

The government of Country X has enacted ambitious legislation aimed at reducing carbon emissions and achieving net-zero emissions by 2050. Among the key measures introduced are some replacements to the usual source of energy , subsidies for electric vehicles, and new regulations to ensure that this transition sits well the consumer behaviour and habits. However, there is a concern that these policies will disproportionately affect the quality of work in dispensing such high grade technology aimed at eradicating the ever increasing sustainability worries that nation of X has been facing.

Mr Uday Shetty a citizen of X on **04.02.2024** decided to avail services of **Majnu power** to install a solar power unit for his dream home (Sanjana Villa). Both the parties entered into an agreement for the said project. The total cost for the said project was **Rs. 3,300,000/-** out of which Mr Shetty paid **Rs.18,00,000/-** by way of advance to **Majnu Power Pvt Ltd** for the installation of a solar power generation unit in his house. Under the said agreement the work was to start within a weeks time from the date of the first payment . Mr Shetty was promised that once the work is completed he will receive a **1%** of the total cost incurred monthly rebate under the *“Just transition to a sustainable lifestyle”* scheme . However, no progress was made even after months of the advance payment made by the Complainant. Mr Shetty, frustrated by the lack of progress, made numerous attempts to communicate with Majnu Power through telephone conversations. In response, they provided various excuses and assured the Mr shetty that the installation work would be commencing soon.

Post numerous emails and phone calls, on **01.03.2024** Mr Uday Shetty decided to convey his problems in an organised manner through a legal notice. Unfortunately the legal notice was not received properly. Mr Shetty received a standard reply with a blank promise that the work will start soon.

Currently, Majnu Power has not taken any steps to install the solar power unit even after such a long time.

Mr. Shetty is now desirous of filing a complaint before the Consumer Disputes Redressal Commission. He has approached you for a legal opinion in this regard, as he is unsure of the following

- i. Whether Mr Shetty is a consumer under the Consumer protection Act, 2019
- ii. Whether Mr Shetty's claim amount for mental agony supersede his actual claim amount under the Consumer Protection Act, 2019
- iii. If Mr Shetty files a consumer complaint, what is the limitation period he needs to follow.
- iv. Is Mr Shetty right to claim for the rebate that he was entitled for once the work is completed