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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

+ W.P.(C) 149/2019

UPPAL ENGINEERING CO. PVT. LTD. Petitioner

Through: Mr Ritesh Khatri and Mr Kuldeep
Kasana, Advocates.

versus

NATIONAL HOUSING BANK AND ANR. Respondents

Through:

CORAM:

HON'BLE MR. JUSTICE VIBHU BAKHRU

ORDER

% **09.01.2019**

CM No.768/2019

1. Allowed, subject to all just exceptions.

W.P.(C) 149/2019 & CM No. 769/2019

2. The petitioner has filed the present petition, *inter alia*, praying as under:-

“A. pass writ of Mandamus or an appropriate writ/ order or directions, directing the Respondent No. 1 to conduct proper enquiry into the Petitioner’s complaint (Annexure P-14) and dispose of the same forthwith for the redressal of grievance and carry out the appropriate directions to, and taking necessary action against, the second respondent in this regard in time bound manner from the passing of the order/direction or as this Hon'ble Court may deem it fit and proper to dictate;”

3. The petitioner claims that it had applied for a loan from respondent no.2 company and pursuant to its application, respondent no.2 had

sanctioned a loan for a sum of ₹2,19,91,428/-. However, the said loan was not disbursed and respondent no.2 had only given a sum of ₹64,99,343/-. The petitioner alleges that signatures of its representatives were obtained on blank sheets and blank documents. The petitioner further claims that it had made several efforts to obtain information from respondent no.2, however, the said efforts did not elicit any satisfactory response. The petitioner states that it also filed a complaint under the Grievance Redressal Mechanism of respondent no.2, however, that too did not yield any response.

4. In the circumstances, the petitioner had escalated his grievance to the National Housing Bank (NHB) by filing a complaint. A copy of the said complaint has also been annexed as Annexure P-14 to the present petition.

5. The learned counsel appearing for the respondent has also drawn the attention of this Court to printout from the website of NHB, which indicates that the petitioner's complaint is still pending consideration. He also handed over a copy of the Grievance Redressal Policy framed by NHB, which indicates that NHB has put in place a mechanism for redressal of its grievances.

6. The prayer sought by the petitioner is limited to seeking disposal of the petitioner's complaint. Since, this Court has not examined any of the petitioner's grievances on merits, it is not necessary to issue any notice inviting any response from the respondents at this stage.

7. In view of the averments made in the petition, this Court considers it

apposite to allow the present petition. Accordingly, NHB to consider and decide the petitioner's complaint as expeditiously as possible and preferably within a period of forty-five days from today.

8. The petition is disposed of. The pending application is also disposed of.

VIBHU BAKHRU, J

JANUARY 09, 2019
MK