

Complaint received during the period 1.04.2025 to 31.03.2026

Name of the RO-CCGRC					
Serial no.	Sector with complaint index no. With cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed Dropped
1	01/CAD-Tour-25-26, Gobindalal Ghosh -Vs- Elite International Tours & Travels	Elite international, 109/19,HazraRoad, Kolkata - 700025, email: elitetoursntravelsint@gmail.com	Booked a tour to Myanmar but the trip was cancelled and money wasn't refunded.	50,000/-	Dropped,May'2025 Non-Interest of OP
2	02/CAD-Tour-25-26, RatnaGuin -Vs- 1) GoAirways 2) Easymy Trip	Address of GoAirways (Regsitered)- Go Airlines, Registered office- C/o- Britani Industries Ltd., A-33, Lawrence Road, Industrial Area, NewDelhi, Pin- 110035, Address of GoAirways (Corporate):4thFloor, Kaledonia Building, Sambhaji Nagar, Andheri (East), Mumbai- 400069 Address of EastMyTrip- 223,FiEPatpargunjIndustrialArea,Delhi,India, Pin- 110092, email:care@easymytrip.com	Booked flight tickets and cancelled after wards but there fund amount was not initiated	28,864/-	Dropped, June'2025 Non-Interest of OP
3	03/CAD-Tour-25-26, Barnali Ghosh -Vs- Grandura Leisure Pvt. Ltd	Address: Grandura Leisure Pvt. Ltd., 308, 3rd Floor, The Chambers Mall, Kasba, Kolkata- 700107, email-customer care@granduraleisure.com	Purchased membership from Grandura Leisure Pvt. Ltd but from the nun able to contact them for any such service.	4,00,000/-	Dropped, June'2025 Non-Interest of OP

4	04/CAD-Tour-25-26, Pampa Das Parai -Vs- Pride Crystal International Services Ltd	Address: Pride Crystal International Services Pvt. Ltd., OfficeNo- 301,3 rd Floor,(Spencers Mall), 145, Rash Behari Avenue, Kolkata- 700029 email : carepridecrystalinternational.com	Paid rupees 20,000/- to Pride Crystal International for membership regarding hotel bookings, day out etc., but after wards did not provide such facilities while ask for.	20,000/-	Dropped,May'2025 Non-Interest of OP
	05/CAD-Tour-25-26, Puranjoy Seal -Vs- Pride Crystal International Services Ltd	Address: Pride Crystal International Services Pvt. Ltd., OfficeNo- 301,3 rd Floor,(Spencers Mall), 145, Rash Behari Avenue, Kolkata- 700029, email : carepridecrystalinternational.com	Paid rupees 1,54,000/- to Pride Crystal International for membership regarding hotel bookings, day out etc., but afterwards did not provide such facilities while ask for.	1,54,000/-	Dropped,May'2025 Non-Interest of OP
6	06/CAD-Tour-25-26, Alok Kumar Somani -Vs- MakeMyTrip	Address:1) MakeMyTrip India Pvt Ltd. SIDDHA ESPLANADE, Office No. 1609, 14TH FLOOR, METRO GATE NO. 01, DHARMATALA, Kolkata -700013 2) MakeMyTrip India Pvt Ltd. 147B, Sarat Bose Road, Ground Floor, Near to Shisumangal Hospital, At Manoharpukur Crossing. Kolkata-700026 3) MakeMyTrip India Pvt. Ltd., DLF Epitoma Building No.-5, Tower BDLF Cyber City, DLF City, DLF Phase-2, Sector25, Gurugram, Haryana- 122002	Booked 2 tickets through MMT to Prayagraj, during cancellation of wife's ticket only to Prayagraj both ticket were cancelled.	68,663/-	Dropped, May'2025 Non-Interest of OP

7	07/CAD-Tour-25-26, Santu Karmakar -Vs- Balmer Lawrie	<p>Address: 1) Balmar Lawrie Travel and Vacations, 21, Netaji Subhash Road, Fairly Place, B.B. D Bag, Kolkata-700001</p> <p>2) The Managing Director, Air India, 2nd Floor, Express, Vatika One on One, Block-IV, Sector-16, Gurugram, Industrial Estate, Haryana, Pin-120007</p> <p>3) Air India Express, Netaji Subhash Chandra Bose International Airport, Jessore Road, Dum Dum, Kolkata- West Bengal-700052, email:travelhelpdesk@balmarlawrie.com</p>	Booked flight tickets but did not allowed to board on at airport for absence of any PNR in their system, refund was not made	6486/-	Redressed, June 2025
8	08/CAD-Tour-25-26, Joy Chandra Chandra -Vs- Poorva Travels	Poorva Travels, 183/2, LeninSarani(1stFloor), Dharmatala, Kolkata- 700013	Booked tour to Kashmir with Poorva Travels but not at all satisfied with their services.	50,000/-	Redressed, July' 2025
9	09/CAD-Tour-25-26, Amiya Chakraborty -Vs- Pride Crystal International	Address: Pride Crystal International Services Pvt. Ltd., Office No- 301, 3rd Floor, (Spencers Mall), 145,Rash Behari Avenue, Kolkata-700029,email carepridecrystalinternational.com	Booked membership of availing hotels, day out tours but services not availed.	75,000/-	Dropped, June'2026 Non-Interest of OP

10	10/CAD-Tour/25-26 Dr. Bithi Gangully -Vs- Jet Choice Tours and Travels	Address 1 : Jet Choice Tours & Travels, 1stFloor, 51/9,Prince Golam Mohammad Shah Rd, South City Complex, Jadavpur, Kolkata, West Bengal 700095 Address 2 : Jet Choice Tours & Travels, 345 Prince Anwar Shah Road, 1st Floor, Kolkata, WB 700045, ema il :accounts@jetchoice.in	Availed Tour to Europe, but refund of Rs.- 11, 768/- was not initiated as TCS	11,768/-	Redresse d, July' 2025
11	11/CAD-Tour/25-26 Tamal Ghosh -Vs- Pride Crystal International	Address: Pride Crystal International Services Pvt. Ltd., Office No- 301, 3rd Floor, (Spencers Mall), 145, RashBehari Avenue, Kolkata- 700029,email carepridecrystalinternational.com	Booked membership of availing hotels, day out tours but services not availed while ask for.	2,34,000/-	Dropped, June'2025 Non-Interest of OP
12	12/CAD-Tour/25-26 Sailo Nandy -Vs- Country Club,	Address: Hospital & Holidays Ltd., Country Club # 6/3/1219, 4th Floor, Begumpet, Hyderabad, Pin 500016, email : contact@countryclubmail.com	Booked membership of availing hotels, day out tours but services not availed while ask for.	1,53,000/-	Dropped, August' 2025 Non-Interest of OP
13	13/CAD-Tour-25-26, Sumit Narayan Chowdhury -Vs- Pride Crystal International Services Pvt. Ltd.,	Address: Pride Crystal International Services Pvt. Ltd., Office No- 301,3rd Floor, (Spencers Mall), 145, Rash Behari Avenue, Kolkata- 700029, email :acrepridecrystalinternational.com	Booked membership of availing hotels, day out tours but services not availed while ask for.	1,51,000/-	Dropped, June' 2025 Non-Interest of OP
14	14/CAD-Tour-25-26, Sailo Nandy -Vs- Grandura Leisure Pvt. Ltd	Address: Grandura Leisure Pvt. Ltd., 308, 3rd Floor, The Chambers Mall, Kasba, Kolkata-700107, email -customercare@granduraleisure.com	Booked membership of availing hotels, day out tours but services not availed while ask for.	3,35,000/-	Dropped, June'2 025 Non-Interest of OP

15	15/CAD-Tour-25-26, Mala Chatterjee -Vs- 1) Nature view Tour operator and Group Home stay, 2) Madumita Mondal Biswas	1) Natureview Tour operator and Group Home stay, 2) Madhumita Mondal Biswas, Addres: 8, Lenin Sarani, Kolkat-700013, email: not provided	Booked at our to Darjeeling, but the tour was not conducted and the refund was not also initiated.	6,000/-	Dropped, August' 2025 Non-Interest of OP
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16	16/CAD-Tour-25-26, Kalyan Nandy Mukti Tours & Travels,	Address : C/O, Samir Dhar, Uttarpara Rd, Gopalpur, Durgapur,WestBengal 713212,email :muktitourandtravel@gmail.com	Booked a tour to Kashmir, but cancelled due to the terror attack at Pehalgaon, refund was Not initiated.	31,000/-	Redressed, December'2025
17	17/CAD-Tour-25-26, Malay Mukherjee -Vs- Travel Live India Pvt. Ltd.	Address : 13A, Everest House, 46C, JawaharlalaNehruRoad,13thFloor,Kolkata- 700071, -hello@travellive.in	Booked a trip to Alaska and cancelled accordingly, refund was not initiated.	10,96,675/-	Redressed, July'2025
18	18/CAD-Tour-25-26, Barun Kumar Nath -Vs- Kesari Tours Pvt. Ltd,	Address: Kesari Tours Pvt. Ltd.,3B, Shale speare Sarani, 1st Floor, larsen & Tubro (L&T) Building opposite to Kenil Worth Hotel, Kolkata-700071, email - not provided	Booked a trip to Australia but necessary initiatives were not taken. Money was not refunded.	3,70,000/-	Redressed, August'2025
19	19/CAD-Tour-25-26, Arun Kumar Biswas -Vs- Jet Choice Tours & Travels	Address 1 : Jet Choice Tours & Travels, 1stFloor,51/9, Prince Golam Mohammad Shah Rd, South City Complex, Jadavpur, Kolkata, West Bengal 700095 Address 2 : Jet Choice Tours & Travels, 345 Prince Anwar Shah Road, 1st Floor, Kolkata, WB 700045, email- info@jetchoice.in	Booked a trip to Australia & Newzealand and shorten the trip by 1 day, necessary refund was not initiated.	One day service	Redressed, November'2025

