**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION NO.0I VISAKHAPATNAM: AP**

**CONSUMER COMPLAINT NO. /2022**

**IN THE MATTER OF:**

1. Gorle Dhanalakshmi

w/o Gorle Ramesh Murthy, aged 32 years

D. No. 12-47-10, Indira Colony,

Gajuwaka, Visakhapatnam

… **COMPLAINANT**

**AND**

1. International Couriers Services Shipping World Wide,

rep. by its Authorized Signatory Ponaganti Satyanarayana,

Aged 45 years, D.No. 7-16-85, Behind Lenskart,

Gajuwaka Main Road, Old Gajuwaka,

Visakhapatnam

1. Jet Dart Express Couriers,

rep. by its Authorized Signatory,

H. No. 10/A, MIGH, B.K. Guda,

Opposite to Venkateswara Temple,

S.R.Nagar, Hyderabad,

Telangana-500038

… **OPPOSITE PARTIES**

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

**RESPECTFULLY SHOWETH:**

1. The address of the complainants, Gorle Dhanalakshmi w/o Gorle Ramesh Murthy, aged 32 years, for the purpose of service of summons is D. No. 12-47-10, Indira Colony, Gajuwaka, Visakhapatnam.
2. The address of the opposite party, International Couriers Services Shipping World Wide, rep. by its Authorized Signatory Ponaganti Satyanarayana, aged 45 years for the purpose of serving summons is Gajuwaka Main Road, Old Gajuwaka,Visakhapatnam. The address of the opposite party, Jet Dart Express Couriers, rep. by its Authorized Signatory, for the purpose of service of summons is H. No. 10/A, MIGH, B.K. Guda, Opposite to Venkateswara Temple, S.R.Nagar, Hyderabad, Telangana-500038
3. The complainant submits that her husband G.Ramesh Murthy is doing a job in Mexico and he wants some items from India. So he requested his wife to send them who reside in India.
4. The complainant arranged all the items and packed the same and went to the 1st opposite party on 10/06/2021 who informed the complainant that the said parcel will be sent through the 2nd opposite party who has several branches abroad.
5. The complainant further submits that the 1st opposite party requested to arrange for an invoice immediately on 12/08/2021 and the same was submitted by the complainant on 13/08/2021. The opposite parties assured that the parcel will reach in time , and a receipt in favor of the 2nd opposite party was issued for an amount of Rs.7,900/-, the receipt no. C.No. 005772 and fixed the date of delivery as 23/10/2021.
6. The complainant further submits that the opposite parties did not deliver the parcel to the complainant’s husband at all. Though the parcel was sent two months prior to the date of delivery it was still not delivered.
7. The complainant further submits that she tried to reach out to the 2nd opposite party but their helpline numbers were always busy.
8. The complainant further submits that since the items were not delivered to the complainant’s husband he had to face major inconvenience.
9. The complainant further submits that aggrieved by the service provided by the opposite parties she issued a legal notice to the opposite parties on 09/02/2022 with acknowledgements.
10. The complainant further submits that the opposite parties did not reply to the notice and thus has filed this complaint.
11. **CAUSE OF ACTION**: The cause of action in the present case firstly arose on the day when the 1st opposite party failed to deliver the parcel in time i.e, 23/10/2021 and in the second instance is when the opposite parties have failed to respond to the legal notice issued on 09/02/2022.
12. **JURISDICTION**: The amount of consideration of the dispute 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.
13. **LIMITATION**: That the present complaint is being filed within the period of limitation as prescribed under section 69 of the Act, 2019.
14. **COURT FEE**: As per Rule 7 of Consumer Protection (Consumer Dispute Redressal Commission) Rules 2020, the requisite court fee has been paid.

**EVIDENCE:**

A1- Courier receipt issued by opposite party

A2- Tracking details

A3- Invoice for Rs.3250 issued by the opposite party

A4- Registered Lawyer’s notice

A5- Postal receipts

A6- Acknowledgement OP-1

A7- Acknowledgement OP-2

**PRAYER**:

The complainant therefore prays to direct the opposite party :-

i) To deliver the said parcel to the complainant’s husband at Mexico vide number 15000 or return the parcel items along with the payment of Rs.7,900 with interest @ 24% p.a. From the date of shipping i.e, 23/10/2021.

ii)To pay Rs.4,00,000/- towards compensation for mental agony and physical strain with costs

iii) Such other relief or reliefs which the Honourable Forum deemed fit, just and proper in the circumstances of the case.

**PLACE**: Signature

**DATED**:

**VERIFICATION**:

I , Gorle Dhanalakshmi w/o Gorle Ramesh Murthy, aged 32 years, residing at D. No. 12-47-10, Indira Colony, Gajuwaka, Visakhapatnam do hereby declare that I have not misrepresented any facts nor have tried to hide any information in my above complaint. All the facts mentioned herein are true to the best of my knowledge.

Name & signature of the complainant