1. **INDEX**
2. Proforma for Filing Consumer Complaint
3. Synopsis with List of Dates and Events
4. Memo of Parties
5. Consumer Complaint with Notarised Affidavit
6. Annexures / Documents
7. Application (IA)
8. Vakalatnama (Not applicable as Complainant is filing personally)

**PROFORMA FOR FILING CONSUMER COMPLAINT**

**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, MUMBAI**

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

**IN THE MATTER OF:**

[Your Name] Jigisha Shah / Pratik Shah  
[Your Address] 614 indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja township. Malad East , Mumbai 400097  
[Your Contact Number] 9930203893/ 9969028110  
[Your Email ID] pratikshah83@gmail.com

**Complainant**

Versus

1. **Hisense India Pvt. Ltd.**  
   (Manufacturer and Service Provider of Toshiba Televisions)

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

Level 1 (Call) : 1800 123 960 960

Level 2 (Email) : tvindia@toshiba-visual.com

Level 3 (Email) : in.servicehead@hisense.com

Queries (Email) : [india@hisense.com](mailto:india@hisense.com)

[Registered Office Address]  
[Contact Details]

1. **Toshiba India Pvt. Ltd.**  
   (Brand Owner and Responsible Entity for Toshiba Televisions in India)

Corporate Office:  
**Toshiba India Private Limited**  
5th Floor, Tower D, DLF Cyber Greens  
DLF Cyber City, Gurgaon – 122002 Haryana, India  
Phone : +91-124-499-6600  
For any queries or grievances email to [contact@toshiba-india.com](mailto:contact@toshiba-india.com)

[Registered Office Address]  
[Contact Details]

1. **Toshiba Authorized Service Center**

Reliance ResQ Service Center - Synergy Eelctronics

SATELLITE GARDEN, Synergy Eelctronics, Shop No. 22 & 23 Building No- D-1, General Arun Kumar Vaidya Marg, Phase- II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063

Phone: 08080992233

[Service Center’s Address]  
[Service Center’s Contact Number]

**Opposite Parties**

**SYNOPSIS WITH LIST OF DATES AND EVENTS**

| **Date** | **Event Description** |
| --- | --- |
| 19 Feb 2025 | Purchased Toshiba LED TV from Amazon (Order # 403-9686796-6977111) |
| 21 Feb 2025 | TV delivered and installed |
| 10 Mar 2025 | Display issue reported to Toshiba, Complaint # 214554880 |
| 12 Mar 2025 | Follow-up email sent, technician visited and confirmed defect |
| 15 Mar - Present | Multiple emails/calls made, no resolution provided |
| 07 Apr 2025 | Despite acknowledging display issue, case was closed stating no issue found |
| [Date of Complaint] | Complaint filed with Consumer Commission |
|  |  |

**MEMO OF PARTIES**

**Complainant:**  
[Your Name]  
[Your Address]  
[Your Contact Number]  
[Your Email ID]

Jigisha Shah / Pratik Shah  
[Your Address] 614 indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja township. Malad East , Mumbai 400097  
[Your Contact Number] 9930203893/ 9969028110  
[Your Email ID] pratikshah83@gmail.com

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DLF Cyber City, Gurgaon – 122002 Haryana, India  
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Phone: 08080992233

[Service Center’s Address]  
[Service Center’s Contact Number]

**CONSUMER COMPLAINT WITH NOTARISED AFFIDAVIT**

**COMPLAINT UNDER THE CONSUMER PROTECTION ACT, 2019**

**MOST RESPECTFULLY SHOWETH:**

1. **That the Complainant purchased a new Toshiba LED Television, Model # M650MP, from Amazon (Order # 403-9686796-6977111) on 19 February 2025, which was delivered and installed on 21 February 2025. ( Invoice Attached)**
2. **That within 15 days of purchase, the Complainant noticed serious display issues, including flickering and, at times, a completely blank screen.(Video/ Photo Attached)**
3. **That the Complainant reported the issue to Toshiba Support on 10 March 2025 at 9:37 AM, and Complaint # 214554880 was registered with an assurance that the issue would be addressed within 48 hours. However, there was no follow-up or technician visit within the promised time. ( Phone call log and emails attached)**
4. **That due to the inaction, the Complainant had to repeatedly follow up with Toshiba Support via phone calls and emails (email sent on 12 March 2025). Finally, a technician visited, confirmed the issue, recorded a video as proof, and stated that a request for replacement would be raised as the display was found faulty. (Recoriding with Service center attached)**
5. **That despite multiple follow-ups via calls and emails, the Complainant was repeatedly given a standard response that the issue would be resolved within 48 hours. However, no action was taken. Subsequently, Toshiba’s customer care number also became non-operational most of the time, as confirmed by a recorded message (attached as evidence).**
6. **That Amazon, from whom the television was purchased, also attempted to contact Hisense India Pvt. Ltd. and Toshiba India Pvt. Ltd. for a resolution, but they too received no response. ( Email followup from customer to Amazon attached)**
7. **That as of today, nearly a month has passed, yet the Opposite Parties have neither replaced the defective television nor repaired it. The Complainant purchased the new television specifically to watch IPL on a larger screen and had already given away the old working television. Due to this unresolved issue, the household is left without a functioning television.**
8. **That the Complainant’s household includes senior citizens whose primary source of entertainment is television, and due to the Opposite Parties' inaction, they have been deprived of this facility, causing immense distress.**
9. **That despite multiple emails, complaints on Toshiba’s social media handles, and repeated technician visits (where videos were taken as per the company's request), no action has been taken, demonstrating gross deficiency in service and unfair trade practices.**
10. **That although the service team acknowledged on multiple occasions that there was a display panel issue, the case was abruptly closed after nearly a month with the misleading conclusion that 'no issue was found'. This deliberate misrepresentation further proves the Opposite Parties' intent to avoid their responsibilities and deny valid warranty claims.**