20	20/CAD-Tour-25-26, Sujit Kumar Saha -Vs- Jet Choice Tours & Travels	Address 1 : Jet Choice Tours & Travels, 1stFloor,51/9, Prince Golam Mohammad Shah Rd, South City Complex, Jadavpur, Kolkata, West Bengal 700095 Address 2 : Jet Choice Tours & Travels,345PrinceAnwarShahRoad,1stFloor, Kolkata, WB 700045, email- info@jetchoice.in	Booked a trip to Australia & Newzealand shorten the trip by 1 day, necessary refund was not initiated.	One day service	Redressed, October'2025
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21	21/CAD-Tour-25-26, Somendra Kumar Das -Vs- Jet Choice Tours & Travels	Address 1 : Jet Choice Tours & Travels, 1stFloor, 51/9, Prince Golam Mohammad Shah Rd, South City Complex, Jadavpur, Kolkata, West Bengal 700095 Address 2 : Jet Choice Tours & Travels, 345 Prince Anwar Shah Road, 1st Floor, Kolkata,WB700045, email- info@jetchoice.in	Booked a trip to Australia & Newzealand and shorten the trip by 1 day, necessary refund was not initiated.	One day service	Redressed, October'2025
22	22/CAD-Tour-25-26, Gobinda Paul -Vs- Jet Choice Tours & Travels	Address 1 : Jet Choice Tours & Travels, 1stFloor, 51/9, Prince Golam Mohammad Shah Rd, South City Complex, Jadavpur, Kolkata, West Bengal 700095 Address 2 : Jet Choice Tours & Travels, 345 Prince Anwar Shah Road, 1st Floor, Kolkata,WB700045, email- info@jetchoice.in	Booked a trip to Australia & Newzealand and shorten the trip by 1 day, necessary refund was not initiated.	One day service	Redressed, October'2025
23	23/CAD-Tour-25-26, Susanta Ghosh -Vs- Jet Choice Tours & Travels	Address 1 : Jet Choice Tours & Travels, 1stFloor, 51/9, Prince Golam Mohammad Shah Rd, South City Complex, Jadavpur, Kolkata, West Bengal 700095 Address 2 : Jet Choice Tours & Travels, 345 Prince Anwar Shah Road, 1st Floor, Kolkata,WB700045, email- info@jetchoice.in	Booked a trip to Australia & Newzealand and shorten the trip by 1 day, necessary refund was not initiated.	One day service	Redressed, November'2025
24	24/CAD-Tour-25-26, Sangita Saha -Vs- Thai Airways,	Address:6thFloor,ApeejayHouyse, Park Street, Kolkata- 700016, email : not provided	Flight booked but failed to avail the journey. Refund was not initiated.	30,317/-	Dropped, November'25 Non-Interest of OP
25	25/CAD-Tour-25-26, Pranab Kumar Chowdhury -Vs- Shakti Travels	Address 1 : 9 Kiran Sankar Roy Road, Kolkata 700059 email: contact@shakti-travels.com	Booked a trip but had to return from tour due to illnss of his relatives. Refund claimed but not received.	21,000/-	Dropped, November'25 Non-Interest of OP

26	26/CAD-Tour-25-26, Luna Dey -Vs- Himachal Pradesh Helpline Tourism	Address: Himachal Pradesh Helpline Tourism, 3, Chittaranjan Avenue, Bharat Bhawan Building, 3rdFloor, RoomNo.-5D, Opposite to Hindustan LIC Building, Kolkata- 700072. email: himachaltourismbooking@gmail.com	Trip Booked but not conducted the tour. Money was not refunded	59,000/-	Dropped, January'2026 Non-Interest of OP
27	27/CAD-Tour-25-26, Ananda Sarkar Ghsoh -Vs- Club7 Holidays	Address:Club7 Holidays Limited, 10, Lansdown Terrace, Kolkata-700026 email:maya.salim@club7hilodays.com	Booked membership for tours hotel booking etc. but services not availed.	90,000/-	Dropped November' 2025 Non-Interest of OP
28	28/CAD-Tour-25-26, Satinath Das -Vs- Holiday Xperts Tour	Address: Holiday Xperts Tours & Events, Mr. Sayan Basu, 6,JainuddinMistryLane, Chetla, arani, Kolkata, WestBengal700027. email: notprovided	Booked a trip to Nepal but not conducted the tour. Money was not refunded	10,000/-	Dropped November'2 025 Non-Interest of OP
29	29/CAD-Tour/25-26 Sarmistha Sadhu -Vs- AALAT	Address: AALAT- A Creative Mind, Address- 126, Feeder Road, Pin-700056, email:aalatinfo@gmail.com	Availed the trip but the service was not satisfactory.	25,000/-	Dropped, November'2025 Non-Interest of OP
30	30/CAD-Tour-25-26 Jagadish Hawlader -Vs- Charki Tours N Travels	Address : Charki Tours N Travels, 122/1/1/1L,MonoharPukurRoad, Opposite to Uttam Mancha Kolkata- 700026, email:charkitourstravel@gmail.com	Booked a trip to Rajasthan and being dissatisfied with the services booked they Cancelled the trip and asked for the Railway pass.	49,200/-	Redressed, December'2025
31	31/CAD-Tour-25-26 Dilip Kumar DaS -Vs- Charki Tours N Travels	Address : Charki Tours N Travels, 122/1/1/1L,MonoharPukurRoad, Opposite to Uttam Mancha Kolkata-700026, email:charkitourstravel@gmail.com	Booked a trip to Rajasthan and being dissatisfied with the services booked they Cancelled the trip and asked for the Railway pass.	10,000/-	Redressed, December'2025

32	32/CAD-Tour-25-26, Prasun Kumar Chakraborty -Vs- King Tours N Travels	Address: KingTour&Travels, 2, Municipality Market, (Kingbadanti), Kolkata- 700131, email: harekrishna.bardhan@gmail.com	Booked a trip but had to cancell due to death of a relative, refund was not initiated.	38,000/-	Dropped, November'25 Non- Interest of OP
33	33/CAD-Tour-25-26 Mousumi Saha -Vs- AALAT	Address: AALAT –A CreativeMind, Address- 126, Feeder Road, Pin-700056, email:aalatinfo@gmail.com	Availed the trip but the service was not satisfactory.	59,000/-	Dropped, November'25 Non- Interest of OP
34	34/CAD-Tour-25-26 Sikha Chakraborty -Vs- Elite Tours and Travels	Address: M/s Elite Toursand Travels, Prop : Moumita Mitra, 109/19, Hazra Road, Kolkata-700026, email:elitetoursntravelsint@gmail.com	Booked a trip to Bangkok with all amenities but not satisfied with the services.	61,500/-	Dropped , January,'2026 Non-Interest of OP
35	35/CAD-Tour-25-26, Prodip Ghosh -Vs- Himachal Pradesh Helpline Tourism	Address: Himachal Pradesh Helpline Tourism, 3, Chittaranjan Avenue, Bharat Bhawan Building, 3 rd Floor,RoomNo.-5D, Opposite to Hindustan LIC Building, Kolkata- 700072, email: himachaltourismbooking@gmail.com	Trip booked and conducted, but the helicopter journey was not accommodated, refund was not initiated.	89,100/-	Dropped , January,'2026 Non-Interest of OP
36	36/CAD-Tour-25-26, Pradip Bose -Vs- Himachal Pradesh Helpline Tourism	Address: Himachal Pradesh Helpline Tourism, 3, Chittaranjan Avenue, Bharat Bhawan Building, 3rdFloor, RoomNo.-5D, Opposite to Hindustan LIC Building, Kolkata- 700072, e mail : himachaltourismbooking@gmail.com	Trip booked, but does not conduct, refund was not initiated.	36,000/-	Dropped , January,'2026 Non-Interest of OP

37	37/CAD-Tour-25-26 Prakash Chandra Mondai & 4 Others -Vs- Total Tour Solutions	Address: Total Tour Solution, Spcl Attn : Sauma Singha 88, Harsha Apartment, Near Rammohan School, 88, KhetraBanerjeeLane,Shibpur, Howrah- 711102, email:totaltourssolutions2015@gmail.com	Booked a trip to Kasshmir, but travel tickets were not served, refund was not initiated.	4,26,500/-	Dropped, November'25 Non- Interest of OP
38	38/CAD-Tour-25-26 Arunangshu Bhanja -Vs- Thomas Cook India Ltd,	Address 1 : Thomas Cook India limited, Ground Floor, Rabindra Sadan Bus Stop, Plot No 2/7/1, Lord Sinha Road, Nearby Exide More, Jeevandeep, Elgin,Kolkata,WestBengal-700017 Address 2 :Thomas Cook India limited, 11thFloor,MarathonFuturex,N.M.JoshiMarg, Lower Parel, Mumbai- 400013,	Booked a trip to Bhurtan, the the group tour was not conducted , refund was not initiated.	1,59,810/-	Redressed, February'2026
39	39/CAD-Tour-25-26, Maheshwar Naskar -Vs- Himachal Pradesh Helpline Tourism	Address:HimachalPradeshHelplineTourism,3, Chittaranjan Avenue, Bharat Bhawan Building, 3 rd Floor, Room No.-5D, Opposite to Hindustan LIC Building, Kolkata-700072 email:himachaltourismbooking@gmail.com	Trip booked , but not initiated. Money was not refunded	38,000/-	Droppd, january'2026 Non-Interest of OP
40	40/CAD-Tour-25-26, Sisir Kumar Das -Vs- Travel Bazar Pvt. Ltd	Address : 1)Travel Bazar Pvt. Ltd., PS Srijan Corporate Park, Unit No.,-14, 19th Floor, Sector- V, Salt Lake, Kolkata- 700091. 2)Travel Bazar Pvt. Ltd., Suit no. 5, 9th Floor, Kamdhenu Building, 75C, Park Street, Kolkata- 700016	Booked a trip to Dubai and Abudhabi, they had to cancelled the trip due to illness. Money was not refunded	50,000/-	Dropped, January'2026 Non-Interest of OP
41	41/CAD-Tour-25-26, Biman Mitra -Vs- Chauhan Tours And Travels,	Address: Chauhan Tours And Travels 70/1, Hazra Road, Kolkata-700019, email-chohantoursandtravels@gmail.com	Booked a Bus for his daughter's marriage, but marriage cancelled, money was not refunded.	5,000/-	Redressed, January'2026

