

**In the Court of Shahzad Pervaiz Abbasi, District & Sessions Judge / Presiding
Officer, District Consumer Court, Multan**

**Dr. Khalid Mahmood S/o Malik Abdul Ahad R/o Suraj Miani Multan.
(Claimant)**

Versus

- 1. Mobilink Pakistan through its President and Chief Executive Officer, Head Office Mobilink House No. 1-A, Kohistan Road, F-8 Markaz, Islamabad, Pakistan.**
- 2. Mr. Ali Raza Mehdi Vice President & CEO, Mobilink Head Office, Mobilink House No. 1-A, Kohistan Road, F-8 Markaz, Islamabad, Pakistan.**
- 3. Mr. Tariq Rashid, Chief Information Officer, Office Mobilink House No. 1-A, Kohistan Road, F-8 Markaz, Islamabad, Pakistan.**
- 4. Mr. Adnan Haider Manager Service Center Mobilink, Multan Arcade, Kutchary Road, Multan.**

(Respondents)

Case No. 23/2010
Date of Institution 24.3.2010.
Date of decision 06.7.2010

**Complaint U/S 25 OF PUNJAB CONSUMER
PROTECTION ACT 2005**

ORDER:

The version of the complainant is that he is a consumer of Mobilink No. 0300-7313029 for the last four year. He came to know from the customer centre from Rawalpindi franchise Code No. 7132 that a post paid number 0302-8547832 has been issued against N.I.C No. of the complainant. The complainant made an application to the respondents for rectification but all in vain. The complainant sent a notice to the respondent through registered post. He has

alleged that due to faulty service of the respondents Rs. 1 million as compensation, Rs. 15000/- as counsel fee and Rs. 2000/- as miscellaneous expenses. He has also prayed for condonation of delay for not filing this petition in time along with the petition he attached his affidavit. In their written reply the respondents have denied the allegations leveled by the complainant and have also prayed for dismissal of the complaint.

2 Arguments heard, record perused.

3 The main contention of the complainant is that he did not get issued any postpaid number from the respondents and he claimed that his signatures shown on Mark A does not tally with his original signatures on the ID Card. Photocopy of the ID card is Mark B. The version of the respondents is that the petitioner got issued postpaid number in question from Rawalpindi Franchise Code No. 1732. The petitioner was directed to appear in person in the court and his signatures were obtained on blank paper Mark C. On comparison of the same with the signatures on Mark B i.e. ID card the signatures on Mark A are altogether different from the signatures of the petitioner on mark B & C.

4 Learned counsel for the respondents was not in a position to contradict this fact. Therefore complaint in hand is hereby accepted. The respondents are directed that post paid number 0302-8547832 be cancelled from the name of the petitioner and he will not be burdened with any bill or amount by the respondents on the basis of above said cancelled number. Parties to bear their own costs.

Announced:
06.7.2010

Shahzad Pervaiz Abbasi
District & Sessions Judge/Presiding Officer
District Consumer Court
Multan

Certificate

It is certified that order contains two pages each page is dictated corrected and signed by me.

06.7.2010

Multan

**District & Sessions Judge/Presiding Officer
District Consumer Court**