

**IN THE COURT OF SOHAIB AHMED RUMI
DISTRICT & SESSIONS JUDGE/PRESIDING OFFICER
DISTRICT CONSUMER COURT, GUJRANWALA
Case No. 206/09**

Salman Shahid Khan S/o Shahid Pervaiz Khan R/o H/No. 84/E Satellite Town, Gujranwala
(Complainant)

Vs.

Link dot Net Telecom Company, 123-A, Babar Block, New Garden Town Lahore Through
its Chief Executive Officer and others (Respondents)

**COMPLIANT UNDER SECTION 25 OF THE PUNJAB CONSUMER
PROTECTION ACT, 2005**

Date of institution : **23-07-09**

Date of decision : **03-10-09**

JUDGMENT:

Complainant's case is that he obtained an Internet DSL Connection in February, 2009 from the respondent No.2 through PTCL land line No. 055-3733281 after making a payment of Rs. 885/-. It was settled between the parties that the speed of the internet DSL connection will be 512 KBPS but the service of Internet DSL found defective prescribed speed of 512 KBPS was never provided. Disconnection or non availability of service was a common practice for which respondent was asked to disconnect the connection and pay back Rs. 885/-.

In this case respondents did not choose to appear before the court so they were proceeded exparte. The Complainant in order to prove his case produced Ahsan Shahid Khan as PW2, Waqas Jutt as PW3 and himself appeared as PW1 and produced the following documents:-

Receipts of dispatch of legal notices Exhibit "PA"&"PB",
acknowledgment due Exhibit "PC", receipt of purchase of connection
Exhibit "PD", package pamphlet Exhibit "PE", receipt of repairing the
computer Exhibit "PF", acknowledgment due of respondent No.1
Exhibit "PG", certificate of counsel fee Exhibit "PH"

Arguments heard and record perused.

From the exparte evidence lead by complainant the contents of the complaint have been proved and in the absence of any rebuttal evidence it has been established that respondents company sold internet DSL connection to the complainant in February, 2009 but provided defective services for which they are liable to return the complainant, the price of internet DSL connection Rs. 885/- alongwith postal charges for sending legal notice Rs. 58/-, other legal expenses Rs. 200/-, counsel fee Rs. 1100/- total amount Rs. 2243/- within one month of passing of this order. The application is allowed. File be consigned to the record room after its due completion.

Announced:

03-10-09

(SOHAIB AHMED RUMI)
District & Sessions Judge/
Presiding Officer
District Consumer Court,
Gujranwala.