42	42/CAD-Tour-25-26, Suman Shah -Vs- Sunflower Trip Pvt. Ltd	Address : Sunflower Pvt. Ltd., BD-203, BD Block, 2NdCrossByeLane,Sector-1,SaltLakeKolkata- 700064	Booked a trip to Dubai and Abudhabi, they had to cancel the trip due to lack of transparency regarding non-providing of tickets, visa and other travel documents.	6,12,858,-/-	Dropped, February'2026 Non-Interest of OP
43	43/CAD-Tour-25-26, Manisankar Roy -Vs- Goibibo	Address : Goibibo,19th Floor, Tower A/B/C, Epitom Building, DLF Cyber City, DLF Phase-III, Gurugram, Hariyana, Pin- 122002	Deficiency in service regarding misrepresentation of hotel location in Varanasi.	24,000/-	Dropped,March'2 026 Non-Interest of OP
44	44/CAD-Tour-25-26, Achinta Sengupta -Vs- Confirm Tkt online Solution	Address: 2 nd Floor, North Tower, Smart works, Vaishnavi Tech Park. Sy No.- 16/2 & 17/2,. Bellander Gate, Sarjapur Mainroad, Bangaluru- 560103	Non-refund of ticket cancelation amount	6350/-	Redressed, February'2026
45	45/CAD-Tour-25-26, Jhumpa Ayesha Hassan -Vs- Astha Tours & Caterers	Koikhala station Bazaar, Haripal, Hooghly.	Booked Darjeeling Trip cancelled by the operator.	20,000/-	Dropped , May'2026 Non- Interest of OP
46	46/CAD-Tour-25-26, Kushal Das -Vs- 1) MakeMyTrip 2) Delo Retreat	Address:1) MakeMyTrip India Pvt. Ltd. SIDDHA ESPLANADE, Office No. 1609, 14TH FLOOR, METRO GATE NO. 01, DHARMATALA, Kolkata -700013 2) MakeMyTrip India Pvt. Ltd. 147B, Sarat Bose Road, Ground Floor, Near to Shisumangal Hospital, At Manoharpukur Crossing. Kolkata-700026 3) MakeMyTrip India Pvt.Ltd., DLF Epitoma Building No.-5, Tower B DLF Cyber City, DLF City,DLFPhase-2,Sector25, Gurugram, Haryana- 122002	Deficiency in Service	13,965/-	Dropped , May'2026 Non- Interest of OP

47	47/-CAD-Tour-25-26, Avishek Sen Vs Indogo Airlines	Address: Indigo Airline, 75, Ganesh Cnadra Avenue, Near Hind INOX, Chandni Chawk , Bowbazar, Kolkata - 700013	Refund off light cancellation has been received but the complainant seeks compensation due to his financial loss.	7381/-	Dropped, May'2026 Non-Interest of OP
48	48-CAD-Tour-25-26, Avishek Sen Vs Indogo Airlines	Address: Indigo Air lines, 75, Ganesh Cnadra Avenue, Near Hind INOX, Chandni Chawk , Bowbazar, Kolkata - 700014	Booked a flight from Delhi to CCU but due to cancellation of the same the complainant compelled to book the flight via Varanasi and paid for alternative accommodation, which was not refunded to him.	2000/-	Dropped, May'2026 Non-Interest of OP
49	49-CAD-Tour-25-26 Ujjal Bhowmick -VS- SOTC Travels	Address : SOTC, 2nd Floor, Room No. - 10/11, Wood Street, Near By Pantaloon Clothing Store, Mullick Bazar, Park Street Area,Kolkata-700016	Booked Europe Tour cancelled owing to cancellation of Visa of Ujjal Bhowmick's son who is suffering from Autism.	3,00,000/-	Dropped, May'2026 Non-Interest of OP

SECTOR: BANKING

Details of complaints received against 'AXIS BANK LTD.' from April, 2025 onwards.

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed/ Dropped	Reason for the drop
01.	20/CAD-BANK/25-26 Smt. Sneha Debnath (M-6292959153) Vs Axis Bank Ltd., Shakespeare Sarani Br.	Axis Bank Ltd., Shakespeare Sarani Br., 5, Shakespeare Sarani, Kolkata Circle Office, Kolkata- 700071.	In the matter of alleged fraudulent transaction using Credit Card.	Rs. 99174.74/-	Dropped August, 2025	Non-consensus of parties.
02.	34/CAD-BANK/25-26 Smt. Baby Mondal (M- 9681119909) Vs Axis Bank Ltd., Chandanpukur Branch,	Axis Bank Ltd., Chandanpukur Branch, 38,/1/1 Barasat Road, Ground Floor, PIN- 700 122..	Misselling of Insurance Policy.	Rs. 100000/-	Dropped January, 2026	Non-consensus of parties.
03.	55/CAD-BANK/25-26 Smt. Deepa Jaiswal (M-9775851782) Vs. Axis Bank Ltd., Behala Branch.	Axis Bank Ltd., Behala Branch,	Complaint regarding dishonouring of cheque.	Rs. 129228/-	Dropped March, 2026.	Non-consensus of parties.

SECTOR: BANKING

Details of complaints received against 'BANDHAN BANK' from April, 2025 onwards.

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed/ Dropped	Reason for the drop
01.	08/CAD-BANK/25-26 Sahidul Islam Mondal (M- 6295285021) Vs Bandhan Bank, Dhosa Branch.	Bandhan Bank, Dhosa Branch, Chandenswar, Dhosa, Joynagar, PIN- 743396.	Misselling of Bajaj Allianz Insurance Policy.	Rs. 96140/-	Redressed. September, 2025	-----
02.	24/CAD-BANK/25-26 Smt. Kanika Das (M- 7278384488) Vs Bandhan Bank Ltd., Kalikapur Branch	Bandhan Bank, Kalikapur Branch, Gr. & 1 st Floor, 1188/A/1, Purbachal Main Road, Garfa, Kolkata- 700078.	Misselling of Bajaj Allianz Insurance Policy.	Rs. 200000/-	Redressed. August, 2025	-----
03.	31/CAD-BANK/25-26 Sri Pradip Kumar Basu (M- 9830179622) Vs	Bandhan Bank Ltd., Bidhan Sarani Branch. 159B, Bidhan Sarani, Kolkata- 700006.	Regarding freezing of Current A/c.	-----	Redressed. August, 2025	Non-consensus of parties.

	Bandhan Bank Ltd., Bidhan Sarani Branch.					
04.	37/CAD-BANK/25-26 Smt. Tumpa Mondal Das (M- 9748378429) Vs. Bandhan Bank, Bansdroni Branch.	Bandhan Bank, Bansdroni Branch. 3341, NSC Bose Road, Bansdroni, Kolkata- 700047.	Unauthorised transaction from Jt. SB A/c.	Rs.450000/-	Dropped January, 2026	Non-consensus of parties.
05.	44/CAD-BANK/25-26 Smt. Satabdi Mukherjee (M- 6290881318) Vs. Bandhan Bank, Akra Fatak Branch.	Bandhan Bank, Akra Fatak Branch. W/197A, S.A. Farooque Road, Kolkata- 700018.	Complaint regarding alleged dispute regarding payment EMI of Gold Loan .	Rs. 50,900/-	Dropped December, 2025	Non-consensus of parties.
06.	57/CAD-BANK/25-26 Smt. Kakoli Dey (M-9339867290) Vs. Bandhan Bank, Haltu Branch.	Bandhan Bank, Haltu Branch, 124, Garfa Main Road, Kolkata- 700 078.	Misselling of Bajaj Allianz Insurance Policy.	Rs. 51000/-	Under Process	
Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed Dropped	Reason for the drop
07.	58/CAD-BANK/25-26 Smt. Kamla Das (M- 7890571904) Vs Bandhan Bank, Haltu Branch.	Bandhan Bank, Haltu Branch, 124, Garfa Main Road, Kolkata- 700 078.	Misselling of Bajaj Allianz Insurance Policy.	Rs. 100000/-	Under Process	-----

SECTOR: BANKING

Details of complaints received against 'HDFC BANK' from April, 2025 onwards.

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed/ Dropped	Reason for the drop
01.	11/CAD-BANK/25-26 Sri Souvik Biswas (M-7338720283) Vs HDFC Bank, Bidhannagar Branch & Shakespeare Sarani Branch.	HDFC Bank, 166, C.J. Block, Sector- II, Kolkata- 700091. & Brooke House (2 nd Floor), 9, Shakespeare Sarani, Kokata- 7000071.	Fraudulent transaction using Credit Card.	Rs. 253420/-	Dropped September, 2025	Non-consensus of parties.

02.	13/CAD-BANK/25-26 Sri Sitaram Sharma (M-7980642961) Vs HDFC Bank, Dunlop Branch.	HDFC Bank, Dunlop Branch, 91, B.T. Road, Kolkata- 700090	In the matter of alleged restriction of using SB A/c.	N.A.	Redressed July, 2025	-----
03.	23/CAD-BANK/25-26 Sri Debabrata Bhattacharya (M-9062310180) Vs. HDFC Bank, Bantra Branch & AMAZON	HDFC Bank, Dunlop Branch. 58/1, Gr. Floor, Ashim Roy Sarani, Kadamtala, Howrah- 711101	Unauthorized transaction from the HDFC Credit Card.	Rs. 117638/-	Dropped August, 2025	Non-consensus of parties.
04.	47/CAD-BANK/25-26 Sk. Md. Aawez Azam (M- 9903630113) Vs. HDFC Bank, Lake Avenue Branch	HDFC Bank, Lake Avenue Branch, LIC Building, 13 Lake Avenue, Kolkata- 700 026.	In the matter of alleged restriction of using SB A/c.	Rs. 64198/-	Redressed. February, 2026	-----
05.	49/CAD-BANK/25-26 Sri Sourav Nandi, (M- 9831003333) Vs. HDFC Bank.	HDFC Bank Ltd., Raman House, H.T. Parekh Marg, 16, Back Bay Reclamation, Church Gate, Mumbai- 400 020.	In the matter of alleged non- cooperation during processing of an death claim application.	Rs. 1144537/-	Dropped January, 2026	Non-interest of the OP.

