BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, SHIVAMOGGA.

C.C.No.3/2026

DATED ON THIS THE 17thDAY OF OCTOBER, 2026

:PRESENT:

SRI.T.SHIVANNA, DISTRICT JUDGE, (RETIRED) -PRESIDENT
SRI.B.D.YOGANANDA. M.Sc.,(HORTI.),P.G.D.M.M.,P.G.D.P.R.,LL.B. -MEMBER

COMPLAINANT:-	**T. Nagendra,** S/o.Thimmaiah, Aged About 52 years, Presently residing at No.28, PWD Quarters, Main Road, Basavanagudi, Near Mandara School, Shivamogga. **(Rep. by Sri.D.K. Nagesh, Adv.,)**
OPPONENT:-	**1.The Station Master,** Yashwanthpura Railway Station, Yashwanthpura Junction, South-Western Railways, Bangalore. **2.The Station Master,** Tumkur Railway Station, South-Western Railways Tumkur. **(Rep by Sri. C.R. Vinayaka, adv)**
Date of Filing	05/01/2026
Notice Served on	12/01/2026(OP-1), 10/01/2026(OP-2)
Date of Order	17/10/2026
Duration of Proceeding	09 months 05 days
Nature of Complaint	Deficiency in service – Water problem in the Train coach.

:ORDER:
DELIVERED BY SRI. B.D.YOGANANDA, – MEMBER ON BEHALF OF THE BENCH.

This complaint is filed by the complainant, U/s 35of the Consumer Protection Act, 2019 (For short, CPA) through his counsel

against the Opponents No.1 and 2 (For short, OPs) praying this Commission to direct the OPs to(a) pay Rs.1000/-towards the Railway Journey Tickets amount, (b)pay Rs.5,00,000/- towards deficiency of services and unfair trade practice (c) pay Rs.5,00,000/- towards the loss, hardships, inconveniences, mental agony suffered by the complainant and (d) pay Rs.5000/- towards the costs of legal notice & litigation costs and such other relief as deemed fit and proper.

2. Brief facts of the case:-

The counsel for complainant filed an IA seeking amendment of the dates in the Original complaint, at the fag end of the proceedings/enquiry, when the case was posted for arguments of both counsels, wherein the year shown as 2024, which crept in as typographical error to be amended as 2025,and the same came to be allowed vide this Commission Order dated:14/05/2026 and the amended version of the complaint is furnished by the counsel for the complainant.

3. The complainant at Para No.2 of the amended complaint has submitted that, the**c**omplainant along with family members i.e. his wife, children and relatives, totalling to 20 adults and 4 children visited Tirupathi-Thirumala Temples at Andrapradesh in the month of April 2025. After leaving from Tirupathi Town on 14/04/2025, the complainant and his family members came back to Yashwanthapura Railway Station, Bengaluru on the 15/04/2025to continue their journey to Shivamogga. At Yashwanthapura Railway Station, Bengaluru, the complainant obtained 20 adult tickets and 4 tickets for children totalling to Rs.1000/- vide Ordinary Second Class Tickets Nos.4857023,4857024, 4857025,4857026, 4857027& 4857028 for the Yashwanthapura-Shivamoogga Train No.66575.The South Western Railway operates the Railway Transport in the said route with specific trains which are all fitted and facilitated with bathrooms/washrooms. After the train left Yeshwanthapura Junction and proceeded towards Tumkur, the

family members particularly the ladies and the children had to attend to wash rooms. After verifying the washrooms, it was noticed that, there was no water facility in the particular wagon. Due to such inconvenience, the complainant and his family members could not use the washrooms. Immediately the complainant brought the same to the notice of the Railway Police who were on duty in the train and sought for any measures to rectify the same. But the said Railway policy was helpless to address the situation.

