DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION,

COMBINED COURT BUILDINGS, SALEM.

COMPLAINT No. \_\_\_\_\_\_\_\_of 2023

IN THE MATTER OF:

G.Sridhar,

S/o Govindaraj,

No.1-17-10 J2,

Thirunagar colony,

Muthusamy Complex,

Sankagiri, Salem District.

…Complainant

-Versus-

1. The Manager,

M/s NJ Bikes India Private Limited,

No.48/244, Sakthi Road,

Veerappan Sathiram,

Erode District.

2. The Regional Transport Officer,

Regional Transport Office,

Sankagiri,

Salem District.

…Opposite parties

COMPLAINT UNDER SECTION 35 OF THE CONSUMER PROTECTION ACT, 2019

MOST RESPECTFULLY SHOWETH:

1. The address of the Complainant for the purpose of service of summons, notice, etc is as shown in the cause title above and that of his counsel
2. The address of the Opponents for the very purpose is the same as shown in the cause title above.
3. Herein the above-named Complainant most respectfully submits as under,
4. The complainant is G. Sridhar, aged 28 years, S/o Govindaraj, residing at Door No. 10, Thirunagar Colony, Muthusamy Complex, Sankagiri, Salem District, Tamil Nadu - 637301,
5. The opposite party 1 is the manager of NJ Bikes India Private Limited, having office at No.48/244, Sakthi Road, Veerappan Sathiram, Erode District.
6. The opposite party 2 is Regional head officer at Regional Transport Officer, Sankari,Salem District, Tamil Nadu - 637301,
7. It is stated that on 10/05/2019, the complainant had purchased a two-wheeler Suzuki Access 125 bearing Chassis No. MB8DP11ADK8D05794 from NJ Bikes India Pvt Ltd, Erode by availing loan from Sun Finance.
8. It is stated that the complainant is fond of having fancy numbers for his vehicles. So to get a fancy number for his bike, on 23/05/2019 the complainant along with one of the employees of opposite party 1 visited the opposite party 2 the regional transport officer, Sankagiri.
9. It is stated that in order to get the fancy number for his bike the complainant paid Rs 2,000 in cash at the regional transport officer, Sankagir vide receipt No. TN52R19050000177. The complainant requested the reg.no of his choice- TN 52 P 9339 after paying the requisite fees. The RTO official assured me that TN 52 P 9339 would be allotted to my vehicle.
10. It is stated that even after the promise to allot the number of choice to the complainant, the complainant was in utter shock and dismay, when the vehicle was allotted a different number - TN 52 P 9385 without any prior intimation to the complainant.
11. It is stated that after the incident the complainant enquired with the opposite party, the RTO office, but they did not provide any satisfactory response and even failed to refund Rs. 2,000 which the complainant had paid for the fancy number.
12. It is stated that as a law-abiding and tax-paying citizen, I have the right to choose the preferred registration number for my vehicle upon paying the requisite charges. Denial of this privilege caused me severe mental trauma and agony.
13. It is stated that in order to get the information about the denial of allotment of a fancy number to the complainant’s vehicle. He filed an RTI application dated 09/07/2019. In reply to this the RTO has admitted that the amount of Rs 2000 was paid by the complainant and a receipt no. TN52R19050000177 was issued for the same.
14. It is stated that the RTO failed to allot the number of the complainant's choice even though the same number continues to remain available and was allotted to no other person.
15. It is stated that the complainant sent legal notice dated 27/09/2019, but the RTO took no efforts to resolve this deficiency in service. Hence, the complainant has approached the hon’ble forum.

**JURISDICTION**: The Hon’ble District Consumer Disputes Redressal Commission at Salem has pecuniary as well as territorial jurisdiction to conduct an inquiry and adjudicate the present dispute. Since the Complainant and the Opposite Party 2 are both based in Salem, the Commission has territorial jurisdiction to deal with the same. Further, the consideration is within the pecuniary limit established under the Consumer Protection Act, 2019.

**COURT FEE:** The Complainant is complying with the Court Fees Mandated under Rule 7 of the Consumer Protection (Consumer Dispute Redressal Commission) Rules, 2020.

**EVIDENCE**

Enclosed: Copies of supporting documents as listed below.

1. Vehicle purchase invoice
2. Fancy number fee receipt
3. RTI application and reply
4. Legal Notice

**PRAYER**

In light of the above, I humbly plead before the Hon'ble Forum to:

1. Direct the Regional Transport Officer, Sankagiri to refund the Rs. 2,000 collected from me.
2. Award compensation of Rs. 1,00,000 for immense mental agony and harassment caused due to arbitrary denial of my rightful choice of vehicle number.
3. Impose costs for filing this complaint.

The complainant sincerely hopes the Hon'ble Forum will take cognizance of this complaint and provide justice.

Thanking you,

PLACE: Salem, Tamil Nadu  
DATED: SIGNATURE OF THE COMPLAINANT

**VERIFICATION:-**

I, G.Sridhar, s/o Govindaraj, No.1-17-10 J2, Thirunagar colony, Muthusamy Complex, Sankagiri, Salem District, do hereby solemnly affirm that the facts stated above in paras 1 to 12 are true to the best of my knowl­edge and based on the records maintained by me, which I believe to be true.

Verified at, on this \_ day of \_\_\_

**ANNEXURE OF EVIDENCE**