**RELIEF CLAIMED:**

In light of the above facts and circumstances, the Complainant prays for the following reliefs:

1. **Immediate replacement of the defective television with a new and functional unit of the same model or a full refund of Rs. 53,000( Rs 49,300 + Interest on no cost emi given as upfront discount which will be charged by the bank Rs 3300 + Processing Fee Rs 199 + GST)**
2. **Compensation of Rs. 4,00,000 for mental agony, harassment, and inconvenience caused due to the delay and deficiency in service.**
3. **Reimbursement of Rs. [Amount] towards any incidental costs incurred in following up on the complaint.**
4. **Any other relief deemed just and proper by this Hon’ble Commission.**

**PRAYER:**

In view of the facts mentioned above, the Complainant humbly requests this Hon’ble Commission to direct the Opposite Parties to fulfill the reliefs claimed above and pass such other orders as may be deemed just and necessary in the interest of justice.

Place: Mumbai  
Date: [Date]

**[Your Name]**  
(Complainant)

**ANNEXURES / DOCUMENTS**

1. Copy of Purchase Invoice
2. Copy of Warranty Card
3. Copies of Complaint Emails and Follow-ups
4. Copies of Consumer Forum Grievance Submissions
5. Screenshots of Social Media Complaints
6. Recording of Non-Operational Customer Care Message
7. Videos of the Display Issue as Recorded by Customer
8. Screenshots or Emails Showing Case Closure Despite Acknowledged Display Fault
9. Any Other Supporting Documents

Sure, here is the updated complaint with the **Grounds of Complaint**, **Legal Provisions**, and **Jurisdiction** added:

**BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, MUMBAI**

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

**IN THE MATTER OF:**  
Pratik Shah / Jigisha Shah — Complainants

Permanent Residential Address: G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004  
Delivery and Service Address (In-laws' residence): 614 Indraprastha 1D, Jitendra Road, Opp Ashoka Hospital, Raheja Township, Malad East, Mumbai 400097  
Mobile: 9930203893 / 9969028110  
Email: [pratikshah83@gmail.com](mailto:pratikshah83@gmail.com)

Versus  
**Opposite Parties:**

1. **Hisense India Pvt. Ltd.**  
   21st Floor, Windsor Grand, Plot No. 1C, Sector 126, Noida, Uttar Pradesh 201313  
   Phone: 1800 123 960 960  
   Email: [tvindia@toshiba-visual.com](mailto:tvindia@toshiba-visual.com) / [in.servicehead@hisense.com](mailto:in.servicehead@hisense.com) / [india@hisense.com](mailto:india@hisense.com)
2. **Toshiba India Pvt. Ltd.**  
   5th Floor, Tower D, DLF Cyber Greens, DLF Cyber City, Gurgaon – 122002 Haryana, India  
   Phone: +91-124-499-6600  
   Email: [contact@toshiba-india.com](mailto:contact@toshiba-india.com)  
   (Note: Added with caveat – to determine exact liability given transfer of brand and manufacturing responsibilities to Hisense India Pvt. Ltd.)
3. **Toshiba Authorized Service Center (Reliance ResQ – Synergy Electronics)**  
   Shop No. 22 & 23, Building No. D-1, Satellite Garden, General Arun Kumar Vaidya Marg, Phase-II, Azad Nagar, Goregaon, Mumbai, Maharashtra 400063  
   Phone: 08080992233