4. The complainant in his amended complaint at Para No.3 has stated that, as per the advice of the Railway Police, the complainant got down at Tumkur Railway Station and lodged a complaint with the Station Master, Tumkur Railway Station, South-Western Railways, Tumkur (for short, OP-2) for addressing the issue of water supply in the railway wagon. But, the OP-2 who was on duty did not have any option to address the water issue, due to which the complainant and all his family members i.e. 20 + 4 of them had to get down at Tumkur Railway Station. As there was no basic facility in the aforesaid train, the complainant and his family members could not continue the journey and thus got down at Tumkur. A complaint was lodged/registered wide acknowledgment No.028948 dated: 15/04/2025 with the OP-2 with regard to the problems faced by the complainant during the train journey and the complainant requested for the refund of the entire money paid in respect of the discontinued journey and also compensation for the loss of time, inconveniences, hardship faced by him and his family members.

5. The complainant at Para No.4 of the amended complaint has stated that, there after the complainant and his family members continued the journey from Tumkur to Shivamogga in another Express Train at about 8.30 by paying additional ticket fair of Rs.1,760/-.

6. The complainant at Para No.5 of the amended complaint has submitted that, the complainant is a 'Consumer' as defined under the CPA, 2019. The complainant availed the services of the OPs by

purchasing the railway tickets, paying the consideration. The OPs are responsible to provide the assured facilities like washrooms, water supply, electricity etc., But, the OP-1 who is responsible for providing these facilities, operated the train without proper basic facilities which resulted in untold inconveniences, hardships to the complainant and his family members. Both OPs rendered acts of deficiency in services on their part, in not addressing the inconvenience caused to the complainant.

7. The complainant in his amended complaint at Para No.6 has submitted that, the complainant got issued legal notice to OPs vide Legal Notice dated:28/08/2025 through registered post, calling upon the OPs to refund the ticket charges and for compensation, loss and damages. The OPs did not comply with the notice demands nor issued any reply to the notice claims despite due service of Notice to the OPs.

8. The complainant in his amended complaint at Para No.7 has alleged that, the cause of action arose on 15/04/2025, when OP-2 issued tickets for the train which was not having any basic water facility. The complainant is a permanent resident of Shivamogga Town and hence this Commission is having territorial jurisdiction to try this case and at Para No.9 has prayed for the reliefs as stated supra.

9. On admission of the complaint, notice issued to the OPs were duly served and the OPs appeared before this Commission through theirlegal counsel and filed their common written version.

10. OPs in the written version has contended that, the complaint is not maintainable either in law, of facts in any manner and the same may be dismissed in limine.

11. OPs in the written version at Para No.2, 3, 4 and 5 have reproduced the averments of the complainant as at Para No.2, 3, 4 and 5 of the complaint and have denied all the averments in the complaint as

false and not known to the OPs and has called for the strict proof of the same.

12. OPs in the written version, under the sub-heading – **The Facts of the case is as follows**, have submitted that, the fact is the allegation made by complaint that, there was no water in coaches is denied as baseless and without giving any evidence. There was no complaint registered in any mode, Rail Madad/ Twitter/ Phone helpline No.139 / CP gram, by any passenger in Bangalore Division on 15-04-2024 for the Train No.66575 when the train was running. Watering of coaches is being ensured before departure of each train at originating station. The train is having all the passenger amenities like washrooms, water supply, electricity, fans including mobile charging points and prayed for dismissal of the complaint with exemplary cost.

13. During the course of enquiry, the complainant filed his Affidavit Evidence as CW-1 and he is further examined in chief and Ex.P-1 to 15 were marked and closed the evidence. The Authorized Person of the OPs i.e. the Sr. Divisional Mechanical Engineer, South Western Railway, Bengaluru-23 filed the affidavit evidence on behalf of OPs as RW-1 and closed the evidence. Both counsels for the complainant and the OPs filed Brief Written Arguments and the matter was posted for Oral Arguments of both counsels.

