

**COMPLAINTS FROM JUNE 2018 AGAINST SECUREYE BANGALORE, FORTUNE MARKETING PVT LTD
OKHLA NEW DELHI AND LOCAL VENDOR PC WORLD CUTTACK FOR CHEATING IN LALBAG PS CUTTACK ,
ACPZONE3CUTTACK , DGP ODISHA AND DGP KARNATAKA**

COMPLAINT AGAINST THE SHOP PCWORLD IN FRONT OF CHRIST COLLEGE MAIN GATE, CUTTACK WHO SOLD A SECUR-EYE CCTV SYSTEM AND INSTALLED IN MY RESIDENCE ON 18/01/2018 VIDE TAX INVOICE NO PCW/GST/1208/2017-18.

Please refer to earlier complaint dated 16/06/2018 to you by email.

No action or response has been made in this matter till today.

I have already made Police Complaint to Commissioner of Police, IIC Cantonment PS, IIC Lalbag and your MD on 19/06/2018 and 22/06/2018 by speed post.

You are suggested to take immediate step to resolve the matter at the earliest and provide the DVR covered under warranty replacement which is lying with pcworld since last 27 days.

Grey areas-

- 1) The CCTV is not sold with authentic warranty card from secur-eye except the verbal assurance of the shop to provide shortly as per parent company.
- 2) It attracts criminal breach of trust as the shop keeper encashes the loyalty of the customer who purchases several items repeatedly and is able to cheat the client for a big amount by betraying the good faith.
- 3) It is as good as a chit fund scam where both the agent and the company fool the client where the only forum left is to approach Police, Court, enquiry commission etc as it happened in Odisha for over a decade.
- 4) Both of you cannot get away by taking heavy amount of around INR 20,000 plus which shared by both of you by providing a defective product which becomes non-functional in 4 months and more than 2 months of time waited in follow up and ending in Police Complaint.
- 5) Provide me the list of shops, agents, franchise, service centres dealing with Secur-eye CCTV system along with name address phone number operating in Cuttack, Bhubaneswar and in Odisha as a whole.
- 6) Provide the list of customers who have purchased your CCTV system in Odisha individually as well institutionally.
- 7) If my grievance is not redressed I shall be forced to approach DGP Odisha as well as DGP Karnataka to make an enquiry regarding your CCTV operations and if found guilty for pushing defective products related to security matter in the market and cheating people monetarily the criminal proceedings should be initiated against the parent and the child.

I may approach the Hon'ble Court to blacklist you from selling CCTV products in Odisha market for saving the Odisha people from being fooled and cheated through your agents like pcworld and others if any.

Jayanti das

COMPLAINT AGAINST SECUR EYES TECHNO SERVICES PVT LTD # 3 S, 3RD FLOOR,51/27 SWAMY TOWERS, CHINAPANAHALLI, MARATHAHALLI, BANGALORE-37 SELLING CCTV THROUGH THEIR ASSOCIATES AND DISTRIBUTORS IN CUTTACK ODISHA AND ODISHA AS A WHOLE

Sir

Please refer my previous email as my complaint.

Grey areas

- 1) The shopkeeper does not provide authorized warranty card of secur Eyes
- 2) The policy and terms and conditions for services of the parent company ie Secur Eyes as mentioned in the money receipt is not provided to the customer
- 3) On repeat emails, letters and phone calls as well as police complaint pending for more than one and half months.
- 4) Secur Eyes has not provided email of their MD and customer care for direct access for ready greivance redressal.
- 5) email on their box support_security@fortune-it.com is bouncing back
- 6) Secur Eyes does not provide the list of their distributors/service centres in Odisha
- 7) DVR TAKEN FROM ME FOR WARRANTY REPLACEMENT ON 1/6/2018 HAS NOT BEEN RETURNED AFTER 2 MONTHS BECAUSE I INSISTED ON ORIGINAL SECUR EYES WARRANTY AND DETAILS OF REPAIRS IF ANY
- 8) In the interest of consumer welfare I request you to take up this matter as a test case.

I will provide for documentary details if asked.

Regards

Jayanti das