**APPLICATION (IA)**  
(Application for Urgent Hearing or Additional Relief if required)

**APPLICATION FOR URGENT HEARING**

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

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

**IN THE MATTER OF:**

[Your Name] (Complainant)  
Versus  
Hisense India Pvt. Ltd. & Others (Opposite Parties)

**APPLICATION FOR URGENT HEARING**

**MOST RESPECTFULLY SHOWETH:**

1. That the present complaint has been filed against the Opposite Parties due to the deficiency in service and unfair trade practices concerning a defective Toshiba LED Television purchased by the Complainant.
2. That despite repeated complaints and follow-ups, the Opposite Parties have failed to replace or repair the television, leaving the Complainant’s household, including senior citizens, without a functioning television for entertainment.
3. That the continued delay is causing undue hardship and mental agony to the Complainant and their family. The television was purchased specifically for watching the IPL tournament on a large screen, but the Complainant has been deprived of its use.
4. That there is an urgent need for early resolution as the delay in service is ongoing, and there is no response from the Opposite Parties regarding a timely resolution. The delay not only affects the Complainant but also reflects gross negligence in consumer service by the Opposite Parties.
5. That if the matter is not heard on priority, the purpose of filing this complaint will be defeated, and the Complainant will continue to suffer irreparable loss and inconvenience.
6. That in view of the urgency and irreparable loss, it is respectfully prayed that this Hon’ble Commission may kindly list this matter for urgent hearing at the earliest possible date and pass an interim order directing the Opposite Parties to provide immediate relief in terms of replacement or repair of the defective television.

**PRAYER**

In view of the aforementioned facts and circumstances, it is most respectfully prayed that this Hon’ble Commission may be pleased to:

a) List the matter for an urgent hearing at the earliest possible date.  
b) Pass an interim order directing the Opposite Parties to replace or repair the defective television immediately.  
c) Pass any other order that this Hon’ble Commission deems fit and proper in the interest of justice.

Place: Mumbai  
Date: [Date]

**[Your Name]**  
(Complainant)

**PROFORMA FOR FILING CONSUMER COMPLAINT**

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

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

**IN THE MATTER OF:**

Pratik Shah / Jigisha Shah  
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)

**Complainants**

Versus

1. **Hisense India Pvt. Ltd.**  
   (Manufacturer and Service Provider of Toshiba Televisions; currently holds brand and service responsibility in India)  
   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.**  
   (Original Brand Owner – included to determine if liability persists under their licensing arrangement with Hisense)  
   Corporate Office: 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)
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

**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 |
| 10 Apr 2025 | Despite acknowledging display panel issue, service team closed the case claiming no defect |
| [Date of Complaint] | Complaint filed with Consumer Commission |

**MEMO OF PARTIES**

**Complainants:**  
Pratik Shah / Jigisha Shah  
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)

**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

**CONSUMER COMPLAINT WITH NOTARISED AFFIDAVIT**

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

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

**IN THE MATTER OF:**  
Pratik Shah / Jigisha Shah — Complainants  
Versus  
Hisense India Pvt. Ltd. & Others — Opposite Parties

**Consumer Complaint Under Section 35 of the Consumer Protection Act, 2019**

**MOST RESPECTFULLY SHOWETH:**

1. That the Complainants purchased a Toshiba LED Television, Model M650MP, via Amazon India on 19th February 2025 (Order # 403-9686796-6977111). The television was delivered and installed on 21st February 2025 at the service address located in Malad East, Mumbai.
2. That within 15 days of installation, the product started developing a severe display issue wherein the screen would flicker or go completely blank. The same was reported on 10th March 2025 to Toshiba support, registered under Complaint # 214554880. A technician visit was promised within 48 hours.
3. That there was no follow-up or technician visit for several days despite repeated calls. The Complainants also emailed Toshiba support at their official service addresses on 12th March 2025. Eventually, a technician visited and confirmed the fault. He recorded a video, acknowledging a display panel issue and recommended a replacement.
4. That since 12th March 2025, the Complainants have made numerous follow-up calls and emails, yet the issue remained unresolved. Even Amazon customer support attempted to reach the manufacturer and failed to get a response.
5. That despite repeated assurances, technician revisits, and clear acknowledgment of the problem, the Complaint was unjustly closed around 10th April 2025 by the service center with the false claim that there was no issue with the product. This was done without any resolution.
6. That the Complainants had purchased the television to enjoy the ongoing IPL cricket season and had given away a working older television. Due to the delay and negligence of the Opposite Parties, they were left without a functioning television for over a month, causing inconvenience, especially to the elderly in the household.
7. That the Complainants have attached all supporting documents, emails, screenshots, video proof, service calls, and records of communication to substantiate their claims (See Annexure Section).

**PRAYER**  
The Complainants respectfully pray that this Hon’ble Commission may be pleased to:

a) Direct the Opposite Parties to replace the defective television with a brand new, fully functional unit of the same model or equivalent. b) Award compensation of ₹50,000 for mental harassment, hardship, and loss of use. c) Award litigation expenses of ₹10,000. d) Direct the Opposite Parties to provide a formal written apology. e) Pass such further orders as this Hon’ble Commission deems fit in the interest of justice.