14. When, the matter was posted for Oral Arguments of both counsels, the counsel for complainant filed an IA seeking amendment of the complaint as mentioned at Para No.2 supra. Heard both parties and the said IA came to be allowed vide Orders of this Commission on the said IA dated: 14/05/2026 and the amended complaint was also filed by the complainant and his counsel. At this juncture, it is appropriate to mention that, the amendment sought by the complainant was on the ground that, there is some typographical errors that crept in the complaint at Para No.2 of the complaint at Line No.5, 6 and 8wherein by typographical error, the year mentioned as 2024 to be corrected as 2025 with respect to the travel date to Shivamogga as in the month of April, 2024, instead of stating April-2025 and the same is purely a

typographical error by oversight and against to the very documents that the complainant produced in this case.

15. Thereafter, both counsels addressed Oral Arguments. Counsel for complainant filed Memo furnishing 02 rulings of Hon'ble National Consumer Disputes Redressal Commission, New Delhi and the Punjab State Consumer Disputes Redressal Commission, which he relied upon.

16. Considering the pleadings, evidence, documents, arguments and the rulings, the points that would now arise for consideration are as under:-

1. Whether the complainant proves that, there is a deficiency of service committed by the OPs?
2. Whether the complainant is entitled for the reliefs sought for?
3. What order?

17. Findings on the above points are as follows:-

Point No.1: In the Affirmative.
Point No.2: Partly in the Affirmative.
Point No.3: As per the final order for the following:

:REASONS:

18. **Point No.1**:-To prove the case of the complainant, he is relying on his Affidavit Evidence and documentary evidence at Ex.P-1 to 15 i.e., Ex.P-1-Xerox copy of Adhaar Card of complainant, Ex.P-2 to 7–Six Second Class Railway Travel Tickets from Yashwanthpura to Birur dated:15/04/2025, Ex.P-8 to 13-Six Railway Travel Tickets from Tumkuru to Shivamogga dated:15/04/2025, Ex.P-14-Copy of the Complaint registered before the Station Master, at Tumkur Railway Station dated:15/04/2025, Ex.P-15- Office copy of the Legal Notice dated:28/08/2025 with 02 Postal Receipts, 01 Postal Acknowledgment and 01 Postal Track Tracking Report, whose details are shown at Annexure to this Order.

19. The Authorized Person of the OPs i.e. the Sr. Divisional Mechanical Engineer, South Western Railway, Bengaluru-23 filed the affidavit evidence on behalf of OPs as RW-1 and closed the evidence. No any documents were produced and got marked as exhibits on behalf of OPs.

20. The main allegation of the complainant against the OPs is that, when the complainant with his family members, in all 20 adults and 04 children were travelling from Yashwanthapura Railway Station, Bengaluru to Shivamoogga by Train No.66575 on 15/04/2025, the family members, particularly the ladies and the children were to utilize washrooms, but it was noticed that, there was no water facility in the particular wagon and due to such inconvenience, the complainant and his family members could not use the washrooms. The complainant has stated that, the same was brought to the notice of the Railway Police who were on duty in the train, but they were also helpless to address the situation and upon the advice of the Railway Police, the complainant got down at Tumkur Railway Station and lodged a complaint (Ex.P-14) on 15/04/2025 before the Station Master, Tumkur Railway Station.

21. Per-contra, the OPs have denied the averments and the allegations of the complainantin their written version based on the complaint filed before this Commission and relying upon the Legal Notice dated:28/08/2025 (Ex.P-15) issued by the complainant before filing the complaint in this Commission, wherein the train travel date in the said Legal Notice and the un-amended complaint filed before this Commission is shown as the 15/04/2024 instead of the actual date of the train travel and the date of cause of action being on 15/04/2025. OPs based on the Legal Notice (Ex.P-15) and the Consumer Complaint herein and clinging on to the wrongly mentioned date i.e. 15/04/2024 which has crept in as typographical error by oversight, OPs in their written version have contended that, the allegation made by complaint that there was no water in coaches is denied as baseless and without any evidence. There was no complaint register in any mode, Rail Madad/ Twitter / Phone helpline No.139 / CP gram, by any passenger on

15/04/2024 for the Train No.66575, when the train was running. Watering of coaches is being ensured before departure of each train at originating station. The claim was having all the passenger amenities like washrooms, water supply, electricity, fans, including mobile charging points and have prayed for dismissal of the complaint.

