

INVESTIGATION REPORT
(Under Section 154 Cr. P.C.)



3246

1. District Darjeeling P.S. Siliguri Year 2025 FIR No. 46/25 Date 20/11/25
2. (a) Sections 316(2)/318(2)/318(4) (b) Sections 0 (c) Sections 0
iv) Others Acts & Sections 0

3 (a) Occurrence of offence : Day Thursday Date From 08/2/2024 Date To 08/2/2024
Time Period 08/2/2024 Time From 08/2/2024 Time To 08/2/2024

(b) Information received at P.S. Date 20/11/25 Time 21.30 hrs

(c) General Diary Reference : Entry No (s) 1294 Time 21.30 hrs

4. Type of Information Written Written / Oral

5. Place of Occurrence : (a) Direction and Distance from P.S. 2 K.M North Beat No. 0

(b) Address Thames more, Burdwan Road, Below Himalaym Eye Institute, B.S. - Siliguri Dist - Darjeeling.

(c) In case outside limit of this Police Station, then the Name of the P.S. 0 District 0

6. Complainant / Informant :

(a) Name Asim Kumar Bothra

(b) Father's / Husband's Name S/O Mr Bijoy Rij Bothra

(c) Date / Year of Birth 0 (d) Nationality Indian

(e) Passport No. 0 Date of Issue : 0 Place of Issue 0

(f) Occupation 0

(g) Address Somani Mill Complex, Opposite Tajodia Building 2nd floor, SF Road, W. no-25 P.S. Siliguri Dist-DSG.

7. Details of known / suspected / unknown accused with full particulars (Attach separate sheet, if necessary) :
① OLA Elecsie having its Showroom situated near Thames more, Burdwan Road P.S. - Siliguri Dist - Darjeeling Bishal Sarkar OLA Sales Person, Siliguri ② Souvik Das OLA Service Manager of OLA Elecsie at Greatcampi Complex, Sevoke Road upper Bhanuagar, W. no. 43 Das Bhanuagar, Siliguri

8. Reasons for delay in reporting by the Complainant / Informant 0

9. Particulars of properties stolen / involved (Attach separate sheet, if necessary) :
① One OLA SIX+ Scooter Reg. No. WB74BR9464

10. Total value of properties stolen / involved Rs. 105728/-

11. Inquest Report / U.D. Case No. If any 0

12. FIR Contents (Attach separate sheets, if required) : The original written complaint of the complainant which is treated as FIR is attached herewith.

13. Action Taken : Since the above report reveals commission of offence(s) as mentioned at Item No. 2., Registered the case and took up the investigation / directed SI Chiranjit Saha KHP TOP, SLH.P.S. SPC to take up investigation / refused investigation / transferred to P.S. 0 on point of jurisdiction. FIR read over to the Complainant / Informant, admitted to be correctly recorded and a copy given to the Complainant / informant free of cost.

Noted in original with on long hand.

14. Signature / Thumb impression of the Complainant / Informant

15. Date & Time of despatch to the court : On 21/11/25 at 10.05h

D 20.11.25
Signature of the Officer-in-Charge, Police Station
Name Diptajit Dhar
Rank : No. SI D. Poku, SLH.P.S.
Inspector Incharge
Siliguri Police Station
Siliguri Police Commissioner

Date - 20/01/2025

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

Sub - F.I.R

Respected Sir,

I, Arun Kumar Bothra S/O Late Bijay Raj Bothra, resident of Somani Mill Complex, Opposite Jajodia Buiding, 2nd Floor, Station Feeder Road, Ward No - 25 of S.M.C. P.O & P.S - Siliguri, Dist - 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 Gectanjali Complex, Sevoke Road, Upper Bhanu 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.

Received on 20/01/25 at about 21:05 hrs vide Khalpara POP-II 6 DE No. 474, Dated - 20/01/25 and forwarded to T/C Siliguri PS to start a specific case under proper section of law.

Received today 20/1/25 at 21:30 hrs vide ADE No-12014 and started SCU PS case no- 46/25 dt 20/1/25 v/s 3/6(2)/318(2)/318(4) BWS and endorsed to SI Chiranjit Saha KHP T O P, SLH P.S for its investigation.

Arun Kumar Bothra
Officer-In-Charge
Khalpara T.O.P.
P.S. Siliguri
Siliguri Metropolitan Police

B. S.
Inspector in-Charge
Siliguri Police Station
Siliguri Police Commissionerate

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 October 2024 in a dismantled condition, 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.

It is to be mentioned here that without getting the OTP from 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 malafide 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 dominion over 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 Kumar Bothra 20/01/2025

Arun Kumar Bothra

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