

SAMPLE TEMPLATE — STATE VARIATION MAY APPLY

Complaint before the Consumer Disputes Redressal Commission

BEFORE THE [DISTRICT / STATE / NATIONAL] CONSUMER DISPUTES REDRESSAL COMMISSION, [PLACE]

Complaint No. [TO BE FILLED BY REGISTRY] of [YEAR]

IN THE MATTER OF:

[COMPLAINANT FULL NAME]
son/daughter of [PARENT NAME]
aged [AGE] years, resident of
[FULL ADDRESS, PIN]

... Complainant

Versus

1. [OPPOSITE PARTY 1 NAME]
[REGISTERED OFFICE / BUSINESS ADDRESS]

2. [OPPOSITE PARTY 2 NAME, IF ANY]
[ADDRESS]

... Opposite Parties

COMPLAINT UNDER SECTION 35 / 47 / 58 OF THE CONSUMER PROTECTION ACT, 2019

The Complainant most respectfully submits as under:

1. Jurisdiction. The cause of action arose at [PLACE], which falls within the territorial jurisdiction of this Commission. The value of goods or services and the compensation claimed is Rs. [AMOUNT], which falls within the pecuniary jurisdiction of this Commission.

2. Facts of the case. [STATE FACTS CHRONOLOGICALLY — date of purchase / availing service, amount paid, what was promised, what went wrong, dates of communication with opposite party.]

3. Deficiency / unfair trade practice. [DESCRIBE THE DEFICIENCY OR UNFAIR TRADE PRACTICE — defective product, deficient service, misleading advertisement, refusal to refund, etc.]

4. Notice and response. The Complainant served a legal notice / e-mail / written complaint on the Opposite Party on [DATE]. [STATE WHETHER IT WAS REPLIED, AND THE RESPONSE.]

5. Limitation. The complaint is filed within two years of the cause of action as required by Section 69 of the Consumer Protection Act, 2019.

PRAYER

In view of the above, the Complainant prays that this Hon'ble Commission be pleased to:

- (a) direct the Opposite Parties to refund Rs. [AMOUNT];
- (b) award compensation of Rs. [AMOUNT] for mental agony and harassment;
- (c) award costs of the proceedings;
- (d) pass any other order this Commission deems fit.

Place: [PLACE]

Date: [DATE]

[COMPLAINANT SIGNATURE]

Complainant

VERIFICATION

I, [COMPLAINANT NAME], the Complainant above named, do hereby verify that the contents of paragraphs 1 to [N] of the complaint are true to my personal knowledge, and that no part of it is false and no material has been concealed therefrom.

Verified at [PLACE] on this [DATE].

[COMPLAINANT SIGNATURE]

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