

BEFORE THE HON'BLE DISTRICT CONSUMER DISPUTES REDRESSAL FORUM

at .....

COMPLAINT No. \_\_\_\_\_ OF.....

IN THE MATTER OF:

(Name and address of the complainant)

Versus

(Name and address of the opposite party or parties)

COMPLAINT UNDER SECTION 12 OF THE CONSUMER PROTECTION ACT, 1986

Respectfully Submit as Under:

#### 1. INTRODUCTION.

Give the bare details of the complainant (consumer) and that of the opposite party/parties. These include Name, Address and the nature of firm and their business.

#### 2. TRANSACTION

Here the complainant should give the details of transaction, the nature and particulars of the goods and services that were purchased, the date of purchase, the amount paid in full or part or promised to be paid in consideration. This should be supported by photocopies of the bill, receipt, voucher which should be attached with complaint as annexures.

#### 3. NATURE OF COMPLAINT

In this section, the consumer should clearly spell out his grievance with the transaction. Whether the trader resorted to unfair or restrictive trade practices. Or if there is some defect in the goods purchased or there has been deficiency in service provided. Or the consumer was charged a higher price than what was agreed or fixed etc. The complainant should elucidate his grievance in detail. He should also support his contention with proof or evidence. All such documents should be attached as annexures.

#### 4. HISTORY OF ATTEMPTS FOR REDRESSAL

This is an important part of the complaint. Here the complainant should enumerate the various attempts and efforts undertaken by him to get his grievance resolved. So the details of correspondence with the trader or manufacturer, the personal visits if any should be highlighted in this section, with documents and evidence. Again these proofs should be attached.

## 5. RELIEF SOUGHT

Under this the Consumer should list the nature of relief sought for the grievance. There are many options such as replacement of goods, compensation for financial loss, depending on the circumstances of the case.

## 6. PRAYER

The final submission by the complainant to the honourable forum on what the complainant requests from the Court in addition, and including the relief sought under the earlier paragraph.

PLACE :

Signature of the complainant

DATED :