

**Independent Grievance Redressal Board (IGRB)**

**Order dated 26.10.2022**

**Subject: Complaint by Mr. Shiv Kumar against Sorting Hat Technologies Pvt. Ltd./ Service Provider**

The matter was heard on 21.10.2022 and after hearing the Complainant and the Representative of the Service Provider, the matter was adjourned for 26.10.2022 directing the parties to place required documents i.e. brochures and forms signed at the time of admission so that the case may be understood in correct perspective.

The Complainant, who advanced his arguments on 21.10.2022 and assured to file the documents by 24.10.2022, did not enter appearance today. The Complainant had informed Ms. Shelley Chhabra, Senior Policy Manager, IAMAI that he would not appear before the Board as he intended to approach the Consumer Forum for appropriate reliefs.

The Representative of the Service Provider had explained that there has been no misrepresentation on behalf of the Service Provider and further to advance arguments on merit. However, the Board felt that the matter cannot be decided on merit in absence of the Complainant and hence close the case.

However, after going through some of the documents, the Board realized that it must issue an advisory to prevent such complaints in future and it would be issued soon hereinafter.



**Dr. Justice B.S. Chauhan**

Chairman, IGRB