDFC Bank and accordingly receipt no. 100202 was issued by the Opposite party.
5. That despite regular follow up, the Opposite Party failed to install the gas connection even after repeated requests and kept delaying it on vague grounds causing immense mental harassment and stress to the Complainant.
6. Distressed with the delay in the services, the Complainant decided to get HP gas conenction and therefore sought refund from the Opposite Party on 15.03.2022.
7. However, the Opposite Party's representatives finally visited on 26.03.2022 to install the connection without prior notice, but the Complainant refused the same having already sought refund of the booking amount.
8. The Opposite Party refused to refund the booking amount of Rs. 6,000/-.
9. That the actions of the Opposite Party amount to gross deficiency in service, unfair trade practice and harassment of the Complainant. Despite payment, timely service was denied causing agony.
10. That the Complainant has suffered immense loss and harassment due to the unprofessional conduct of the Opposite Party.

**Cause of Action**;

1. The Cause of Action to file this complaint first arose in May 2019 when the TV faced defective problems and the same was informed to the Opposite Party, however, no action was taken and continued till legal notice was sent to the Opposite Party on 22/07/2019 calling upon the Opposite Parties to remedy the defect and settle the matter but received no response. This Complaint has been filed within the limitation period.
2. **LIST OF EVIDENCE** 
   1. Aadhar card of the Complainant
   2. Complainant’s cheque no. 000094 of Rs.6,000/- drawn on HDFC Bank dated 15.10.2021 paid for booking gas connection from Opposite party
   3. Receipt no. 100202 was issued by the Opposite party
   4. Refund Application dated made to the Opposite party
3. **Jurisdiction:**
4. The complainant resides within the jurisdiction of this Hon'ble Court, so also the opponent’s business is situated within the jurisdiction of this Hon'ble Court. Furthermore, the consideration amount is less than Rs.50,000,00/-, hence this Hon'ble Court has got jurisdiction to try and entertain this complaint.

VI]   **Court Fees:**

1. In line with Rule 7 of Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020, no court fee has been paid as the value of the consideration amount is less than Rs 5 lakhs, and stipulated three copies of the complaint have been submitted.

VII]   **Prayer;**

It is therefore most humbly prayed that setting all the contentions of the Opponents if any an order may kindly be passed against the Opponents in the following terms,

* 1. Refund the booking amount of Rs. 6,000 to the Complainant;
  2. Pay compensation of Rs. 25,000 to the Complainant for mental harassment and agony;
  3. Pay Rs. 10,000 as cost of litigation to the Complainant;
  4. Grant any other relief that the Forum deems fit in the interest of justice.

Advocate for Complainant

Date:

Place: Goa

VERIFICATION:

Verified that the contents of this consumer complaint are true and correct to the best of my knowledge and belief. No part of it is false and nothing material has been concealed therefrom.

Advocate for Complainant

Date:

Place: PROVORIM