

To,
The Presiding Officer
Consumer Disputes Redressal Commission
Delhi, National Capital Territory

Subject: Complaint Regarding Defective Construction and Safety Violations at Green Valley Heights, Hyderabad

Respected Sir/Madam,

I, Dr. Shreya Sharma, resident of Delhi, National Capital Territory, wish to file a formal complaint against Concerned Authority regarding the following matter:

FACTS OF THE CASE:

1. The apartment complex 'Green Valley Heights' was completed and handed over by ABC Developers in January 2024, but residents began experiencing significant structural issues, including water seepage and poor quality electrical wiring, shortly thereafter.
2. A written notice detailing the defects and safety violations was served to ABC Developers on 15th March 2024, yet the builder has failed to take adequate action to rectify these issues despite multiple verbal and written complaints from residents.
3. An expert inspection conducted in April 2024 confirmed the presence of serious safety violations, including non-compliance with fire safety measures, which pose a risk to the 200 families living in the complex.
4. Residents have reported that the maintenance charges collected by ABC Developers are being misused, with promised amenities remaining incomplete and only cosmetic repairs being offered in response to the documented structural and safety concerns.

LEGAL BASIS:

1. Under Section 2(1)(g) of the Consumer Protection Act, 2019, a "defect" is defined as any fault, imperfection, or shortcoming in the quality, nature, or manner of performance of a service. The structural issues, including water seepage and poor electrical wiring in the apartments at 'Green Valley Heights', constitute defects that compromise the safety and livability of the residences, thereby violating the rights of consumers.
2. Section 14 of the Consumer Protection Act, 2019, outlines the rights of consumers to seek redress for unfair trade practices, including the failure to provide services that meet the standards promised. The builder's inadequate response to the complaints and the offering of only cosmetic repairs, while ignoring significant structural and safety concerns, constitutes an unfair trade practice, warranting legal action.

3. According to Section 3 of the Real Estate (Regulation and Development) Act, 2016, builders are obligated to ensure that the construction complies with the approved plans and specifications. The failure of ABC Developers to adhere to fire safety measures and deliver promised amenities not only violates this provision but also endangers the safety of all residents, thus justifying a collective complaint.

4. Under Section 12 of the Consumer Protection Act, 2019, consumers have the right to seek compensation for any loss or injury caused by a defective product or service. Given the serious safety risks posed by the defects in the apartments and the misuse of maintenance charges, residents of 'Green Valley Heights' are entitled to seek compensation for the financial and emotional distress caused by the builder's negligence.

PRAYERS:

In light of the above, I most respectfully pray that:

1. Direct ABC Developers to undertake comprehensive repairs to address all structural issues, including water seepage, electrical wiring, and fire safety compliance, within 30 days of this complaint being filed.
2. Order an independent inspection of the 'Green Valley Heights' complex to assess the safety violations and structural defects, with a report to be submitted to the relevant authorities within 15 days of the inspection.
3. Mandate ABC Developers to provide a detailed account of the maintenance charges collected, including how they have been utilized, and to complete all promised amenities within 60 days, ensuring transparency and accountability to all residents.

DOCUMENTS ENCLOSED:

1. Copy of the purchase agreement or sale deed for the apartment in 'Green Valley Heights' outlining the builder's obligations and promised amenities.
2. Written notice served to ABC Developers on 15th March 2024 detailing the complaints regarding structural issues and safety violations.
3. Photographs documenting the defects in the construction, including water seepage, poor electrical wiring, and any visible fire safety non-compliance.
4. Expert inspection report from a certified engineer or building inspector assessing the structural integrity and safety compliance of the apartment complex.
5. Records of maintenance charges collected by ABC Developers, along with any correspondence regarding the use of these funds and the status of promised amenities.

I hereby declare that the information provided above is true to the best of my knowledge and belief.

Date: 17 May, 2025

Place: Delhi, National Capital Territory

Yours faithfully,

Dr. Shreya Sharma

Contact: 9876543210

Address: Delhi, National Capital Territory