

**DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION**

**FARIDABAD**

**CONSUMER COMPLAINT NO. DC/60/CC/518/2025**

AKASH SHARMA S/o. Chandra shekhar

PRESENT ADDRESS - CHAMBER NUMBER 258LAWYER CHAMBER, DISTRICT COURT  
FARIDABAD , FARIDABAD,HARYANA.

BUSINESS ADDRESS - CHAMBER NUMBER 258LAWYER CHAMBER, DISTRICT COURT  
FARIDABAD , FARIDABAD,HARYANA.

.....Complainant(s)

Versus

M/S GARDEN GRILLS 2.0

BUSINESS ADDRESS - GATE NO.1, PLOT NUMBER 5, , NEAR BIHARI CHOWK , BIHARI  
CHOWK, NEXT TO MODERN SCHOOL, SECTOR 85, FARIDABAD, HARYANA 121007 ,  
FARIDABAD,HARYANA.

.....Opposite Party(s)

**BEFORE:**

**AMIT ARORA , PRESIDENT**

**INDIRA BHADANA , MEMBER**

**FOR THE COMPLAINANT:**

NEMO

**DATED: 05/12/2025**

**ORDER**

District Consumer Disputes Redressal Commission ,Faridabad.

Consumer Complaint No.518/2025.

Date of Institution: 22.08.2025.

Date of Order: .05.12.2025.

1. Details of the Complainant

A. Full name: Akash Sharma

B. Mobile No.: 91 7982268083

C. E-mail: Akashssharma02@email.com

.....Complainant.....

Versus

2. Details of the Opposite Party

A. Full name: M/s. Garden Grills 2.0

B. Full address: Plot NO.5, Main road, Bihari Chowk, Sector-85, Faridabad Haryana.

C. Mobile No. 91 8810253550

D. GST – IN: 06AASFG3736B1ZH

...Opposite party.....

Complaint under section-12 of Consumer Protection Act, 1986 Now amended Section 34 of Consumer protection Act 2019.

**BEFORE: Amit Arora.....President**

**Indira Bhadana.....Member.**

**PRESENT: Sh. Akash Sharma, complainant in person.**

**Opposite party ex-parte vide order dated 28.10.2025.**

**ORDER:**

The facts in brief of the complaint are that the complainant alongwith a new friends visited the opposite party's restaurant for dinner at approximately on 10:38P.M.. While ordering food, the complainant demanded drinking water from the waiter. To utter shock and dismay of the complainant, the waiter, representing the opposite arty, refused to provide free drinking water and instead insisted and compelled the complainant to purchase bottled water, stating that free water was not available for the customers and if they wanted to have water, they would have to purchase bottled water from the restaurant. The complainant, being aware of the law of the land, requested the waiter as well as the manager in-charge to provide them clean drinking water free of cost instead of compelling them to purchase bottled water which was illegal and immoral as per various guidelines of the Hn'ble Courts, Consumer Commission and FSSAI. Even after doing so, the Manager as well as he waiter were adamant and themselves stated that the complainant was free to takes any legal action against them but they should not divulge from their stance. The complainant alongwith with his friends was left with no other option and under compulsion

was forced to purchase two bottled water of “Dasani Water” vide bill NO. RB015173. As per prevailing laws and regulations governing restaurants and eateries in India, specifically as per guidelines/orders issued by the Department of Consumer Affairs/Food Safety and Standard Authority of India every restaurant was mandated to provide free drinking water to its customers and could not compel them to purchase bottled water. The aforesaid act of opposite party amounts to deficiency of service and hence the complaint. The complainant has prayed for directions to the opposite party to :

- a. Direct the opposite party to immediately cease and desist from the unfair trade practice of not providing free drinking water and compelling customers to purchase bottled water, that too of their own choice.
- b. preserve the CCTV footage of the above – mentioned date of cause of action i.e. 18<sup>th</sup> June 2025 in order to avoid any discrepancies in presentation of evidence and/of leveling of any baseless allegations against the complainant..
- c. refund the amount of Rs.40/- plus GST illegally charged for the bottled water.
- d. pay Rs.1,00,000/- as compensation for mental tension and agony alongwith pay the litigation charges.

2. Notice issued to opposite party not received back in any form. Complainant appeared before this Commission and placed on record tracking details in which status was delivered and application under section 38(2)(a) of the CPC,2019 read with order IX Rule 6 of the Code of Civil Procedure, 1908 seeking ex parte judgement and decree. However, he also placed on record whatsapp sent to opposite party with the case details. Case called several times since morning but none had appeared on behalf of opposite party. None had appeared on behalf of opposite party. It was appeared that opposite party was deliberately avoiding his service. Therefore, opposite party was hereby proceeded against ex-parte vide order dated 28.10.2025.

3. The complainant led evidence in support of his respective version.

4. We have heard complainant in person and have gone through the record on the file.

Shri Akash Sharma, Complainant in person has submitted a statement that he tendered affidavit Ex.2/1 in his evidence along with Ex.2A & Ex.2B and closed the same on behalf of the complainant. Accordingly, evidence on behalf of the complainant has been closed. To establish his case the complainant has led in his evidence, Ex.2/A –affidavit of Shri Akash Sharma,, Ex.-2A – bill dated 18.6.2025, Ex.2B – Tracking report.

5. There is nothing on record to disbelieve and discredit the aforesaid ex-parte evidence of the complainant. Since opposite party has not come present to contest the claim of the complainant, therefore, the allegations made in complaint by the complainant go un rebutted. From the aforesaid ex-parte evidence it is amply proved that opposite party has rendered deficient services to the complainant. Hence, the complaint is allowed against opposite party.

6. Opposite party is directed to refund the amount of Rs.40/- to the complainant. Opposite party is also directed to pay Rs.3000/- as compensation for causing mental agony and harassment. No litigation will be given to the complainant as the complainant himself pursuing the case. . Compliance of this order be made within 30 days from the date of receipt of copy of this order. Copy of this order be sent to the parties concerned free of costs. File be consigned to the record room.

Announced on: 05.12.2025

(Amit Arora)

President

District Consumer Disputes

Redressal Commission, Faridabad.

(Indira Bhadana)

Member

District Consumer Disputes

Redressal Commission, Faridabad.

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**AMIT ARORA**  
**PRESIDENT**

.....J  
**INDIRA BHADANA**  
**MEMBER**