22. The complainant filed his affidavit evidence as CW-1 along with documents, which are marked as Ex.P-1 to P-15. The complainant has produced the Railway Travel Tickets bearing No.14857023 to 14857028 dated:15/04/2025 issued by the Yashwanthpura Railway Station, which are marked as Ex.P-2 to P-7, for the Train Travel on 15/04/2025 from Yashwanthpura Railway Station to Shivamogga on 15/04/2025. The complainant has also produced the Railway Travel Tickets bearing No.25594606 to 25594609 and Tickets bearing No.25594612 & 25594613 dated:15/04/2025 issued by the Tumkur Railway Station, which are marked as Ex.P-8 to P-13, for the onward/continued Train Travel on 15/04/2025 from Tumkur Railway Station to Shivamogga on 15/04/2025 and these railway tickets as at Ex.P-2 to P-13 beyond any doubt establish that, the complainant along with his family members in all 20 adults and 04 children travelled from Yashwanthpura Railway Station to Tumkur in Train No.66575 on 15/04/2025 and after getting down at Tumkur Railway Station due to the water problem in the washroom, later took another train from Tumkur Railway Station to travel to Shivamogga.

23. The complainant has produced the carbon written copy of the complaint bearing No.028948 dated:15/04/2025 (Ex.P-14), which the complainant lodged before the Station Master, South Western Railway, Tumkur at 8.40 p.m., on 15/04/2025, wherein the complainant has complained about water and the washroom problem for the 24 family members who were travelling in the said Train No. 66575 and non-return of the ticket money and also that, the complainant would approach the Consumer Court at Shivamogga. In the said Ex.P-14,the Passenger Ticket Numbers i.e. 4857023 to 4857026, which the complainant purchased for the travel is mentioned. The contact mobile

number of the complainant is also mentioned and Ex.P-14 bears the acknowledgment signature and the seal of Station Master, Tumkur, dated:15/04/2025. Thus, Ex.P-14 also fortifies the fact of the travel of the complainant with his family members in Train No.66575 on 15/04/2025 from Yashwanthpura Railway Station upto Tumkur on 15/04/2025 and also that the complainant lodged complaint about the water problem in the washrooms in which the complainant and his family members were travelling on 15/04/2025.

24. The complainant got issued Legal Notice dated:28/08/2025 (Ex.P-15) to the OPs are duly served upon the OPs as evident from the Postal Acknowledgement of the Railway Station Master of Tumkur (OP-2) and also the Consignment/MO Tracking Report of the Department of Posts produced along with the said Legal Notice.A keen perusal of the Legal Notice dated:28/08/2025 (Ex.P-15) go to show that, though at the unnumbered Para-2 of the Notice, the year with respect to the month and the date of travel is mentioned as 2024 by typographical error/oversight, the details of the Train Number, Passenger Ticket Numbers/amount and the number of passengers as 20 + 4 is mentioned and at unnumbered Para-3 of the said Notice, the details of the complaint dated:15/04/2025 (Ex.P-14) and at unnumbered Para-4, the fact of the complainant and his family members continued the journey from Tumkur to Shivamogga by boarding another express train paying additional ticket fair of Rs.1760/- (Ex.P-8 to 13) it is also mentioned. The contents of the Notice, when looked in to holistically reflects that, the year mentioned as 2024 with respect to the month and the date of the train journey is just a typographical error by oversight.