SECTOR: BANKING

Details of complaints received against 'INDUSIND BANK LTD.' from April, 2025 onwards.

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed/ Dropped	Reason for the drop
01.	43/CAD-BANK/25-26 Sri Diptonil Mitra (M-8981541284) Vs Indusind Bank Ltd.	Indusind Bank Ltd., 2401, Gen Thimmayya Road (Cantonment), Pune- 411001.	Dispute regarding fraudulent transaction.	Rs.90000/-.	Dropped December, 2025	Sub judice matter.
02.	25/CAD-BANK/25-26 Sri Malay Das (M- 9022172151) Vs Indusind Bank Ltd. Raghunathpur Branch.	Indusind Bank Ltd. Raghunathpur Branch, 310, Taraknath Mukherjee Road, Hooghly, PIN-712247.	In the matter of alleged freezing of A/c. by the Bank Authority.	-----	Redressed. August, 2025	-----

03.	22/CAD-BANK/25-26 Mr. Ravindra Kumar Seksaria (M-98300300349) Vs. Principal Nodal Officer, Indusind Bank Ltd.	Principal Nodal Officer, Indusind Bank Ltd., Building 7, Solitaire Corporate Park, Chakala, Andheri, Mumbai- 400093.	Complaint regarding welcome gift on Credit Card A/c.	Rs. 200000/-	Redressed. August, 2025	-----
04.	19/CAD-BANK/25-26 Smt. Purnima Sarkar (M-8240911025/7890669553) Vs. Indusind Bank Ltd., Sheoraphuli Branch & Duckback Branch.	Insusind Bank Ltd., Sheoraphuli Branch, Krittika Apartment, 77/1, G.T. Road, Hooghly- 712223. & Indusind Bank Ltd., Duckback Branch, Duckback House, 41, Shakespeare Sarani Rd., Kolkata-700017.	Dispute regarding repayment of Loan.	Rs. 40000/-	Dropped July, 2025	Non-Consensus of parties.
05.	02/ CAD-BANK/26-27 Dr. Parimal Chandra Acharjee (M-9085840121) Vs. Indusind Bank Ltd., Tobin Rd. Branch.	Indusind Bank Ltd., Tobin Rd. Branch., H-84, Dunlop, B.T. Road, Baranagar, Kolkata- 700090.	Dispute regarding dishonouring of a cheque.	Rs. 13200000/-	Under Process	

SECTOR: BANKING

Details of complaints received against 'STATE BANK OF INDIA' during the FY-2025-26

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed/ Dropped	Reason for the drop
01.	12/CAD-BANK/25-26 Md. Arsh Samir(8981541284) Vs SBI, Elliot Road Br	State Bank Of India, Elliot Road Branch, 54, Rafi Ahmend Kidwai Road, Kolkata-700016.	Opposite Party misguided the complainant during processing of gold loan.	N.A.	Dropped	Non interest of the O.P.
02.	40/CAD-BANK/25-26 Sri Rajib Datta (9831568445/8240946180) Vs SBI, Teghoria Raghunathpur Branch,	SBI, Teghoria Raghunathpur Branch, VIP Road, Kolkata- 700059.	Opposite Party demanded additional amount of Rs. 301155/- from the complainant after payment of EMI as per schedule.	Rs. 301155/-	Dropped	Non-consensus of parties.

03.	42/CAD-BANK/25-26 Smt. Swarnali Raha (M-9007311051) Vs. SBI, Sakher Bazar Branch.	SBI, Sakher Bazar Branch, 45, Diamond Harbour Road, Purba Barisha, Kolkata- 700008.	Unauthorized transaction from the complainants A/c.	Rs. 52400/-	Dropped	Non-consensus of parties.
04.	45/CAD-BANK/25-26 Sri Partha Mukhopadhyay (M- 9474000769) Vs. SBI, Dalhousie Sq. Branch.	SBI, Dalhousie Sq. Branch, 2, B.B.D Bag, Kolkata- 700001.	Opposite Party deducted additional amount as EMI after final payment of HBL.	Rs. 64198/-	Redressed.	-----

Sector: PRODUCT

Complaint against **Whirlpool India Private Limited** received during the period 01-04-2025 to 15-05-2026

Sno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redresse d / Dropped	Reason for the drop
01.	72/CAD-Prod/25-26 Soma Roy (8250152801) Vs Dawntech Electronics & Whirlpool	1. Dawntech Electronics Pvt. Ltd., Amta Industrial Park, Amta, Mouza – Majukhetra Bearing Survey No. 301, Kolkata – 711401. 2. Whirlpool India pvt. Ltd., Plot No. 40, Sector 44, Gurugram, Haryana, Pin – 122002.	Allegation regarding issues with a newly purchased air conditioner.	29,490/-	Dropped	Non- interest of the opposite party.
02	77/CAD-Prod/25-26 Srija Mukherjee (9874261689) Vs Whirlpool & Sreema Electronics	1. Whirlpool India Pvt. Ltd., Arch Water Front, 8 th Floor, Unit No. 8B, Plot No. F4, GP Block, Sector 5, Salt Lake – 700091. 2. Sreema Electronics (South), 67/C, S.P. Mukherjee Road, Kolkata – 700026.	Allegation regarding issues with a newly purchased refrigerator.	28,000/-	Dropped	Non- interest of the opposite party.
03.	79/CAD-Prod/25-26 Kakoli Karmakar(8017637990) Vs Whirlpool & Capital Electronics LLP	1. Whirlpool India Pvt. Ltd., Arch Water Front, 8 th Floor, Unit No. 8B, Plot No. F4, GP Block, Sector 5, Salt Lake – 700091. 2. Capital Electronics LLP, Rajarhat, Old Katgola, Kolkata – 135.	Allegation regarding issues with a newly purchased refrigerator.	16,000/-	Dropped	Non- interest of the opposite party.
04.	82/CAD-Prod/25-26 Sumit Dey (9433259755) Vs Whirlpool & Great Eastern Pvt Ltd.	1. Whirlpool India Pvt. Ltd., Arch Water Front, 8 th Floor, Unit No. 8B, Plot No. F4, GP Block, Sector 5, Salt Lake – 700091.	Allegation regarding non-providing AMC services.	24,943/-	Dropped	Non- interest of the opposite party.

		2. Great Eastern Retail Pvt Ltd., 41C, Netaji Subhas Chandra Bose Road, Tollygunge, Kolkata – 40.				
05	87/CAD-Prod/25-26 Tapasi Bose (6290834902) Vs Whirlpool & Croma.	1. Whirlpool India Pvt. Ltd., Arch Water Front, 8 th Floor, Unit No. 8B, Plot No. F4, GP Block, Sector 5, Salt Lake – 700091. 2. CROMA, Acropolis Mall, Shop No. 1858/1, 1 st Floor, Rajdanga Main Road, East Kolkata TWP, Sector 1, Kolkata – 700107.	Allegation regarding issues with a newly purchased refrigerator.	24,819/-	Dropped	Non-interest of Whirlpool Authority.
06.	116/CAD-Prod/25-26 Chandrabali Dutta (758602996) Vs Whirlpool &Croma	1. Whirlpool India Ltd., 8, Room No. 1A, 11 th Floor, Santiniketan Building, Opp. British Council, Circus Avenue, Kolkata – 700017. 2. Tata Croma, 4/2 Kalikapur Road, Near Abhishikta Apartment, Gitanjali Park, Kalikapur, Kolkata – 700099.	Allegation regarding issues with a newly purchased refrigerator.	26,144/-	Dropped	Non-interest of the opposite parties.
07.	127/CAD-Prod/25-26 Subrata Kumar Das (9239519701) Vs Whirlpool &Discount Plaza	1. Whirlpool India Ltd., 8, Room No. 1A, 11 th Floor, Santiniketan Building, Opp. British Council, Circus Avenue, Kolkata – 700017. 2. M/s. Discount Plaza North, 10A/B, Baghajatin Road, Kolkata 700036.	Allegation regarding issues with a newly purchased refrigerator.	17500/-	Redressed	
08.	172/CAD-Prod/25-26 Sudipta Roy (9830951418) Vs Whirlpool & Durga Enterprise	1. Whirlpool India Ltd., 8, Room No. 1A, 11 th Floor, Santiniketan Building, Opp. British Council, Circus Avenue, Kolkata – 700017. 2. Durga Enterprise, Dakhineswar, Kolkata 700035.	Allegation regarding issues with a newly purchased refrigerator.		Redressed	
09.	05/CAD-Prod/26-27 Sudipta Mitra(6289807495) Vs Whirlpool	1. Whirlpool India Ltd., 8, Room No. 1A, 11 th Floor, Santiniketan Building, Opp. British Council, Circus Avenue, Kolkata – 700017	Allegation regarding issues with a newly purchased refrigerator.	30800/-	Under Process	
10..	12/CAD-Prod/26-27 Suprana Paul(8697624060) Vs Whirlpool & Zen Appliances	1. Whirlpool India Ltd., 8, Room No. 1A, 11 th Floor, Santiniketan Building, Opp. British Council, Circus Avenue, Kolkata – 700017 2. Zen Appliances Sale & Service ZM Ashwininagar, Baguiati, Kolkata – 700059	Allegation regarding issues with a newly purchased refrigerator.	16100/-	Under Process	

Sector: PRODUCT

Complaint against **Khosla Electronics Pvt. Ltd.** during the period 01-04-2025 to 15-05-2026

