

District Consumer Disputes Redressal Commission, Aligarh

Date of Institution: 24.05.2025

Date of final hearing: 14.07.2024

Date of pronouncement: 27.07.2026

Complaint Case No .105 of 2025

Mohd Asbah S/o Mughis Uddin R/o Hamadard Nagar D, Jamalpur,
Aligarh

V/s

Vivo Mobile India Pvt. Ltd Address 10th and 11th Floor the Palm
springs plaza Golf Tower Road DLF Phase 8 Sector 54 Gurugoa
Haryana 122003

CORUM

PRESENT:

1. Shri Hasnain Qureshi, President
2. SMT. PURNIMA SINGH RAJPOOT

PRONOUNCED BY Smt. Purnima Singh Rajpoot

JUDGMENT

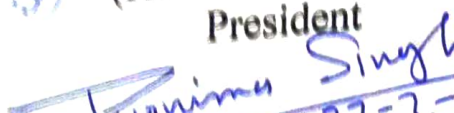
1. The present complaint has been filed by the complainant before this commission for the following reliefs:-
 - (a) Op be directed to make refund of the amount Rs.23500.
 - (b) Op be directed to pay compensation Rs.50000 for mental agony and misbehavior.
 - (c) Op be directed to pay litigation expenses Rs.5000.
 - (d) Any other relief.
2. Complainant has stated that on 9.10.2024 complainant had purchased a Vivo B 30 smart phone from KS Venture Aligarh. Since the month January 2025 the phone started heating and lagging. Complainant visited service center twice and on his recent visit to service center on 3.5.2025, the staff behaved rudely and denied proper service. Multiple attempts were made to resolve the matter via customer care since February 2025 but no result. This reflects deficiency in service and mental harassment and misbehavior.
3. Op did not file WS despite of sufficient service and case was proceeded against the op.
4. We have perused material on record and heard the complainant.



5. Complainant has supported his case with the affidavit and documents. Complainant has sought the reliefs against Vivo Mobile India Pvt. Ltd. , the manufacturer of the phone which was purchased from KS Venture Aligarh. There is no rebuttal on behalf of the op manufacturer of the product. Complainant's case is proved and he is entitled to the reliefs claimed
6. We hereby direct the op to refund the amount Rs. 23500 and to pay compensation for harassment for Rs.50000 to the complainant with litigation expenses Rs. 5000. OP can take over the phone after making refund of the amount awarded.
7. Op shall comply with the directions within 45 days failing which op shall be prosecuted for noncompliance in accordance with section-72 of the Act for awarding punishment against it.
8. A copy of this Judgment be provided to all the parties as per rules as mandated by the Consumer Protection Act-2019. The judgment be uploaded forthwith on the website of the Commission for perusal of the parties.
9. File be consigned to record room along with a copy of Judgment.


(Hasnain Qureshi) 27.7.2026
President

Pronounced on : 27.07.2026


(Smt. Purnima Singh Rajpoot)
Member