Complainants:  
Pratik Shah / Jigisha Shah  
Date: \_\_\_\_\_\_\_\_\_\_  
Place: Mumbai

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**AFFIDAVIT**

I, Pratik Shah, son of [Father’s Name], aged about \_\_ years, residing at G-28, 2nd Floor, Sarvodaya Nagar, 1st Panjarapole Road, C.P. Tank, Mumbai 400004, do hereby solemnly affirm and state on oath as under:

1. That I am the Complainant in the accompanying complaint and am fully conversant with the facts and circumstances of the case.
2. That the facts stated in the accompanying complaint are true and correct to my knowledge and belief and nothing material has been concealed therefrom.
3. That the documents annexed with the complaint are true copies of the originals.

Verified at Mumbai this \_\_\_ day of \_\_\_\_\_\_ 2025 that the contents of this affidavit are true to my knowledge.

Deponent: (Signature of Pratik Shah)

Identified and Attested by Notary Public  
(Signature and Stamp of Notary)

**CONSUMER COMPLAINT WITH NOTARISED AFFIDAVIT**

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

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

**IN THE MATTER OF:**  
Pratik Shah / Jigisha Shah — Complainants  
Versus  
Hisense India Pvt. Ltd. & Others — Opposite Parties

**Consumer Complaint Under Section 35 of the Consumer Protection Act, 2019**

**Respected Sir/Madam,**

The Complainants respectfully submit the following consumer complaint under Section 35 of the Consumer Protection Act, 2019 against the Opposite Parties for deficiency in service, supply of a defective product, failure to provide redressal despite multiple follow-ups, and mental agony caused as a result of negligent and unfair trade practices.

**1. Facts of the Case**

1.1. The Complainants purchased a Toshiba 55-inch 4K LED TV (Model: 55C350MP) on **19 February 2025** through Amazon India, Order ID **403-9686796-6977111**. The product was sold under a standard **1-year manufacturer warranty**.

1.2. The product was delivered and installed on **21 February 2025**, and was in use by the Complainants' in-laws at their Malad (East) address.

1.3. Within just **17 days** of installation, a **display issue** appeared — horizontal black lines on the screen and loss of image integrity. A complaint was promptly registered with the Toshiba support team (managed by Hisense India Pvt. Ltd.) under **Complaint ID: 214554880** on **10 March 2025**.

1.4. A technician visited the site and acknowledged the **defect in the display panel**, stating it would require replacement. Despite this acknowledgment, no action was taken for weeks.

1.5. Between **10 March and 10 April 2025**, the Complainants made repeated follow-ups via email and customer care calls. Despite written and verbal assurances, **no replacement or repair** was carried out.

1.6. On **10 April 2025**, shockingly and without any resolution or reinspection, the service team **unilaterally closed the complaint**, falsely asserting “no defect found,” which is a direct contradiction of the technician's report.

1.7. The Complainants then sent multiple follow-up emails and requested the escalation of the matter, yet **no corrective steps or communication** was made by the Opposite Parties.

**2. Grounds of Complaint**

The Complainants submit that the Opposite Parties have engaged in:

* **Deficiency in Service**: Failure to repair or replace a defective product within a reasonable timeframe violates Section 2(11) of the Consumer Protection Act, 2019.
* **Unfair Trade Practice**: Closing a complaint without resolution and providing misleading statements constitute an unfair trade practice under Section 2(47).
* **Negligence**: Non-responsive behavior despite repeated complaints amounts to negligence.
* **Mental Harassment and Agony**: The repeated follow-ups, lack of resolution, and false closure of the complaint caused undue stress to senior citizens using the product.

**3. Legal Provisions Invoked**

This complaint is filed under **Section 35** of the **Consumer Protection Act, 2019**, seeking redressal for:

* Defective goods [Section 2(10)]
* Deficiency in service [Section 2(11)]
* Unfair trade practices [Section 2(47)]
* Compensation under Section 39(1)(d) and 39(1)(e)

**4. Reliefs Sought**

In light of the above facts and legal violations, the Complainants respectfully pray for the following reliefs:

a) **Replacement** of the defective Toshiba 55C350MP television with a **new and fully functional unit** OR a **full refund** of ₹36,999 (purchase price).  
b) **Compensation of ₹50,000** towards mental agony, harassment, and time spent in follow-ups.  
c) **Litigation cost of ₹5,000** for filing and documentation.  
d) Any other relief that this Hon’ble Commission deems fit and proper in the circumstances of the case.

**5. Jurisdiction and Limitation**

This Hon’ble Commission has **territorial jurisdiction** as the product was delivered and installed within Mumbai, and the cause of action arose in Mumbai. The complaint is within the limitation period as prescribed under the Consumer Protection Act, 2019.

**6. Prayer**

In view of the above, the Complainants humbly request this Hon’ble Commission to admit the complaint and grant the reliefs as prayed.

**Verification / Affidavit**

I, Pratik Shah, the Complainant herein, do hereby verify that the contents of the above complaint are true and correct to the best of our knowledge and belief. Nothing material has been concealed therefrom.

Date: [To be filled]  
Place: Mumbai

**Signature**  
(Pratik Shah)  
(Jigisha Shah)