

COMPLAINT FORM

Form for complaint under the Consumer Protection Act 1986

In the complaint case no.....

Before the Hon'ble District Forum.....

or

Before the State Commission.....

or

Before the National Commission.....

Complaint No. of

In the matter of.....

Name & address of complainant/complainants.....

versus

Name & address of opposite party/parties.....

I/we, the above named complainant/complainants respectfully state before the Hon'ble Forum/Commission the complaint as follows:

It is therefore prayed

- (i) That opposite party be directed to refund the amount paid by the complainant to the tune of Rs.....
- (ii) Complainant may please be compensated to the tune of Rs..... for the mental agony and harassment caused to him/her in the due course
- (iii) Cost of litigation may also be awarded suitably.

Signature of Complainant

Place:

Date:

(Name of the Complainant)

Verification

I S/o. aged, the above named complainant do hereby solemnly declare that the particulars stated above are true to the best of my knowledge and belief and nothing has been concealed therein. I further certify that annexure I, II and III appended to the complaint are the true copies of original documents.

Verified at..... this day of

(a) Annexure I

Signature of Complainant

(b) Annexure II

(c) Annexure III

(Name of the complainant/Deponent)

For all your consumer problems call
Toll Free National Consumer Helpline No. 1600-11-4000
(From BSNL/MTNL lines) or log on: www.core.nic.in

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CONSUMER AWARENESS INITIATIVE



Ministry of Consumer Affairs, Food and Public Distribution,
Department of Consumer Affairs
Government of India, Krishi Bhawan, New Delhi-110001
website: www.fcamin.nic.in



CONSUMER RIGHTS

WHO IS A CONSUMER

According to the Consumer Protection Act, 1986, one who purchases goods or services for his/her use is a consumer. The user of such goods or services with the permission of the buyer is also a consumer. Therefore, every one of us is a consumer in one way or the other.

AS A CONSUMER WE ENJOY CERTAIN RIGHTS SUCH AS:

- Right to Safety
- Right to be Informed
- Right to Choose,
- Right to be heard
- Right to seek Redressal,
- Right to Consumer Education

WHO CAN FILE A COMPLAINT

- A Consumer
- Any Voluntary Consumer Organisation registered under the Societies Registration Act 1860 or the Companies Act 1951 or any other Law for the time being in force.

CIRCUMSTANCES UNDER WHICH A COMPLAINT CAN BE FILED:

- The Central Government
- The State Government or Union Territory Administrations

WHAT CONSTITUTES A COMPLAINT

- If you have suffered loss or damage as a result of any unfair/restrictive trade practices adopted by the trader.
- If the goods purchased suffer from any defect.
- If the services hired/availed of suffer from deficiencies in any respect.
- If you have been charged a price in excess of the price displayed or fixed by or under any law in force.
- If the goods hazardous to life and safety, are being offered for sale to public in contravention of any law in force.



HOW TO FILE A COMPLAINT

- A. A complaint can be filed on a plain paper. It should contain
- The name description and address of the complainants and the opposite party
 - The facts relating to complaint and when and where it arose.
 - Documents in support of allegations in the complaint

- The relief which the complainants is seeking
- The complaint should be signed by the complainants or his authorised agent

- B No lawyer required for filing the complaint
C Nominal court fee

WHERE TO FILE THE COMPLAINT

It depends upon the cost of the goods or services or the compensation asked

- If it is less than Rs. 20 lakhs- in **District Forum**
- If more than Rs. 20 lakhs but less then Rs. 1 crore - before **the State Commission**
- If more than Rs. 1 crore -before the **National Commission**
- Addresses are available on web at **www.fcamin.nic.in**

RELIEF AVAILABLE TO CONSUMERS

- Removal of defects from the goods
- Replacement of the goods
- Refund of the price paid
- Award of compensation for the loss or injury suffered
- Removal of defects or deficiencies in the services
- Award for adequate costs to parties

