**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION**

**AT AHMEDABAD CITY**

**CONSUMER COMPLAINT NO. \_\_\_\_\_\_of 2023**

**IN THE MATTER OF:**

J. P. Singh,

S/O Prakash Raj Singh

Age: 39 years

Occupation: Engineer

B/7/5, Elite Society,

Shahibaug,

Ahmedabad - 380004. Complainant

Versus

Hindustan Unilever Ltd.

Ahmedabad Office

257, Nirnay Nagar Road,

Nirnay Nagar Sector I,

Ahmedabad - 380029. Opponent

COMPLAINT UNDER SECTION 35 of CONSUMER PROTECTION ACT

MOST RESPECTFULLY SHOWETH:

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 is an engineer residing at the address mentioned above and the Opposite Parties' addresses are correctly shown above within the jurisdiction of this Hon'ble Commission.
5. The complainant is a consumer of the services of the opposite party as he has purchased a 100g pack of Taj Mahal Tea, which is a product of the opponent.
6. That the Complainant had purchased the tea of the same quantity from two different locations. First in Ahmedabad and the second time in Gurgaon.
7. That upon the second purchase, the complainant realized the disparity in prices for the same product of the same quantity with identical packaging and branding.
8. That the price of the product purchased in Ahmedabad was Rs. 35 and the price of the same product was Rs. 60.
9. That the complainant sent a legal notice to the opponents requesting them to look into the matter and rectify the disparity in the prices of the product in different locations. However, he has not received any response regarding the issue from the opponent.
10. That the actions of the opponents show a clear deficiency in service due to which the Complainant has suffered immense mental agony, inconvenience, and financial loss.
11. Left with no other recourse, the complainant have approached this Commission seeking justice.
12. It is submitted that the present complianant is filed within the limitation period of 2 years from the cause of action that arose as prescribed under section 69 of the Consumer Protection Act 2019.

**CAUSE OF ACTION**: The cause of action arose on 20.06.2021 when the complainant purchased the product of the opponent in Gurgaon and realized a significant disparity in the prices between both the locations i.e., Ahmedabad and Gurgaon.

**JURISDICTION**: The amount of consideration paid by the complainant for the products of the opponent is Rs 35 and Rs 60 in Ahmedabad and Gurgaon respectively. The said amount is less than Rs. 50 lakhs and the complainant resides within the territorial limits of this Hon’ble Commission. Hence this Hon’ble Commission has jurisdiction to try and entertain this complaint.

**COURT FEE:** That the Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.

**EVIDENCES**:

Ex.A-1: Photocopy of PhonePe transaction receipt for the purchase of the product in Gurgaon dated 20.06.2021.

Ex.A-2: Photocopy of PhonePe transaction receipt for the purchase of the product in Ahmedabad dated 09.04.2021.

Ex.A-3: Photocopy of the packaging of the product bought in Gurgaon.

Ex.A-4: Photocopy of the packaging of the products bought in Ahmedabad.

Ex.A-5: Photocopy of the bill received upon purchase of the product in Ahmedabad, dated 09-04.2021.

Ex.A-6:Photocopy of bill received upon purchase of the product in Gurgaon, dated 20.06.2021.

**PRAYER**:

In the circumstances stated above, the Complainant prays that the Hon'ble Commission may be pleased to:

a) Direct the Opposite Parties to resolve the disparity in the prices of the same product of the same quantity in different locations.

b) Award compensation for mental agony and financial loss suffered by the Complainant of Rs. 10,000.

c) Refund the prices of both products purchased.

d) Pass any other order as this Hon'ble Commission may deem fit and proper in the facts and circumstances of the case.

Place: Ahmedabad City (Signature)

Date: Complainant

Verification

Herein I, J P Singh, do hereby state on the solemn affirmation that the contents of the above paragraphs are read over and explained to me in my vernacular, and the same are found to be true and correct to the best of my knowledge, belief, and information.

AHMEDABAD CITY Complainant

/0 /2024

DRAFTED AND PRESENTED BY

ADV. XYZ