**BEFORE THE HON’BLE DISTRICT CONSUMER DISPUTES REDRESSAL**

**COMMISSION FARIDABAD, AT HARYANA**

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

**IN THE MATTER OF:**

Sachin Ahuja,  
Aged \_\_\_\_years, S/o \_\_\_\_\_\_  
H.No. 535, Sector 17,

Faridabad - 121002 ....Complainant

**Versus**

Chief Postmaster General, Delhi Circle,  
Department of Posts,  
I.P. Estate, New Delhi - 110002. ....Opposite Party

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

**RESPECTFULLY SHOWETH:**

1. That the Complainant, Sachin Ahuja, currently residing at H.No. 535, Sector 17, Faridabad - 121002, is aggrieved by the services of the Department of Posts, specifically the Chief Postmaster General, Delhi Circle, pertaining to a registered foreign postal article.
2. That the Complainant had dispatched a registered foreign postal article containing valuable goods to his brother in India, which was not delivered by the Opposite Party.
3. That upon inquiry, it was revealed that the article was allegedly lost by the Opposite Party, leading to non-delivery and subsequent distress and inconvenience to the Complainant.
4. That despite repeated attempts to resolve the matter with the Opposite Party, including formal complaints and legal notices, the issue remains unresolved, prompting the Complainant to seek redressal through this Commission
5. That the Complainant seeks compensation for the lost article, valued at [insert value], and additional compensation for mental agony and inconvenience caused due to the Opposite Party's negligence.

**CAUSE OF ACTION:**

1. That the Complainant, by relying on the Opposite Party's postal services, suffered a loss due to non-delivery and alleged misplacement of the postal article. This constitutes a deficiency in service and unfair trade practice on part of the Opposite Party.

**EVIDENCE:**

1. The Complainant attaches herewith the postal receipt, correspondence with the Opposite Party, legal notices served, and any other relevant documents to substantiate the claim.

**JURISDICTION:**

1. The Hon’ble District Consumer Disputes Redressal Commission has jurisdiction as the incident occurred within its territorial limits, and the Opposite Party operates its services in the same region.

**LIMITATION:**

1. The cause of action arose upon the Complainant’s discovery of the non-delivery and alleged loss of the postal article. The complaint falls within the two-year limitation period specified under Section 69 of the Consumer Protection Act, 2019.

**COURT FEE:**

1. The Complainant is complying with the Court Fees mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.
2. **PRAYER:** The Complainant seeks the following reliefs from this Hon’ble Commission:-

A. Direct the Opposite Party to compensate for the lost postal article valued at [insert value];

B. Direct the Opposite Party to pay compensation for mental agony and inconvenience caused;

C. To direct any other relief that the Hon’ble Commission deems fit.

**PLACE: [Location]  
DATED: [Date] SIGNATURE OF THE COMPLAINANT**

**VERIFICATION:-**

I, Sachin Ahuja, S/o [Father's Name], residing at H.No. 535, Sector 17, Faridabad - 121002, do hereby solemnly affirm and declare that the facts stated above in paras 1 to [last para number] are true to the best of my knowledge and belief.

Verified at [Location], on this [Date] day of [Month, Year].

**ANNEXURE OF EVIDENCE**

[List the documents being submitted as evidence]