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15. Date & Time of despatch to the court:

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Rank: No. SLD Police St. Sliguri Police Commissioneras

The Officer in-Charge Khalpara T O P, Siliguri, Dist - Darjeeling

I, Arun Kumar Bothra S/O Late Bijay Raj Bothra, resident of Respected Sir. Somani Mill Complex, Opposite Jajodia Buiding, 2nd Floor, Station Somani Mili Company, 25 of S.M.C. P.O & P.S - Siliguri, Dist -Feeder Road, Wald - 734005, do hereby lodge complaint against (1) OLA Darjeeling, Pin - 734005, do hereby lodge complaint against (1) OLA Electric having its showroom situated near Jhankar More, Burdwan Road, Below the Himalayan Eye Institute, P.O & P.S – Siliguri, Dist – Darjeeling, Pin - 734005 West Bengal represented by Bishal Sarkar, OLA Sales Person, Siliguri. (2) OLA Electric at Geetanjali Complex, Sevoke Sales Person, One Nagar, Ward No. 43 of S.M.C. Dasrath Pally, Siliguri, Pin - 734001 represented by Souvik Das, OLA Service Manager, Siliguri, to the effect as follows:

- 1. That I purchased one OLA S1X+ Scooter, Liquid Silver Colour bearing vehicle no. WB74BR9464, Chasis No. P53BADCA8DAA17687 on 08/02/2024 from the Branch Office near Jhankar More, Burdwan Road, below the Himalayan Eye Institute, P.O & P.S - Siliguri, Dist -Darjeeling, Pin - 734005, West Bengal for Rs. 1,05,728 (One Lakh Five Thousand Seven Hundred Twenty Eight) Only.
- 2. That since the date of purchase the said scooter is creating problem having several issues like it suddenly stops every now and then, and the vehicle itself goes into "parked mode" and does not come out of it and hence does not get started, and many more of which I have informed and complained to the above noted concerned branch offices and their representatives above named but till date I got no response from their ends.
- 3. That since the date of purchase most of the time the scooter was standing either in the above noted showrooms for servicing or inside my garage for which I have suffered a lot of trouble and incurred a huge monetary loss.

Leceived on 20/01/25 at about 21.05 ms vide Khalpara POP- II GDE No. 474, Dated - 20/01/25 and forwarded to I/C Siliguri PS to Stant a specific case under proper section of Lew.

21.30 hr vide a DE NO- 12014 AND STATE >6 21 chi songit sona kHITOPISCHPS Officer-In-Charge In

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P.S. Siliguri
Siliguri Metropolitan Police

- 4. That I several times informed to the sales manager of OLA who admitted to provide service after several talks on various days but the company demanded money to pick-up the scooter to the service center and having no other alternative, I took the scooter for servicing at OLA Electric, Burdawan road showroom, Siliguri.
- 5. That on 19th September, 2024, a new problem arose and the screen of the scooter turned off, which was informed to the customer care person but got no response and on 30th September, 2024 I took the scooter for servicing at OLA Electric Burdawan Road Showroom, Siliguri, as they promised to provide services at the said point at Budwan road at the time of purchase of the scooter and the scooter was kept there till 20th October2024 in a dismantled codition, but got no result and the sales person Bishal Sarkar on 20th october advised me to take the scooter to OLA Electric Bhanu Nagar(Siliguri) Showroom cum service centre and I had to take it there on my own cost. After servicing I got the scooter on 3rd November, 2024 but on the 4th November, 2024 again a new problem arose and again the scooter was dropped for servicing and till date it is kept in the said showroom.

It is to be mentioned here that while selling me the scooter the sales person Bishal Sarkar committed me that the after sale services of the scooter would be provided at OLA Electric Burdawan Road Showroom, Siliguri itself.

- 6. That in the meantime I received one message on the OLA App that "Your S I Scooter is delivered to you after service Completion" but the said scooter was not delivered to me and the same is kept still in the said showroom till date and without delivering the scooter the OLA Electric Company sending fake message with malafide intention.
- my registered phone number the company cannot deliver the scooter and when I asked about the aforesaid incident to Souvik Das, OLA Service Manager, he was speechless and could not give me any valid answer.
- 7. That the above noted company and its authorized representatives mentioned above have dishonestly misappropriated my said scooter

with malaside intention and converted the same for their illegal use/gain.

- 8. That the above noted company and its authorized representatives mentioned above being employed as service persons being entrusted with my scooter in such capacity and having dominionover the said scooter, have committed criminal breach of trust in respect of my said scooter.
- 9. That the above noted company and its authorized representatives mentioned above, have fraudulently and dishonestly deceived me and thereby cheats me with knowledge that they are likely to cause wrongful loss to me and wrongful gain to themselves.
- 10. That the above noted company through its authorized representatives mentioned above has sold and delivered the said scooter with manufacturing defects, knowingly, intentionally, fraudulently with a malafide intention to defraud me by suppressing the material defects of the said scooter which caused physical and mental harassment, mental pain and agony and a huge monetary loss to me.

Therefore, I request before you to kindly look into the matter and take necessary legal steps against the above noted company and its representatives mentioned above at an earliest and oblige me.

Thanking You

Arun Kumer Bother 2010112025

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Arun Kumar Bothra

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