25. A perusal of the affidavit evidence of the complainant go to show that, in the said affidavit evidence, at Para No.1, the complainant/CW-1 has mentioned the Travel Month was April, 2024 instead of April, 2025 and the date of Train Travel from Yashwanthpura Railway Station to Shivamogga as 15/04/2024 instead of 15/04/2025 and the said wrong mentioning of the year as 2024 instead of 2025 is a typographical error by oversight, as the complainant at Para No.2 of the affidavit evidence, has mentioned the complaint registered before the

Railway Station Master, Tumkur vide complaint/acknowledgment No.028948 dated:15/04/2025, which is the correct date of the travel by the complainant and his family members. The complainant at Para No.6 of the affidavit evidence as submitted that, there was a cause of action for this Complaint which arose on 15/04/2025 as the complainant purchased Railway Tickets for the above said train travel, but the said train lacking water facility. A keen perusal of the contents of the Legal Notice (Ex.P-15) and the un-amended complaint and the affidavit evidence of the complainant with respect to the mentioned date of travel from Yashwanthpura Railway Station to Shivamogga as 15/04/2024 instead of the actual date of travel and the date of a cause of action i.e. 15/04/2025 appears to be typographical error, which crept in by oversight and non application of due diligence by the complainant and such a human error is possible.

26. Thus, a concurrent reading of the facts, discussions and the reasoning as at Para Nos.20 to 25 supra go to show that, the wrong mentioning of the year 2024 instead of 2025 in the un-amended Complaint, Legal Notice and the affidavit evidence is a typographical error by oversight and of course, due to the lack of diligence by the complainant, the complainant filed IA seeking amendment of the same in the complaint which came to be allowed and as such the complainant has taken the corrective measures to the extent legally permitted. However, the complainant could not seek the said amendment of the year 2024 as 2025 in his affidavit evidence as the same is not permissible after filing the affidavit evidence by oath. Though the year with respect to the month and the date of travel is wrongly mentioned as 15/04/2024 instead of 15/04/2025 in the affidavit evidence of the complainant, whereas the proof of the documents with respect to travel date and the complaint to Railway Authorities (Ex.P-2 to 14) submitted by the complainant are dated:15/04/2025, do not go in contradiction to the affidavit evidence filed by the complainant as it is a settled principle that, the evidentiary value of the documents prevail while adjudicating an issue/complaint and also it is a settled principle that, in the summary proceedings under the CPA, 2019, too much of technicality and small

errors that have crept in the pleadings by virtue of typographical errors by oversight insidiously are not be viewed very seriously by the adjudicating authorities as CPA is a beneficial Act for the Consumers unless anything contrary to the actual facts of the case/complaint are brought up and proved by the otherside. Hence, this Commission is of the considered opinion that, the wrong mentioning of the year 2024 by typographical error by oversight insidiously without any malafide intention instead of mentioning of the year correctly as 2025, by itself it is not fatal to the complaint as the other documents submitted by the complainant fully support the contentions of the complaint.

27. It is pertinent to note that, the OPs failed to reply the LegalNotice (Ex.P-15) as to what action was taken as against the complainant's Complaint dated:15/04/2025 (Ex.P-14), filed before the Railway Station Master of Tumkur (OP-2)or at least a courtesy sorry reply with regard to the inconvenience caused to the complainant and his family members due to water problems in the washroom of the coach. Whether a complaint by the Passenger/s is of much gravity and grave concern or even a trivial matter, the concerned RailwayAuthorities are duty bound to address/resolve the complaint in a suitable manner and a compliance/reply to be communicated to the complainant along with the details of the action taken on the complaint. However, the OPs being responsible Officers of the South Western Railways,have failed to forward the compliance/reply to the said complaint dated:15/04/2025 (Ex.P-14) and also have failed to even reply the Legal Notice dated:28/08/2025 (Ex.P-15).

