

## PROFORMA FOR FILING CONSUMER COMPLAINT

(Under Section 35 of the Consumer Protection Act, 2019)

### BEFORE THE HON'BLE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, MUMBAI

Consumer Complaint No. \_\_\_\_\_ of 2025

#### IN THE MATTER OF:

##### Complainant:

Pratik Shah

**Permanent Address:** G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004

**Delivery & Service Address:** Jigisha Shah, 614 Indraprastha 1D, Jitendra Road, Opp. Ashoka Hospital, Raheja Township, Malad East, Mumbai 400097

Mobile: 9930203893 / 9969028110

Email: pratikshah83@gmail.com

#### Versus

#### Opposite Parties:

1. **Hisense India Pvt. Ltd.**

(Manufacturer and Service Provider for Toshiba Televisions)

21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313

Email: tvindia@toshiba-visual.com /

in.servicehead@hisense.com / india@hisense.com

Phone: 1800 123 960 960

2. **Toshiba India Pvt. Ltd.**

(Original Brand Owner)

5th Floor, Tower D, DLF Cyber Greens, DLF Cyber City, Gurgaon – 122002, Haryana

Email: contact@toshiba-india.com

Phone: +91-124-499-6600

3. **Toshiba Authorized Service Center (Reliance ResQ – Synergy Electronics)**

Shop No. 22 & 23, Building No. D-1, Satellite Garden, Gen. Arun Kumar Vaidya Marg, Phase-II, Azad Nagar, Goregaon, Mumbai 400063

Phone: 08080992233

*Pratik Shah*

4. **Amazon Seller Services Pvt. Ltd.** *(Party included for completeness, though they are cooperating)*  
Registered Office: 8th Floor, Brigade Gateway, 26/1 Dr.  
Rajkumar Road, Bangalore – 560055  
Email: grievance-officer@amazon.in
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## **Particulars of the Complaint:**

### **1. Jurisdiction:**

This Hon'ble Commission has jurisdiction to entertain the present complaint under Section 34(1) of the Consumer Protection Act, 2019 as the cause of action arose in Mumbai and the Complainants reside at the address mentioned above within the jurisdiction of this Hon'ble Commission.

### **2. Facts of the Complaint:**

(Brief summary – refer to your "Consumer Complaint" section, which will follow this proforma in the main document)

### **3. Cause of Action:**

Continuous deficiency in service and delivery of a defective product by the Opposite Parties along with their failure to provide timely resolution or replacement, which caused mental harassment, inconvenience, and monetary loss to the Complainants.

### **4. Relief Claimed:**

(As revised earlier – includes replacement or refund with compensation and costs)

### **5. Request for Early Resolution:**

The Complainants humbly request this Hon'ble Commission to direct the Opposite Parties to resolve this complaint within a time-bound manner, considering the prolonged delay and hardship already faced.

