

Current Status Case closed Date of Action 17/01/2025

Remarks-Upon reviewing your grievance about the non-refund of the paid amount by HostGator India within the promised timeline, it is noted that matters related to delays in refunds or potential breaches of consumer trust fall within the purview of the concerned company and the consumer grievance redressal authorities.

You are recommended to address this matter directly with HostGator India through their escalation channels or escalate the issue to the appropriate consumer protection authorities, such as the National Consumer Helpline or the respective State Consumer Disputes Redressal Commission, for further resolution.

If you so desire.

Sought information- The information seeker is seeking following information from the public information officer in the office of registrar of company state of Maharashtra, Mumbai B. Mishra (ROC)

Organisation name ROC Maharashtra

Contact Address- 100, Everest, Marine Drive Mumbai

Email Address roc.mumbai@mca.gov.in

1-Central public information officer must provide the role of B. Mishra (ROC)

In redressing the grievances on the public grievance portal after government of India.

2- Central public information officer must provide the name, designation and posting details of the staff belonging to the office of the registrar of Company Maharashtra who made the aforementioned remark to close the grievance of the information seeker.

3-CPIO may provide the circular, notification, office memo and government orders which privileged the licensee company HostGator not to respond emails and subsequent reminders of the staff of Department of consumer affairs sent from national consumer helpline website.

4- CPIO may provide the name, designation and posting details of entire class 1 officers belonging to the public authority the registrar of company Maharashtra as well as their date of joining in the office of Public Authority
ROC Maharashtra.

5- CPIO may provide the name, designation and posting details of entire class 2 officers belonging to the public authority the registrar of company Maharashtra as well as their date of joining in the office of Public Authority
ROC Maharashtra.

6- CPIO may furnish access to the mechanism to redress Grievance Description-Non-Refund of application money in the office of Registrar of Company Maharashtra because this option is available on the public grievance portal and grievances are given to the registrar of companies.

7- CPIO may provide the Website details where information concerning the public authority registrar of company Maharashtra is available under subsection 1(b) of section 4 of the right to information act 2005.

Public information officer in the office of Registrar of Company Maharashtra must provide the seven points information to the information seeker point wise within a stipulated 30 days as prescribed under subsection one of section 7 of the right to information act 2005.

Grievance Status for registration number: PMOPG/E/2025/0007391

Grievance Concerns to Name Of Complainant Yogi M. P. Singh, Date of
Receipt 17/01/2025

Received By Ministry/Department Prime Minister's Office,

Grievance Description-Non-Refund of application money

Complete and Correct name of the company: HostGator India, ENDURANCE INTERNATIONAL GROUP (INDIA) PRIVATE LIMITED, Unit No.401,4th Floor, IT Building 3,Nesco IT Park,, Nesco Complex, Western Express Highway,, Goregaon (East), Mumbai-400063 Maharashtra, India

GST: 27AAECD1043M1ZP

State : ROC Maharashtra. Has your complaint been resolved ?

No

Reason for Dis-satisfaction / Not Resolved

Harassment by official

Appeal Details

Appeal Number

DCOYA/E/A/25/0000109

Date of Receipt

19/01/2025

Appeal Text

Most respected sir please take a glance of the following remark made by the Department of consumers affairs in the matter.

The grievance has already been taken up with the company by NCH vide INGRAM docket no. 6479820 dated 11/11/2024 and Two Reminders were also send but no response has been received. If you have already complained to the company in writing and have not received any response from the company and want to pursue the case further you may file a case at the designated Consumer Commission online.

Most respected Sir if there will be corruption in the working of the public authorities and they will collude with the corrupt companies then grievances will be submitted to those public authorities according to citizens who are competent to take action in the matter and the applicant did the same.

Think about the gravity of the situation one email and the two subsequent reminders were sent to the wrongdoer Company HostGator whose staff did not consider it fit to reply the email and reminders.

Whether it is redress of the grievances on the national consumer helpline website of the government of India.

This is a subsequent grievance of the applicant which must be redressed on the basis of merit instead of an arbitrary and inconsistent report submitted by the negligent staff of the public authority. The need of the hour is to control the corruption growing in the working of the public authorities like jungle fire.

Instead of taking the action against the company which was not responding to them they closed the grievance.

How can a company be allowed to function on the soil of this country if it is not responding to the emails and subsequent reminders sent by the public offices?

It is most unfortunate if this office will also remain silent on this core issue then what would be the outcome of it?

I think that in this matter a report must be sought from them in accordance with the law and if they are not responding then action must be taken against them.

Current Status

Appeal Received

Officer Concerns To

Officer Name

B. Mishra (ROC)

Organisation name

ROC Maharashtra

Contact Address

100, Everest, Marine Drive Mumbai

Email Address

roc.mumbai@mca.gov.in

Contact Number

02222812627