28. The complainant has relied upon the ruling of Hon'ble National Consumer Disputes Redressal Commission dated:21/02/2003 in Revision Petition No.1065/2002 in the matter between the ***South Western Railway (Appellant) vs. Yeshwant Tiwari and Ors(Respondents)*** wherein it is held that, the Railway did not dispute facts with particulars, only generally denied allegations in it written version and failed to adduce evidence to rebut complainants' claims. The complainant has also relied on the ruling of Hon'ble Punjab State

Consumer Disputes Redressal Commission dated:03/05/2017 in First Appeal No.672/2016 in the matter between ***Northern Railways (Appellant) vs. Jaswinderjit Singh Madaan (Respondent)***wherein it is held that, a written complaint (feedback form) signed by the T.T.E acknowledging receipt of the complainant's grievance regarding non-availability of water in the train toilet serves as strong evidence of deficiency in service. In the present case, the Railway Station Master of Tumkur has received/acknowledged complaint vide Ex.P-14. Hence, the ratio laid down in the above said rulings are aptly applicable to the case on hand.

29. Even after the complainant filing a Consumer Complaint before this Commission, the OPs based on the Legal Notice (Ex.P-15) and the Consumer Complaint herein and clinging on to the wrongly mentioned date i.e. 15/04/2024, which has crept in as typographical error by oversight, OPs in their written version have contended that, the allegation made by complaint that there was no water in coaches is denied as baseless and without any evidence as on 15/04/2024. The OPs nowhere in their pleadings have whispered anything about the complaint lodged by the complainant before the Railway Station Master, Tumkur, vide Ex.P-14, which is the core issue that should have been addressed/resolved suitably by the OPs and the OPs having not taken any suitable resolution towards the said complaint (Ex.P-14) and also having failed to communicate properly about the said complaint to the complainant and also having failed to reply the Legal Notice (Ex.P-15), the OPs in order to camouflage/cover-up the said lacuna on their part, have only focused on the wrong date (i.e. 15/04/2024 mentioned by the complainant by oversight/typographical error) and to skip from their liabilities, have resorted to the untenable contentions in their pleadings, which is not acceptable. On the other hand, the OPs have also failed to prove and produce any evidence/documents that, there was no any problem of water availability in the washrooms of the coach in which the complainant and his family members travelled in the Train No.66575 on 15/04/2025. For the foregoing discussions and the reasoning supra, this Commission is of the firm opinion that, the said acts of omission

and commission by the OPs is nothing but, deficiency in service on their part towards the complainant and the grievances faced by the complainant. Accordingly, Point No.1 is answered as **'In the Affirmative'.**

30. **<u>Point No.2</u>:-**The complainant has prayed this Commission to direct the OPs to (a) pay Rs.1000/- towards the Railway Journey Tickets amount, (b) pay Rs.5,00,000/- towards deficiency of services and unfair trade practice (c) pay Rs.5,00,000/- towards the loss, hardships, inconveniences, mental agony suffered by the complainant and (d) pay Rs.5000/- towards the costs of legal notice & litigation costs and such other relief as deemed fit and proper.

31. Point No.1 being answered as **'In the Affirmative',** the complainant is entitled for suitable relief. The complainant has produced the Railway Tickets (Ex.P-2 to 7) dated:15/04/2025 wherein the complainant has paid a total sum of Rs.1000/- towards the said Tickets for the journey from Yashwanthpura Railway Station to Birur. However, the complainant and his family members had to get down at Tumkur Railway Station as they faced water problem in the washrooms in the specific coach in which they were travelling on 15/04/2025 due to the negligence and the deficiency in service by the OPs, thereby curtailing their continuation of journey upto Birur and after filing the complaint (Ex.P-14) at Tumkur Railway Station, the complainant and his family members had to purchase the Travel Tickets (Ex.P-8 to 13) additionally costing Rs.1760/- for their onward journey to Shivamogga. Hence, the OPs are jointly and severally liable and are directed to pay/reimburse Rs.1000/- towards the cost of the Tickets (Ex.P-2 to 7) along with interest @ 6% p.a., from 15/04/2025 to the complainant within 45 days from the date of this Order, failing which it shall carry an interest @10% p.a., from 15/04/2025 (i.e. the date of journey and the complaint to Railway Authorities) till the realization in full. The complainant has prayed for directing the OPs to pay Rs.5,00,000/- towards the deficiency of services and Rs.5,00,000/- towards the inconvenience, hardship and mental agony suffered by the complainant. Undoubtedly the complainant

