

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION
GAUTAM BUDDH NAGAR

Complaint No. – 204/2024

Before:

Anil Kumar Pundir -	President	Date of Filing-	14.03.2024
Anju Sharma -	Member	Date of Argument-	21.03.2025
		Date of Order -	09.04.2025

In the matter of:

Manoj Kumar, E-35 Sector-20, Nolda-201301

.....Complainant

Versus

Shine.com

9th Floor, Tower- C. Unleech Cyber Park, Sector-39, Gurgaon, Haryana-122001

..... Opposite Party

ANIL KUMAR PUNDIR, PRESIDENT

JUDGEMENT

This complaint has been filed by the complainant against the opposite party to direct the opposite party to refund of Rs. 63113/-along with 18% interest .to pay a sum of Rs. 20,000/- towards the physical strain and mental agony and a sum of Rs. 2,000/- towards the cost of this petition.

The brief facts giving rise to this complaint are that

The complainant is working in the private sector. The opposite party Shine.com, is a private company that assists in job search services to job seekers. The opposite party Shine.com trapped the complainant in the name of job assistance by the wrong behaviours/ unethical unfair means, Once the complainant paid an amount, they pressured the complainant to do multiple transactions by playing tricks. The following are points for your notice:

On 14-Oct-2023, the complainant got a call from Shine.com regarding the job seeking assistance service and profile visibility of Shine.com. Offering that they could help the complainant with this, for which the complainant had to pay an amount of Rs. 4660 for profile visibility. The complainant paid the amount in the hope of getting help. Thereafter, the opposite party on one pretext or another forced the complainant to deposit a different amount totalling Rs. 63114 on different dates through many calls and emails from the executives of the opposite party. The opposite party did not provide any services to the complainant

and by adopting unfair trade practices forced the complainant to pay the amount. finally fed up with the unethical behaviour of the opposing party the complainant raised a complaint to the opposite party but the opposite party did not respond and also failed to provide an escalation matrix the complainant has suffered financial loss mental harassment and agony from the acts of the opposite party. The opposite party shall be directed to refund the amount paid by the complainant and compensation for mental harassment.

The opposite party did not appear despite sufficient service of notice on them and the complaint was ordered to be heard *ex parte* on 09/08/2024

The complainant has filed an affidavit and copies of the documents in support of his complaint

We have heard the complainant and perused the file.

The complainant has filed an affidavit and copies of documents in support of his contentions in the complaint. The opposite party did not file any evidence in the case. The affidavit of the complainant is uncontroverted. The opposite party has committed deficiency in service by not providing the services the complainant has booked for and has adopted unfair trade practices by forcing the complaint to pay various amounts on different dates for the services the complainant was not willing to take. the complaint is liable to be allowed.

ORDER

The complaint is allowed. The opposite party is directed to pay the complainant Rs 63113/- along with a simple interest of 6% per annum from the date of complaint till the date of actual payment. The opposite party shall also pay Rs 2000 as the cost of litigation to the complainant. The order shall be complied within thirty days from the order.

A copy of this Order be provided to all the parties free of cost as mandated by the Consumer Protection Act, 1986/2019.

The Order be uploaded forthwith on the website of the commission for the perusal of the parties.

File be consigned to record room along with a copy of this Order.

Anju Sharma
Member

Anil Kumar Pundir
President

Judgement announced today with our signature and date in open court/commission.

Anju Sharma
Member
Date:09/04/2025

Anil Kumar Pundir
President

