

District Consumer Disputes Redressal Commission, Sambalpur
Near, SBI Main Branch, Sambalpur
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Complaint Case No. CC/63/2023
(Date of Filing : 28 Apr 2023)

1. Prafulla Kumar Dash(Sr. Journalist),
Near Bullet Gym, At/PO-Modipara, Sambalpur-768002 Mob No.
9437219897.Complainant(s)

Versus

1. Proprieter, Goyal Printing Zone,
Digital Printing Zone, Market Complex, Budharaja High School,
At/Po-Budharaja, Sambalpur-768004Opp.Party(s)

BEFORE:

HON'BLE MR. Dr. Ramakanta Satapathy PRESIDENT
HON'BLE MR. Sadananda Tripathy MEMBER

PRESENT:

Dated : 26 Sep 2023

Final Order / Judgement

PRESIDENT, DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION,
SAMBALPUR

Consumer Complaint No.-63/2023

Present-Dr. Ramakanta Satapathy, President,
Sri. Sadananda Tripathy, Member

Prafulla Kumar Dash(Sr. Journalist),
Near Bullet Gym,
At/PO-Modipara, Sambalpur-768002
Mob No. 9437219897.Complainant.

Vrs.

Proprieter, Goyal Printing Zone,
Digital Printing Zone, Market Complex,

Budharaja High School,

At/Po-Budharaja, Sambalpur-768004

.....Opp.Party

Counsels:-

1. For the Complainant :- Self
2. For the O.P. No.1 :- Sri. P.Pujari, Adv. & Associates

Date of Filing:28.04.2023, Date of Hearing :08.08.2023 Date of Judgement : 25.09.2023

Presented by Sri Sadananda Tripathy, Member.

1. The brief fact of the Complaint is that the Complainant had gone to the OP shop for doing a Xerox on 28.04.2023 at 12.15 PM. The Complainant had given five rupees and told them to return three rupees as the genuine rate of photo copy is Rs. 2/- per copy but they refused to return and abused the Complainant. After repeated request, the person sitting in the owner chair returned Rs. 5/- and insulted the Complainant by saying "I donated the money to the beggar". Further, the OP had not given any receipt or bill which is an unfair trade practice adopted by the OP and thereby causing considerable mental agony, harassment, inconvenience apart from financial loss for which the OP is liable to compensate the Complainant.
2. The OP failed to file version in time.
3. From the above facts it is found that the O.P had not given any receipt or bill which is an unfair trade practice adopted by the OP. Further the OP is collecting excess money per photo copy as compare to Market rate. Hence the O.P is deficient in service. It is an exploitation to a consumer.

Accordingly, it is ordered:

ORDER

The O.P is directed to refund Rs. 3/- towards excess money received from the Complainant towards Xerox charges and Rs. 25,000/- as compensation towards mental agony and harassment to the Complainant within 30 days from the date of order, failing which the amount will carry with 9% interest per annum till realization to the complainant.

Order pronounced in the open Court today on 26th day of Sept, 2023.

Free copies of this order to the parties are supplied.

**[HON'BLE MR. Dr. Ramakanta Satapathy]
PRESIDENT**

**[HON'BLE MR. Sadananda Tripathy]
MEMBER**