**MOST RESPECTFULLY SHOWETH:**

1. **That the Complainant purchased a new Toshiba LED Television**, Model # M650MP, from Amazon (Order # 403-9686796-6977111) on **19 February 2025**, which was delivered and installed on **21 February 2025**. (Invoice Attached)
2. **That within 15 days of purchase**, the Complainant noticed serious display issues, including **flickering** and, at times, a completely **blank screen**. (Video/Photo Attached)
3. **That the Complainant reported the issue to Toshiba Support** on **10 March 2025 at 9:37 AM**, and **Complaint # 214554880** was registered with an assurance that the issue would be addressed within 48 hours. However, there was no follow-up or technician visit within the promised time. (Phone call log and emails attached)
4. **That due to the inaction**, the Complainant had to repeatedly follow up with Toshiba Support via phone calls and emails (email sent on **12 March 2025**). Finally, a technician visited, confirmed the issue, recorded a video as proof, and stated that a request for replacement would be raised as the display was found faulty. (Recording with Service Center attached)
5. **That despite multiple follow-ups** via calls and emails, the Complainant was repeatedly given a standard response that the issue would be resolved within 48 hours. However, **no action was taken**. Subsequently, Toshiba’s customer care number also became **non-operational** most of the time, as confirmed by a recorded message (attached as evidence).
6. **That Amazon, from whom the television was purchased**, also attempted to contact **Hisense India Pvt. Ltd.** and **Toshiba India Pvt. Ltd.** for a resolution, but they too received **no response**. (Email follow-up from customer to Amazon attached)
7. **That as of today**, nearly **a month has passed**, yet the Opposite Parties have neither replaced the defective television nor repaired it. The Complainant purchased the new television specifically to watch IPL on a larger screen and had already given away the old working television. Due to this unresolved issue, the household is left without a functioning television.
8. **That the Complainant’s household includes senior citizens** whose primary source of entertainment is television, and due to the Opposite Parties' inaction, they have been deprived of this facility, causing immense distress.
9. **That despite multiple emails, complaints on Toshiba’s social media handles**, and repeated technician visits (where videos were taken as per the company's request), **no action has been taken**, demonstrating **gross deficiency in service** and **unfair trade practices**.
10. **That although the service team acknowledged on multiple occasions** that there was a **display panel issue**, the case was abruptly closed after nearly a month with the misleading conclusion that **'no issue was found'**. This deliberate misrepresentation further proves the Opposite Parties' intent to avoid their responsibilities and deny valid warranty claims.

**GROUNDS OF COMPLAINT:**

1. **Deficiency in Service:** The Opposite Parties failed to provide the necessary repair or replacement for the defective television, leading to a prolonged period of inconvenience and frustration for the Complainant.
2. **Unfair Trade Practices:** The actions of the Opposite Parties in acknowledging the issue and then closing the case without any resolution amount to unfair trade practices as per Section 2(1)(r) of the Consumer Protection Act, 2019.
3. **Breach of Warranty:** The television was under warranty, and the defective nature of the display panel was clearly acknowledged, but the Opposite Parties did not honor the warranty terms by replacing the television or repairing it.
4. **Mental Agony and Distress:** The inaction and lack of resolution caused significant mental anguish, particularly given the Complainant’s reliance on the television as a primary source of entertainment, especially for senior citizens in the household.
5. **Delay in Service and Misrepresentation:** Despite the Opposite Parties acknowledging the fault in the television, the matter was closed under the misleading conclusion of “no issue found,” indicating an attempt to avoid responsibility.

**LEGAL PROVISIONS:**

1. **Section 2(1)(r) of the Consumer Protection Act, 2019** – Deficiency in service: The Opposite Parties’ failure to repair or replace the defective television despite acknowledgment of the issue constitutes deficiency in service.
2. **Section 2(1)(o) of the Consumer Protection Act, 2019** – Unfair trade practices: The Opposite Parties have been found guilty of unfair trade practices by failing to address the issues promptly and in a manner that meets the standards of quality and service expected from a consumer product manufacturer and service provider.
3. **Section 35 of the Consumer Protection Act, 2019** – Remedy for defective goods: The Complainant is entitled to a remedy under this section for the defective television under warranty and the failure of the Opposite Parties to resolve the issue within a reasonable time frame.
4. **Section 24A of the Consumer Protection Act, 2019** – Jurisdiction: The complaint can be filed in the jurisdiction where the defective product was purchased or where the service issue occurred, in this case, Mumbai.

**JURISDICTION:**

1. **That the Complainant resides in Mumbai**, and the product was delivered and installed in the jurisdiction of Mumbai, which gives this Hon’ble Commission jurisdiction to adjudicate this matter under Section 24A of the Consumer Protection Act, 2019.
2. **That the Opposite Parties conduct business and provide services in Mumbai**, including the Toshiba Authorized Service Center located in Goregaon, Mumbai, further affirming the jurisdiction of this Hon’ble Commission.

**RELIEF CLAIMED:**

In light of the above facts and circumstances, the Complainant prays for the following reliefs:

1. **Immediate replacement of the defective television** with a new and functional unit of the same model or a **full refund of Rs. 53,000** (Rs. 49,300 + Interest on no-cost EMI given as upfront discount which will be charged by the bank Rs. 3,300 + Processing Fee Rs. 199 + GST).
2. **Compensation of Rs. 4,00,000** for **mental agony, harassment, and inconvenience** caused due to the delay and deficiency in service.
3. **Reimbursement of Rs. [Amount]** towards any **incidental costs** incurred in following up on the complaint.
4. Any other relief deemed **just and proper** by this Hon’ble Commission.