Sno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01	39/CAD-Prod/25-26 Md. Rahaman (9836860008) Vs Khosla Electronics Pvt. Ltd. & Onsit Electro Services Pvt. Ltd.	1. Khosla Electronics Pvt. Ltd., 37, Syed Amir Ali Avenue, near Mithai Sweet Shop, Kolkata - 700019 2. Onsit Electro Services Pvt. Ltd, Flat No. 1/1, Tower 3, Millenium City, near DLF IT Park, Rajarhat, New Town, Kolkata 700156	Opposite Party failed to provide Warranty during AMC coverage.	6570/-	Redressed	
02	47/CAD-Prod/25-26 AbhikMondal(9674974665) Vs Khosla Electronics Pvt. Ltd. & Daikin	1. Khosla Electronics Pvt. Ltd., Shardhanjali Apartment, 33/1B, B.T. Road, Kolkata – 700002. 2. Daikin Air conditioning Pvt. Ltd., Smart Works, Victoria Park, 7 th Floor, Block GN-37/1, Sector V, Saltlake, Kolkata – 700091.	Allegation regarding issues with a newly purchase air conditioner.	39,636/-	Redressed	
03	111/CAD-Prod/25-26 Atanu Dhar(9433985858) Vs Khosla Electronics Pvt. Ltd. & IFB	1. Khosla Electronics Pvt. Ltd., B.T. Road, Sukchar Market, (Sodepur), P.O – Sukchar, P.S. – Khardah, Kolkata – 700115. 2. IFB Industries Ltd, C 14, Taratala Main Road, Kolkata – 700088	Allegation regarding issues with a newly purchase Washing Machine.	30233/-	Redressed	
04	140/CAD-Prod/25-26 Debapriya Roy (8910857710) Vs Khosla Electronics Pvt. Ltd. & Realme India Ltd.	1. Khosla Electronics Pvt. Ltd., Branch – Garia Showrom, 110, Raja S.C. Mallick Road, Near 5 No Bus Stand, Kolkata – 700047	Allegation regarding issues with a newly purchase Smart Phone.	17300/-	Redressed	

		2. RealMe Mobile Telecommunication Pvt Ltd, 3 rd Floor, Tower B, Building No 08, DLF Cyber City, Gurugram, 122002.				
05	150/CAD-Prod/25-26 Paramita Roy Chowdhury (8420530265) Vs Khosla Electronics Pvt. Ltd. & Blue Star.	1. Khosla Electronics Pvt. Ltd., 371/1, Diamond Harbour Road, near Ashoka Cinema Hall, Kolkata – 700034 2. Blue Star Limited, ECO Centre Business Tower, 11 th Floor, Unit No I & II, Plot No – 04, EM Block, Sector – V, Bidhannagar, Kolkata – 700091.	Allegation regarding issues with a newly purchase air conditioner.	29500/-	Dropped	Difference of opinion.
06.	194/CAD-Prod/25-26 Saheli Dutta(9474120087) Vs Khosla Electronics Pvt. Ltd. & Bajaj Finserv	1. Khosla Electronics Pvt. Ltd., Behala Branch, 371/1, Diamond Harbour Road, near Ashoka Cinema, Kolkata – 700034. 2. Bajaj Finance Limited, Shop No. 1201, 12 th Floor, Infinity Benchmark, Plot – G1, EP & GP, Salt Lake, Sector – V, Kolkata – 700091	Opposite Party charged Rs 2806/- extra from the Complainant.	2806/-	Dropped	Difference of Opinion.

Sector: PRODUCT

Complaint against **Samsung India Electronics Pvt. Ltd.** during the period 01-04-2025 to 15-05-2026

Sno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01	145/CAD-Prod/25-26 Prosenjit Karmakar (9062090490) Vs Samsung Electronics & Great Eastern.	1. Samsung India Electronics Pvt Ltd. ,6 th Floor, DLF Centre, Sansad Marg, New Delhi. 2. Great Eastern Trading Co, 433, Garia Main Road, Kolkata – 700084	Allegation regarding issues with a newly purchase Smart Phone.	14757/-	Redressed	
02	179/CAD-Prod/25-26 Md. Naushad (8981616525) Vs Samsung Electronics & Reliance Digital.	1. Samsung India Electronics Pvt Ltd, AB III, AB Block, Sector – I, Salt Lake City, Kolkata – 700064. 2. Reliance Retail Ltd Digital – 57A, Park Street, Park Mansion, Unit No 13 & 8, 1 st Floor, Kolkata – 700016	Allegation regarding issues with a newly purchase Television.	67540/-	Redressed	

03	182/CAD-Prod/25-26 Mrs Clara Kumar (8697251310) Vs Samsung Electronics & Reliance Retail Ltd.	1. Samsung Service Centre, 87/1, G.T. Road, West, Sreerampore, Hooghly, W.B. 712203 2. Reliance Retail Ltd, 206, G.T. Road, Mahesh Masir Bari, Mahesh Colony, Sreerampore, W.B. – 712201	Allegation regarding issues with a newly purchase Television.	109286/-	Dropped	Non interest of O.P.
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Sector: PRODUCT

Complaint against **Great Eastern Trading Co.** during the period 01-04-2025 to 15-05-2026

Sno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01	45/CAD-Prod/25-26 Sanjana Gupta (8617740832) Vs Great Eastern Trading Company	1. Great Eastern Trading Company, Barrackpore Branch, 56/27, S.N. Banerjee Road, near Barrackpore Railway Station, Kolkata – 700120	Complainant alleged that Opposite Party sold wrongly product.	3630/-	Redressed	
02	62/CAD-Prod/25-26 Taniya Das (9903502963) Vs Great Eastern Trading Company	1. Great Eastern Trading Company, Behala Branch, Diamond Harbour Road, Behala South East, Near Behala P.S., Kolkata – 34.	Allegation regarding selling of a defective cooktop.	3100/-	Dropped	
03.	123/CAD-Prod/25-26 Kabita Nayek (9874148392) Vs Great Eastern Trading Company & Samsung	1. Great Eastern Trading Company, 20, Old Court House Street, Kolkata 700001. 2. Samsung India Electronics Private Limited., Godrej Water Side, Tower I, 12 th Floor, Sector V, Kolkata 700091	Allegation regarding issues with a newly purchased Television.	12700/-	Redressed	
04.	141/CAD-Prod/25-26 Goutam Roy (7278781599) Vs Great Eastern Trading Company	1. Great Eastern Trading Company, Garia Branch, 433, Garia Main Road, Kolkata – 700084.	Allegation regarding issues with a newly purchased refrigerator.	16000/-	Dropped	Difference of Opinion.
05.	189/CAD-Prod/25-26 Sima Das (9831361907) Vs Great Eastern Retail Pvt Ltd & Voltas India Ltd.	1. Great Eastern Retail Pvt Ltd, 15B, Sarat Bose Road, Kolkata – 700020. 2. Voltas India Pvt Ltd. Unit No 805, 8 th Floor, Plot NO – 05, Block –	Allegation regarding issues with a newly purchased air conditioner.	29513/-	Redressed	

DP, Tower - II, Godrej Waterside Building, Salt Lake City, Sector – V, Kolkata – 700051.

Sector: E. Commerce

Complaint against **Flipkart** during the period 01-04-2025 to 15-05-2026

Slno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01	01/CAD-E.Commerce/25-26 Mansa Murmu (9883191084) Vs Flipkart & Sachi Sports	1. Flipkart Internet Pvt Ltd, Building Alyssa, Begonia & Clover, Embassy Tech Village, Outer Ring Road, Devarabeesanahalli Village, Bengaluru, Karnataka – 560103 2. Sachi Sports, S – 363C, School Block, Shakarpur, Delhi – 92	Complainant alleged that Opposite Party delivered wrongly product.	149/-	Dropped	Non interest of the Opposite Party.
02	06/CAD-E.Commerce/25-26 Monojit Mondal (9007148769) Vs Flipkart & Nobey India Pvt. Ltd.	1. Flipkart Internet Pvt Ltd, Building Alyssa, Begonia & Clover, Embassy Tech Village, Outer Ring Road, Devarabeesanahalli Village, Bengaluru, Karnataka – 560103 2. Nobey India Pvt. Ltd, F – 23/24, Ektavihar, Tanki Road, Jaitpur, New Delhi – 110044	Allegation regarding issues with a newly purchased Keypad Phone.	945/-	Dropped	Non interest of the Opposite Party
03.	09/CAD-E.Commerce/25-26 Sachin Chourasia (8582862818) Vs Flipkart & Xiaomi.	1. Flipkart Internet Pvt Ltd, Building Alyssa, Begonia & Clover, Embassy Tech Village, Outer Ring Road, Devarabeesanahalli Village, Bengaluru, Karnataka – 560103 2. Xiaomi Techonology India Pvt. Ltd, Plot 96 – 97, 5 th Floor, Udyog	Allegation regarding issues with a newly purchased Television.	66999/-	Redressed	

		Vihar, Phase – IV, Near Atlas Chowk, Gurugram, Haryana, 122016				
04.	10/CAD-E.Commerce/25-26 Md. Amiruddin (7980070104) Vs Flipkart & Samsung.	1. Flipkart India Pvt Ltd, Bagnan, NH – 6, Kolkata, W.B., 711303 2. Samsung India Electronics Pvt. Ltd, 6 th Floor, DLF Centre, Sansad Marg, New Delhi – 110001.	Allegation regarding issues with a newly purchased Keypad Phone	1399/-	Dropped	Non interest of the Opposite Party
05.	13/CAD-E.Commerce/25-26 Shayamal Dirghangi Vs Flipkart. & Marq Service Centre	1. Flipkart Admin Office – 169, Corporate Office, W.B. – 700139. 2. Marq Service Centre, All India Service Centre, Nayabad Gariya, South Kolkata – 700094.	Allegation regarding issues with a newly purchased air conditioner.	23990/-	Dropped	Non interest of the Opposite Party
06.	15/CAD-E.Commerce/25-26 Sabuj Kumar Sana (8777036692) Vs Flipkart. & TCL	1. Flipkart India Pvt. Ltd, G4 – Gr. Floor, Santineer Apartment, Dum Dum Road, Kolkata – 700074. 2. TCL India Pvt Ltd, P1, HSBC Building, 3 rd Floor, Scheme VIIM, C.I.T. Road, Kankurgachi, Kolkata – 700054.	Allegation regarding issues with a newly purchased Television.	18999/-	Redressed	
07.	17/CAD-E.Commerce/25-26 Uttam Pal (6290608268) Vs Flipkart.	1. Flipkart India Pvt. Ltd, Assembly Take Village, Outer Ring Road, Varthur Hobli, Bengaluru, Karnataka 560103	Allegation regarding issues with a newly purchased Glucose Monitoring Device	698/-	Redressed	
08.	22/CAD-E.Commerce/25-26 Kaushik Kumar Das Vs Flipkart.	1. Flipkart Internet Pvt Ltd, Building Alyssa, Begonia & Clover, Embassy Tech Village, Outer Ring Road, Devarabeesanahalli Village, Bengaluru, Karnataka – 560103	Allegation regarding issues with a newly purchased Smart Phone	11023/-	Dropped	Non interest of the Opposite Party
09.	24/CAD-E.Commerce/25-26 Sybhasish Sardar (9804431070) Vs Flipkart	1. Instakart Services Pvt Ltd, Plot No. – A1, Haringhata Industrial Park, Dist – Nadia, Pin – 741249	Allegation regarding issues with a newly purchased Air Fryer	4995/-	Dropped	Non interest of the Opposite Party
10.	32/CAD-E.Commerce/25-26 Ayan Ghosh (9051600089) Vs Flipkart Internet Pvt Ltd & Computronics Multivision Pvt. Ltd. & Leonovo India Pvt. Ltd.	1. Flipkart Internet Pvt Ltd, Vaishnavi Summit, Ground Floor, 7 th Main, 80 Feet Road, 3 rd Block, Koramangala Industrial Lay Out, Koramangala, Karnataka, Bengaluru – 560034 2. Computronics Multivision Pvt. Ltd. Plot NO. -140, Opposite B.M.C. Garden, Charkop, Sector – III,	Allegation regarding issues with a newly purchased Laptop	44934/-	Dropped	Difference of Opinion.

