BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION, PORVORIM

Complaint No. /2024

Mr. G.D. Kirtani  
Resident of H. No. 500/19/2,

Yash Anand, Filomena Housing Society,

Alto Santa Cruz, P.O. Bambolim, Goa ….Complainant

Vs.

The Principal General Manager

Bharat Sanchar Nigam Limited  
Goa Telecom District,

Goa Sanchar Bhavan EDC Complex,

Patto Plaza, Panaji-Goa …Opposite Party

**Complaint under Section 12 of the Consumer Protection Act, 2019**

1. The address of the Complainant for 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's landline phone number is 2445533, and the value of the telephone is Rs. 5,000/- (Rupees Fifty Thousand only). It is further submitted that in lieu of its services, the Complainant has been paying Rs. 2,000/- (Rupees Two Thousand only) towards the monthly bills raised by the Opposite Party.
5. The Complainant has been facing persistent issues with the uninterrupted functioning of the landline phone due to parallel connections installed in the house by the Opposite Party in 2006, which were only discovered after repeated complaints and a visit by the lineman.
6. Despite the Complainant's repeated requests and complaints, the Opposite Party failed to take appropriate action to resolve the interruption, leading to mental harassment and inconvenience.
7. Furthermore, the Complainant was subjected to public abuse by the J.T.O, Mr. D’Costa, for escalating the matter to higher officials, which further exacerbated the mental harassment caused by the Opposite Party's negligence and deficiency in service.

IV] **Cause of Action**;

1. The Cause of Action to file this complaint first arose on 03/07/2023 when the Complainant was unable to use his landline phone, then continued till the last day of making an oral complaint on 7/01/2024 however, there was no action taken.

V]   **Jurisdiction:**

1. The complainant resides within the jurisdiction of this Hon'ble Court, so also the opponent’s society is situated within the jurisdiction of this Hon'ble Court. Hence this Hon'ble Court has got jurisdiction to try and entertain this complaint.

VI]   **Court Fees:**

1. Requisite Court fee as contemplated is paid on this Complaint.

VII]   **Prayer;**

It is therefore most humbly prayed that setting all the contentions of the Opponents if any an order may kindly be passed against the Opponents in the following terms,

1. Direct the Opposite Party to pay the Complainant compensation of Rs. 20,000,00/- for mental agony and harassment
2. Pass any other or further orders as this Hon'ble Commission may deem fit and proper in the facts and circumstances of the case.

Permission to amend the complaint as and when required may kindly be granted.

The cost of this complaint may kindly be awarded to the Complainant from the Opponents.

**PORVORIM COMPLAINANT**

**/02/2024**

**Verification**

Herein I, G.D. Kirtani, do hereby state on the solemn affirmation that the contents of the above paragraphs are read over and explained to me in my vernacular, and the same is found to be true and correct to the best of my knowledge, belief, and information.

**PORVORIM**

**/02/2024 Complainant**