and his family members were put to inconvenience due to the water problem in the washrooms of the coach. However, the complainant cannot be granted relief under different heads as sought by him and the complainant has not brought any material or facts on record that he deserves such huge amount of compensation. However, looking into the facts and circumstances of the case and the inconvenience, hardship faced by the complainant/his family members, this Commission is of the considered opinion that, the complainant is entitled for Rs.10,000/- towards the inconvenience, hardship and mental agony faced by the complainant. The OPs are jointly and severally held liable and are directed to pay Rs.10,000/- towards the inconvenience, hardship and mental agony to the complainant within 45 days from the date of this Order, failing which, it shall carry an interest @ 10% p.a., from the date of this Order, till the realization of the same in full. The complainant has spent on filing the complaint before this Commission, appointing legal counsel and the incidental charges in conducting the litigation. Hence, the complainant is entitled for Rs.5000/- towards the litigation costs. The OPs are jointly and severally held liable and are directed to pay Rs.5000/- towards litigation costs to the complainant within 45 days from the date of this Order, failing which, it shall carry an interest @ 10% p.a., from the date of this Order, till the realization of the same in full. Accordingly, Point No.2 is answered as **'Partly in the Affirmative'**

32. <u>Point No.3</u>:- Point No.1 & 2 being answered as **'In the Affirmative'**& '**Partly in the Affirmative'** respectively, the following:-

<u>//ORDER//</u>

1. **The complaint is allowed in part.**
2. **The OP-1 & 2 are jointly and severally held liable and they are directed to refund/reimburse Rs.1000/- (Rs.One Thousand only) towards the cost of the Tickets along with interest @ 6% p.a., from 15/04/2025 to the complainant, within 45 days from the date of this Order, failing which, it shall carry an**

interest @10% p.a., from 15/04/2025 till the realization in full.

3. **The OP-1 & 2 are jointly and severally held liable and they are directed to pay Rs.10,000/- (Rs.Ten Thousand only) as a compensation towards the inconvenience, hardship and mental agony to the complainant and also Rs.5,000/- (Rs.Five Thousand only) towards the litigation costs to the complainant within 45 days from the date of this Order, failing which, the above said amounts shall carry an interest @ 10% p.a., from the date of this Order, till the realization in full.**

4. **Send a copy of this Order to both parties free of cost.**

(Dictated to the Stenographer, transcribed and typed by her, transcript corrected and then pronounced in Open Commission on this the **17th Day of OCTOBER, 2026).**

Sd/-	**Sd/-**
(SRI.T.SHIVANNA)	**(SRI.B.D.YOGANANDA)**
PRESIDENT	**MEMBER**

-:ANNEXURE:-

1. Witness examined on behalf of complainant:-

CW-1- Sri. S T. Nagendra,

2. Documents marked on behalf of the complainant:

Ex.P-1 - Xerox copy of Adhaar Card of complainant.

Ex.P-2 to 7 - Six Second Class Railway Travel Tickets from Yashwanthpura to Birur dated:15/04/2025.

Ex.P-8 to 13 - Six Railway Travel Tickets from Tumkuru to Shivamogga dated:15/04/2025.

Ex.P-14 - Copy of the Complaint registered before the Station

Master, at Tumkur Railway Station dated:15/04/2025.

Ex.P-15 - Office copy of the Legal Notice dated:28/08/2025 with 02 Postal Receipts, 01 Postal Acknowledgment and 01 Postal Track Tracking Report.

3. Witness examined on behalf of OPs 1 & 2-

RW-1- Sri. Shubhesh Verma

4. Documents marked on behalf of the OPs & 2

-NIL-

Sd/- **Sd/-**
PRESIDENT **MEMBER**