		Kandivali West, Dist – Mumbai, Pin – 400067. 3. Leonovo India Pvt. Ltd, Level II, Roach Icon, Outer Ring Road, Doddanekundi, Mahadevapura, Bengaluru, Karnataka, -560037			
11.	05/CAD-E.Commerce/26-27 Bijan Kumar Patuli (9609155720) Vs Flipkart Internet Pvt Ltd	1. Flipkart Internet Pvt Ltd, Yani Sarani, Diamond Park, Joka, Kolkata – 700104.	Issue with a newly purchased handset, as alleged.	9385/-	Under Process

Sector: E. Commerce

Complaint against **Amazon** during the period 01-04-2025 to 15-05-2026

Sno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01.	05/CAD-E.Commerce/25-26 Ganesh Das (9382297715) Vs Amazon.in & L.G. Service Centre	1. Amazon.in 5 th Floor, R.D.B. Two Thousand Plus Limited, Plot k1, Block – EP & GP, Sector – V, Kolkata - 700091 2. LG Service Centre, 1Ho Chi Min Sarani, 6 th Floor, Metro Towers, Kolkata – 700071	Complainant alleged that Opposite Party delivered Damaged Television.	40990/-	Dropped	Non interest of the Opposite Party.
02.	08/CAD-E.Commerce/25-26 Debojit Roy (9547402450) Vs Amazon Seller Services Pvt. Ltd, Clicktech Retail Pvt. Ltd. & Bolt Games Pvt. Ltd.	1. Amazon Seller Services Pvt. Ltd, 26/1, Bridgade Gateway, 8 th Floor, Dr. Raj Kumar Road, Malleshwaram West, Bangalore, Karnataka, 560055. 2. Clicktech Retail Pvt. Ltd, 18, Rabindra Sarani, Poddar Court, Gate No. 02, Ground Floor, Kolkata – 700001. 3. Bolt Games Pvt. Ltd, A – 154B, 3Rd Floor, Sector – 63, Noida, Uttarpradesh, 201301	Complainant alleged that Opposite Party issues with delivered Smart Watch	1399/-	Dropped	Non interest of the Opposite Party.
03.	11/CAD-E.Commerce/25-26 Sutapa Maity (9800540385) Vs	1. Amazon Seller Services Pvt. Ltd, 90 Nos, 1401 to 1421, 14 th Floor, Block – E, International Trade	Issue with a newly purchased defective wireless Microphone.	3699/-	Redressed	

	Amazon Seller Services Pvt. Ltd, & Digitech IMS Mercantiles Pvt. Ltd.	<p>Tower, Neheru Palace, New Delhi – 110019</p> <p>2. Digitech IMS Mercantiles Pvt. Ltd, 704, 7th Floor, V3S Ring Road Mall, Sector - III, Rohini Delhi – 110085</p>				
04.	12/CAD-E.Commerce/25-26 Sampa Dhar (9433116415) Vs Amazon Seller Services Pvt. Ltd,	4. Amazon Seller Services Pvt. Ltd, 26/1, Bridgade Gateway, 8 th Floor, Dr. Raj Kumar Road, Malleshwaram West, Bangalore, Karnataka, 560055.	Complainant did not received pre paid order handset	28606/-	Redressed	
05.	21/CAD-E.Commerce/25-26 Esha Jane Gomes (9836258843) Vs Amazon India Pvt. Ltd,	1. Amazon Seller Services Pvt. Ltd, 26/1, Bridgade Gateway, 8 th Floor, Dr. Raj Kumar Road, Malleshwaram West, Bangalore, Karnataka, 560055.	Complainant ordered a Laptop of Rs 59939/- but received a Curtain of Rs 800/- as alleged.	59939/-	Dropped	Non interest of the Opposite Party.
06.	29/CAD-E.Commerce/25-26 Sasanka Dutta (9477456888) Vs Amazon Retail India Pvt. Ltd. & HP Sales Office,	<p>1. Amazon Retail India Pvt. Ltd, 2nd, 23B, N.S. Road, Kolkata – 700001</p> <p>2. HP Sales Office, 8, 1st Floor, DLF IT Park, Tower – C, Block AF, near Raat Din Hotel, New Town, Kolkata – 700156</p>	Display issue with a newly purchased Laptop.	32990/-	Dropped	Non interest of the Opposite Party.
07.	31/CAD-E.Commerce/25-26 Saifuddin Ahmed Midhya (9830562505) Vs Amazon Retail India Pvt. Ltd, Godrej & Boyce Manufacturing Co. Ltd. & Star Service.	<p>1. Amazon Retail India Pvt. Ltd, 26/1, Bridgade Gateway, 8th Floor, Dr. Raj Kumar Road, Malleshwaram West, Bangalore, Karnataka, 560055.</p> <p>2. Godrej & Boyce Manufacturing Co. Ltd, Pirojshanagar, Vikroli, Mumbai – 400079.</p> <p>3. Star Service, Dum Dum Road, Kolkata – 700074</p>	Issue with a newly purchased Refrigerator as alleged.	27890/-	Dropped	Non interest of the Opposite Party
08.	36/CAD-E.Commerce/25-26 Bhupendranath Bhawmik (9830382952) Vs Amazon Retail India Pvt. Ltd, LG Electronics India Ltd & Downtech Electronics Pvt. Ltd.	<p>1. Amazon Retail India Pvt. Ltd, 26/1, Bridgade Gateway, 8th Floor, Dr. Raj Kumar Road, Malleshwaram West, Bangalore, Karnataka, 560055.</p> <p>2. LG Electronics India Ltd, A 24/6, Mohan Co Operative Industrial Estate, Matur Road, New Delhi – 110044</p> <p>3. Downtech Electronics Pvt. Ltd, Shyama Properties Sales LLP, Amta Industrial, JL No. – 76, Khatian NO. – LR 4083 & 4089,</p>	Issue with a newly purchased Refrigerator as alleged.	37490/-	Dropped	Non interest of the Opposite Party

		Islampur Gram Panchayat, P. S – Jagatballavpur, Howrah – 711401.				
09	01/CAD-E.Commerce/26-27 Arijit Roy (7980069801) Vs. Amazon Retail India Pvt. Ltd & Samsung India Electronics Pvt. Ltd.	1. Amazon.in, Amazon Seller Services Pvt. Ltd., 26/1 Bridgade Gateway, 8 th Floor, Dr. Raj Kumar Road, Malleshwaram West, Bangalore, Karnataka, 560055. 2. Samsung India Electronics Pvt. Ltd. 20 & 24 th Floor, Two Horizon Center, Near Hero Cycle Ltd., DLF Phase 5, Golf Course Road, Sector 43, Haryana – 122002.	Issue with a newly purchased Handset, as alleged.	31999/-	Under Process	

Sector: LPG

Complaint in LPG Sector during the period 01-04-2025 to 15-05-2026

Sno.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01.	01/CAD-LPG/25-26 Bablu Sharma (9883213638) Vs Sonar Bangla Gas Service	1. Sonar Bangla Gas Service, 147, Anandapur, Kolkata - 700105	Allegation regarding non- providing of Gas Cylinder on timely basis.		Redressed	.
02.	02/CAD-LPG/25-26 Gopal Sharma (9883213638) Vs Sonar Bangla Gas Service	1. Sonar Bangla Gas Service, 147, Anandapur, Kolkata - 700105	Allegation regarding non- providing of Gas Cylinder on timely basis.		Redressed	

SECTOR: Electricity

Details of complaints received frequently against the service providers during the period April,2025- till date

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed/ Dropped	Reason for the drop
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01.	01/CAD-Elec/25-26 Mr. Krishanu Das vs CESC Ltd.	CESC Ltd., 433/1, G.T. Road, Howrah-711101.	The complainant alleged that his electricity connection was stopped without any reason.	---	Redressed	--
02	03/CAD-Elec/25-26 Mrs. Sarbari Halder Vs CESC Ltd.	CESC Ltd., P-18, Taratala Road, Kolkata-700088	Applied for a domestic meter but is yet to receive	----	Dropped	Non-consensus of the parties.
03	13/CAD-Elec/25-26 Mr. Chanchal Bhattacharyya vs CESC Ltd.	CESC Ltd., South West District, P-18, Taratala Road, Kolkata- 700088	Excessive billing by CESC Ltd.	Rs.- 36,704/-	Redressed	.
04	05/CAD-Elec/25-26 Mr. BikashSikdar vs WBSEDCL , Falta CCC	WBSEDCL , Falta CCC Vill. + P.O.- Sahararhat, P.S.- Falta, 24 Pgns(S), PIN-743504	Not getting a new electric connection despite paying the requisite amount to WBSEDCL	----	Dropped	Difference of opinion between the parties
05	15/CAD-Elec/25-26 Ms. AsimaMitra vs WBSEDCL.	WBSEDCL Dasnagar CCC, Howrah Division-1, Baltikuri, Howrah-711113	Illegal claim of Late Payment Surcharge and disconnection of electricity.	Rs. 22,096/-	Dropped	Non co-operation of the O/P.

