**CONSUMER STANDARD COMPLAINT 2**

BEFORE THE HON'BLE CONSUMER DISPUTES REDRESSAL FORUM AT……………………………………………..

Complaint No: \_\_\_\_\_ …/……

…………………………………………………………………………….Complainant

Versus

…………………………………………………………………………….Respondents

Application Under Section 12 of the Consumer protection Act, 1986.

Respectfully Sheweth:   
  
1. That the complainant is a subscriber of phone No: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ which is installed since \_\_\_\_\_.   
  
2. That the complainant is in the business of \_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
  
3. That the complainant has been receiving normal phon bills not exceeding Rs. \_\_\_\_\_\_\_\_\_\_\_\_ /- and the complainant has been making the payments thereof within the ……\_\_\_\_\_\_\_………….period.   
  
4. That surprisingly the complainant has received a bill dated \_\_\_\_\_ for the period ending \_\_\_\_\_ amounting to exorbitant Rs. \_\_\_\_\_ which was highly inflated and excessive bill against which the complainant made oral request and written objections with the respondents which request of the complainant has not so far been redressed by the respondents.   
  
5. That the complainant has filed an application with the respondent for issuing Computerized sheet of his Telephone to assess the exact use of the telephone and its meter readings but the same has not been issued to the complainant till date and the complainant has been harassed by the respondents unnecessarily and has been asked to visit their office at……………\_\_\_\_\_\_\_\_\_\_\_\_……… on many occasions.   
  
6. That it is pertinent to mention that the telephone is rarely used by the complainant and he could hardly consumes \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_……... Moreover, the telephone remains out of order and for which the complainant had made several oral as well as written complainants.   
  
7. That such an act on the part of the respondent amounts to deficiency of service, restrictive trade practice and unfair trade practice within the purview of the Consumers Protection Acts and due to the deficiency in service of the respondents the complainant has suffered mental harassment and agony and his reputation has been lowered down in the society for which the respondents are liable to pay a sum of Rs. ………………………………..- as damages for the mental agony and harassment etc.   
  
8. That the excessive and inflated billing for the above said period was due to either mechanical defect in the Exchange or some external fault as well as misuse of the number of the complainant by the telephone staff thereby raising the normal bill of the complainant. It appears that the lines and metering system of the respondents are not proper. Current number of calls are not recorded properly either on account of mechanical failure or some defect in the line or the bills of the complainant are very excessive and inflated one which is clear from the reading recorded on the bills for which the respondents are responsible.

9. That the complaint is within the period of limitation.

10. That since the complainant is consumer under the respondents here at ……………..…………..and since the cause of action arose to the complainant within the jurisdiction to try this complaint.   
  
11. It is, therefore, prayed that this Hon'ble Forum may be pleased to pass the following orders, directions and grant the following reliefs in favour of The complainants in the interest of justice :-   
  
(a) Direct the opposite parties to repay the excessive payments amounting to Rs. \_\_\_\_\_ charged by them from the complainant along with interest @ ….% p.a. till the date of payment 

(b) Saddle the opposite parties with special and extra-ordinary costs as deemed fit so as to deter them from adopting such malpractice in future;

(c) Award a compensation of Rs. ……………………….………./- to the complainant on account of mental agony, physical harassment, and financial loss, caused due to dereliction of duties on the part of the respondents; 

(d) Allow the cost of this complaint;

(e) Pass such other orders in favour of the complaints as deemed fit and proper in the facts and circumstances of the case.

AND FOR THIS ACT OF KINDNESS, THE HUMBLE APPLICANTS AS IN DUTY BOUND, SHALL EVER PRAY

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………………………… Complainant   
  
\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Through, Advocate

**BEFORE THE DISTRICT CONSUMER DISPUTE REDRESSAL FORUM AT ……………………………………………**

Complaint No:\_\_\_\_\_ ………../…………..

………………………………………………………………………..…………………Complainant

Versus

…………….…………………………………………………………………………………Respondents

Affidavit in support of complaint Under Section 12 of the Consumer Protection Act 1986

I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, do hereby solemnly affirm and declare as under :   
  
1. That the accompanying complaint has been prepared under my instructions.   
  
2. That the contents of paras 1 to\_\_\_\_\_ \_\_\_\_\_ of the complaint are correct and true to the best of my knowledge.   
  
3. That I further solemnly affirm and declare that this affidavit of mine is correct and true to the best of my knowledge and no part of it is false and nothing material has been concealed therefrom.   
  
Affirmed at …………………………. this the \_\_\_\_\_.   
  
Deponent