SECTOR: Real Estate

Details of complaints received frequently against the Developers during the period April,2025- till date.

Sl. No.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed Dropped	Reason for the drop
01.	63/CAD-Rest/25-26 Mrs. Sriparna Mandal Vs Dharitri Infraventure Pvt. Ltd.	Dharitri Infraventure Pvt. Ltd. DN-51, Merlin Infinite , 8 th floor, Unit- 805, Sector- V, Salt Lake, Kolkata- 700091 Email.- retention@dharitri-infra.com	The car parking area was found to be less than what was initially promised.	Rs. 4,60,000/-	Dropped	Non interest of the O.P.
02	123/CAD-Rest/25-26 Mr. Gaurav Kumar Pal Vs Dharitri Infraventure Pvt. Ltd.	Dharitri Infraventure Pvt. Ltd., 7 th Floor, The Meridian, Building, GP- E- 214 & 5 More, Near WEBEL, GP Block, Sector – V, Bidhannagar, Kolkata- 700091 Email.- retention@dharitri-infra.com	The O/P failed hand over the flat within the stipulated time and the complainant demands a refund of his booking amount	Rs. 1,00,000/-	Dropped	Non-consensus of parties.

03	43/CAD-Rest/25-26 Mr. Bijoy Kr. Das Vs. Evanie Infrastructure Pvt. Ltd.,	Evanie Infrastructure Pvt. Ltd., 594/1, Dakshindari Road, Bima Abasan, Flat no.- E2/1, 1 st floor,P.O.- Sreebhumi, P.S.- Lake Town, Kolkata- 700048. Email- info@evanieinfra.in	The O/P failed hand over the flat within the stipulated time and the complainant demands a refund of his booking amount	Rs. 4,15,985/-	Dropped	Non-consensus of parties.
04	45/CAD-Rest/25-26 Mr. Niladri Sekhar Dey Vs. Evanie Infrastructure Pvt. Ltd.,	Evanie Infrastructure Pvt. Ltd., 28, Jodhpur Gardens, P.O.- Lake Gardens, Kolkata- 700045. Email- info@evanieinfra.in	Booking amount was meant to be refunded to the complainant but he is yet to receive the amount.	Rs. 4,90,931/-	Dropped	Absence of the O/P.
5	52/CAD-Rest/25-26 Mrs. Sudakshina Dasgupta Bhattacharya & Mr. Indrajit Bhattacharya Vs. Evanie Infrastructure Pvt. Ltd.	Evanie Infrastructure Pvt. Ltd., 28, Jodhpur Gardens, P.O.- Lake Gardens, near South City Mall, Kolkata- 700045 Email- info@evanieinfra.in	The complainant paid the booking amount for a flat but failed to receive it within the stipulated time	Rs. 5,55,379/-	Dropped	Absence of the O/P.
06	53/CAD-Rest/25-26 Mrs. Dipanwita Saha & Mr. Chandra Kanta Saha Vs. M/s Evanie Infrastructure Pvt. Ltd.	Evanie Infrastructure Pvt. Ltd., 28, Jodhpur Gardens, P.O.- Lake Gardens, near South City Mall, Kolkata- 700045 Email- info@evanieinfra.in	The complainant paid the booking amount for a flat but failed to receive it within the stipulated time	Rs. 5,77,558/-	Dropped	Absence of the O/P.
07	77/CAD-Rest/25-26 Mrs. Shyamali Sharma w/o Shib Shankar Sharma Vs. Simoco Systems & Infrastructure Solutions Limited.	Simoco Systems & Infrastructure Solutions Limited. Block EP & GP, Sector- V, Salt Lake, Electronics Complex, Kolkata- 700091. Email- laxmi.biswas@simoco.net	The complainant booked a flat but is yet to get the possession	Rs.- 85,000/-	Dropped	Absence of the O/P.
08	96/CAD-Rest/25-26 Mr. Kishori Kumar Mahajan Vs.	Simoco Systems & Infrastructure Solutions Ltd.	Complainant booked a flat but is yet to receive the same and demands a refund of the deposited money	Rs.15,12,378/-	Dropped	Non co-operation of OP

	Simoco Systems & Infrastructure Solutions Limited.	Godrej Genesis Building, 2 nd floor, Block-EP & GP, Sector-V Salt Lake, Electronics Complex, Kolkata-700091. Email- laxmi.biswas@simoco.net				
09	116/CAD-Rest/25-26 Mr. Dileep Lal Vs. Vriddhi Landmart Limited,	Vriddhi Landmart Limited, "Vriddhi House", 1E – Thakurpukur, Diamond Harbour Road, Near – 3A, Bus Stand, P.s- Thakurpukur, Kolkata- 700104 Email;.- aftersales@vriddhigroup.com	O/P failed to develop the plot and execute the registration. Complainant wants refund.	Rs. 2,60,000/-	Dropped	Non-consensus of parties.
10	117/CAD-Rest/25-26 Smt. Indu Pandey Vs. Vriddhi Landmart Limited	Vriddhi Landmart Limited, "Vriddhi House", 1E – Thakurpukur, Diamond Harbour Road, Near – 3A, Bus Stand, P.s- Thakurpukur, Kolkata- 700104 Email;.- aftersales@vriddhigroup.com	O/P failed to develop the plot and execute the registration. Complainant wants refund.	Rs. 2,60,000/-	Dropped	Non-consensus of parties.
11	133/CAD-Rest/25-26 Mrs. Deblina Dasgupta Vs. Vriddhi Landmart Limited	Vriddhi Landmart Limited 1E, Thakurpukur, 3A Bus stand Diamond Harbour Road, Kolkata- 700104. Email;.- aftersales@vriddhigroup.com	O/P failed to develop the plot and execute the registration	Rs. 1,90,360/-	Under process	---

SECTOR: NBFC

Details of complaints received against 'AXIS BANK CREDIT CARD' from April, 2025 onwards.

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed Dropped	Reason for the drop
01	24/CAD-NBFC/25-26 Sri Saibal Ghosh (M-98300603033) Vs	Axis Bank Ltd, Behala Branch, Premises No.316,Shree Ram AC Complex,18/5A,Raja Ram Mohan Roy	In the matter of alleged fraudulent transaction using Credit Card.	91,250/-	Dropped January, 2026	Non-consens

	Axis Bank Ltd, Behala Br	Road, Behala Chowrasta, Barisha, Kolkata-700008..				us of parties.
02	29/CAD-NBFC/25-26 Imran Ahmed Halder (M-9836222211) Vs Axis Bank Ltd, Corporate Banking Br(CBB).	Axis Bank Ltd, Corporate Banking Branch(CBB), AC Market Building, 3 rd Floor, 1,Shakespeare Sarani, Kolkata- 700071.	In the matter of alleged fraudulent transaction using Credit Card.	58,639/-	Dropped February , 2026	Non interest of O/P.

SECTOR: NBFC

Details of complaints received against 'BAJAJ FINANCE LTD' from April, 2025 onwards.

Seri al no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed Dropped	Reason for the drop
01	08/CAD-NBFC/25-26 Moumita Ghosh (M-6289248262/6291846995) Vs Bajaj Finance Ltd	Bajaj Finance Ltd, Infinity Benchmark, 12 th Floor, Block-EP &GP, Salt Lake City, Kolkata-700091.	O/P did not settle the loan despite complainant's request.	Rs.1,09,975/-	Dropped June,2025	Non- consens us of parties.
02	14/CAD-NBFC/25-26 Sk Rafik (M-8100199910) Vs Bajaj Finance Ltd	Bajaj Finance Ltd, Infinity Benchmark, 12 th Floor, Block-EP &GP, Salt Lake City, Kolkata-700091.	O/P mistakenly added a fraud tag to the complainant despite not taken any loan from the O/P.	N.A.	Dropped August,2025	Non- consens us of parties
03	21/CAD-NBFC/25-26 Rishabh Jaiswal (M-9038886000) Vs Bajaj Finance Ltd	Bajaj Finance Ltd, Infinity Benchmark, 12 th Floor, Block-EP &GP, Salt Lake City, Kolkata-700091.	Complainant did not receive the promised cash back amount.	Rs. 13,333/-	Dropped February,20 26	Non interest of O/P.
04	25/CAD-NBFC/25-26 Dr Srima Adhikary (M-9831510454) Vs Bajaj Finance Ltd	Bajaj Finance Ltd, Infinity Benchmark, 12 th Floor, Block-EP &GP, Salt Lake City, Kolkata-700091.	O/P did not settle the loan despite complainant's request.	Rs. 11,00,000/- (Approx)	Dropped December,2 025	Non- consens us of parties

SECTOR: NBFC

Details of complaints received against 'SBI CREDIT CARD' From April, 2025 onwards.

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
01	28/CAD-NBFC/25-26 Sri Pratim Mukherjee(6289248262/6291846995) Vs SBI Cards & Payments Services Ltd	SBI Cards & Payments Services Ltd, DLF Infinity Towers, Tower-C, 12 th Floor, Block-2, Building 3, DLF Cyber City, Gurugram-122002.	Deficiency in service in the matter of Credit card due settlement.	57,000/-	Dropped January, 2026	Non interest of O/P.
02	38/CAD-NBFC/25-26 Bimalesh Kumar Mishra(9836222211) Vs SBI Cards & Payments Services Ltd	SBI Cards & Payments Services Ltd, Peejay House,3 rd Floor, Block-A, 15,Park Street, Kolkata-700016.	In the matter of alleged fraudulent transaction using Credit Card.	1,31,900/ -	Dropped April, 2026	Non interest of O/P.

Complaint received during the period 1.04.2025 to 18.05.2026

Name of the RO - CCGRC

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
1	03/CAD-INS/25-26 Basabi Dutta Chowdhury, M- 9231573550 -Vs- 1) Welfin Insurance 2) Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Cancellation of policy and return of premium amount	9,76,500/-	Redressed, July,2025	

2	04/CAD-INS/25-26 Snehangshu Bakshi, M- 9433508471 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Reinstate of old policy and cancellation of new term policy of 6 years.	60,000/-	Redressed, August' 2025	
3	05/CAD-INS/25-26 Rumela Saha, M- 9679779920 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Cancellation of policy and refund of premium amount.	2,48,116/-	Redressed, July' 2025	
4	06/CAD-INS/25-26 Arup Kumar Sinha, M- 9433185827 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of policy	306122/-	Redressed, August' 2025	
5	07/CAD-INS/25-26 Ranjana Saha, M- 943201062 Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of policy	1,54,835/-	Redressed, July' 2025	
6	08/CAD-INS/25-26 AASNA SHAH, M - 8240929904 -Vs- ACKO (BAJAJ FINSERV)	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Repudiation of claim for a damaged mobile phone	55,249/-	Redressed September' 2025	

7	15/CAD-INS/25-26 PUNAM BISWAS, M- 8100476422 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of policy	3,65,750/-	Redressed October' 2025	
8	24/CAD-INS/25-26 TRIPTI GOSWAMI, M- 9874378874 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Repudiation of claim for a damaged vehicle (accidental)	18,015/-	Redressed, December'2025	
9	30/CAD-INS/25-26 PIYALI JANA, M - 8100078833 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of policy and refund of premium amount	53,000/-	Redressed, February' 2026	
10	35/CAD-INS/25-26 CHANDAN CHAKRABORTY, M- 9433042017 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Policy cancellation request initiated within free-look period but not resolved.	1,99,962/-	Redressed, November' 2025	
11	42/CAD-INS/25-26 MANOJ GOSWAMI, M- 8777808772 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of policy	3,13,504/-	U/P	

12	44/CAD-INS/25-26 SYEDA RUKSANA BEGUM, M- 9831914819 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of policy and non-refund of premium amount in spite of requested within free-look period.	--	U/P	Non- coopera tion from the part of OP
13	45/CAD-INS/25-26 KARAMJEET KAUR, M- 8961428650 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Repudiation of death claim of complainant's mother	60,00,000/-	U/P	
14	46/CAD-INS/25-26, SUDIP BANDYOPADHYAY, M- 9679989672 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of Insurance policy.	12,00,000/-	Redressed, April, 2026	
15	01/CAD-INS/26-27, Upama Chatterjee, M- 9679989672 -Vs- Bajaj Allianz Life Insurance Company Ltd	Bajaj Allianz Life Insurance Company Ltd, 6th Floor, Mani Square Premises, 164 & 41, Manicktala Main Road, Canal Circle Road, Kolkata, West Bengal – 700054	Miss-sale of Insurance policy.	1,00,000/-	U/P	

Complaint received during the period 1.04.2025 to 18.05.2026

Name of the RO - CCGRC

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
1	05/CAD-M.INS/25-26 Somnath Banerjee, -Vs- Care Health Insurance Company Ltd.	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Claim denial and terminal of his medi- claim policy.	NA	Redressed, January'2026	

2	07/CAD-M.INS/25-26 Soumen Barua, -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Vipul Tech Square, Tower C, 3 rd Floor, Golf Course Road, Sector- 43, e-mail : claims@careinsurance.com	Partial non- settlement of medi-claim amount of 2,05,529/- out of Rs- 4,05,52/-	2,05,529/-	Redressed, July'2025	
3	13/CAD-M.INS/25-26 Sumana Sahu -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim owing to permanent exclusion admission clause.	45,000/-	Dropped, August'2025	Non- coopera tion from the part of OP
4	14/CAD-M.INS/25-26 Bipasha Sen Roy -Vs- Care Health Insurance Company Ltd.,	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim owing to permanent exclusion admission clause.	41,215/-	Dropped, August'2025	Non- coopera tion from the part of OP
5	16/CAD-M.INS/25-26 Arindam Sen -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim amount	2,45,315/-	Dropped, August'2025	Non- coopera tion from the part of OP

6	17/CAD-M.INS/25-26 Nanda Gopal Chakraborty -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	-Do-	85,291/-	Dropped, September' 2025	Non- coopera tion from the part of OP
7	24/CAD-M.Ins/25-26, Jennifer Hsin -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim owing to permanent exclusion admission clause	1,75,000/-	Dropped, January'2026	Non- coopera tion from the part of OP
8	27/CAD-M.Ins/25-26, Purushottam Lal Kamani -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim due to discrepancy in duration of ailment	1,42,516/-	Dropped, February'2026	Non- coopera tion from the part of OP
9	30/CAD-M.Ins/25-26, Goutam Modak -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Cancelled the complainant's policy.	NA	Redressed, February'2026	

10	31/CAD-M.Ins/25-26, Rabindranath Karati -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Grievance relating to payment, of excess premium amount	960/-	Dropped, February'2026	Non- coopera tion from the part of OP
11	32/CAD-M.Ins/25-26, Bhargab Kr. Pandit -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim due to non-disclosure of material fact.	1,82,438/-	Dropped, February'2026	Non- coopera tion from the part of OP
12	33/CAD-M.Ins/25-26, Chandrani Chouley -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Not getting the claim amount of her son.	2,57,994/-	Dropped, February'2026	Non- coopera tion from the part of OP
13	34/CAD-M.Ins/25-26, Arindam Das -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim amount.	1,08,040/-	Dropped, February'2026	Non- coopera tion from the part of OP

14	44/CAD-M.Ins/25-26, Chnadra Kala Somani -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim amount.	2,86,499/-	U/P	
15	47/CAD-M.Ins/25-26, Alapan Mitra -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Non-receiving of reimbursement amount apart from cashless.	1,95,113	U/P	
16	50/CAD-M.Ins/25-26, Megha Saha -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim amount.	45,800/-		Non- cooper- ation from the part of OP

17	54/CAD-M.Ins/25-26, Sudhangshu Kumar Paul -Vs- Care Health Insurance Company Ltd	Care Health Insurance Company Ltd., Om Towers, Unit No.- 509, 5 th Floor, 32, Jawaharlal Nehru Road, Kolkata – 700071 claims@careinsurance.com	Repudiation of claim amount.	85,000/-	Non- coopera tion from the part of OP
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Sector- Insurance

Complaints against Kotak Mahindra Life Insurance Corporation Ltd. .,

Complaint received during the period 1.04.2025 to 18.05.2026

Name of the RO - CCGRC

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
1	16/CAD-INS/25-26 Sailen Kumar Paul -Vs- Kotak Mahindra Insurance Company Ltd	Kotak Mahindra Insurance Company Ltd., Kanak Building , 3 rd Floor, 41, Chowringhee Road, Kolkata- 700071	Miss-sell of policy	8,00,148/-	Dropped, October, 2025	Non-cooperation of opposite party
2	31/CAD-INS/25-26 Sanjana Gupta -Vs- Kotak Mahindra Insurance Company Ltd	Kotak Mahindra Insurance Company Ltd., Hindustan Park Gariahat Crossing, Pin - 700029	Miss-sell of policy	50,000/-	Dropped, March'2026	Non-cooperation of opposite party
3	33/CAD-INS/25-26 Arnab Chakraborty -Vs- LICI	LICI, Bhupen Bose Avenue, Kolkata -700004	Mischievously collected examination fees for IRDIA training and examination	1250/-	Dropped, February' 2026	Non-cooperation of opposite party

Sector- Insurance

Complaints against Life Insurance Corporation of India Ltd.,

Complaint received during the period 1.04.2025 to 18.05.2026

Name of the RO - CCGRC

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
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1	10/CAD-INS/25-26 Kaberi Das -Vs- LICI	LICI, Baruipur Branch Office Kulpi Road, Pin- 700144	Non- Payment of premium amount	19,500/-	Dropped, November, 2025	Non- coopera tion of opposite party
2	26/CAD-INS/25-26 Debika Biswas -Vs- LICI	LICI, Div office, Patna , Ezra Road, Pin - 800001	Miss-sell of policy	92500/-	Dropped, November, 2025	Compla int pending at DCDR C, Patna
3	28/CAD-INS/25-26 Laxmi Kanta das -Vs- LICI	LICI, howrah Amta Road, Domjur, Pin- 711405	Non—Submission of premium amount by agent	2,00,000/-	Redressed, January, 2026	

Sector- Medical insurance
Complaints against Star Health And Allied Insurance Company Ltd.,

Complaint received during the period 1.04.2025 to 18.05.2026

Name of the RO - CCGRC

Serial no.	Sector with complaint index no. with cause title	Address of the OP	Complaint in brief	Disputed Amount	Redressed / Dropped	Reason for the drop
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1	01/CAD-M.INS/25-26 Pilak Baidya -Vs- Star Health And Allied Insurance Company Ltd.	Star Health And Allied Insurance Company Ltd, Globsyn Crystal – II, 3 rd Floor, 11 & 12, Block – EP, Sector-V, salt Lake Electronics Complex., Kolkata - 700091, mail id : legal.kolkata@starhealth.in	Partial payment of Cashless claim and later on didnot paid the reimbursement amount by the insurance company.	81,960/-	Redressed, May,2025	
2	02/CAD-M.INS/25-26 Madhu Devi Jhawar, -Vs- Star Health And Allied Insurance Company Ltd	Star Health And Allied Insurance Company Ltd, Globsyn Crystal – II, 3 rd Floor, 11 & 12, Block – EP, Sector-V, salt Lake Electronics Complex., Kolkata - 700091, mail id : legal.kolkata@starhealth.in	Deduction of Rs. 13600/-	13,600/-	Redressed, June'2025	
3	03/CAD-M.INS/25-26 Umesh Agarwal -Vs- Star Health And Allied Insurance Company Ltd	Star Health And Allied Insurance Company Ltd, Globsyn Crystal – II, 3 rd Floor, 11 & 12, Block – EP, Sector-V, salt Lake Electronics Complex., Kolkata - 700091, mail id : legal.kolkata@starhealth.in	Deduction of Rs. 245755/-	245755/-	Dropped, May' 2025	Non- coopera tion from the part of OP