

BEFORE THE NODAL OFFICER,

AT MANTRALAYA, MUMBAI

(INFORMATION TECHNOLOGY)

UNDER THE TELECOMMUNICATION ACT, 2023

COMPLAINT NUMBER क्र.संकीर्ण -1725/प्र.क्र. 125/ मातं.

Date: 09.04.2026

Venue: Office of Secretary
(Information Technology),
Mantralaya, Mumbai.

In the Matter of,

Mudashir Darbar

...Complainant

Versus

Indus Towers Ltd.

...Respondent

1. Appearance:

1.1 Mr Toufiq Kapadia, Representative of Indus Towers was present.

2. Brief Facts:

The matter pertains to a tower installed without proper authorization as per Complainant. The complaint was filed by Mudashir Darbar regarding the tower located on the Mamji House, KGN Housing Society Terrace, situated at Imamwada Road, Near Cafe Kausar, Bhendi Bazaar, Mumbai – 400 003. The tower has been installed by Indus Towers Ltd.

3. Proceedings and Appearance:

The matter was listed for hearing on 09th April 2026. It is noted for the record that the Complainant had mentioned their complaints/issue in the previous hearing held on 12th March 2026 and which is why it was an option for them to represent themselves in the next hearing. The respondent i.e. the Tower Company remained present when the matter was called. It is also to be noted that the Brihanmumbai Municipal Corporation (BMC) remained absent for the hearing.

In view of the absence of both the Complainant and the regulatory authority, the matter was proceeded with the basis of Available records, previous hearings and the submissions made by the party present.

Secretary
Information Technology
Department
Mantralaya - 400 003

4. Submissions made by Indus Towers Ltd.:

Submissions made by Mr. Toufiq Kapadia, Representative of Indus Towers Ltd., the following documents were placed on record:

4.1 Submission of Agreement: Representative of Indus Towers Ltd. has furnished a formal copy of the duly executed agreement between Mr. Mustafa Ismail Lokhandwala and Mrs. Tasneen Mustafa Lokhandwala, both residing at the top floor of Mamji House, signed an agreement dated 25th May 2022 valid for a period of 5 years till 24th May 2027, pertaining to the installation of the subject tower for the perusal of the Nodal Officer.

4.2 Submission of Structural Safety Report (SST): Furthermore, a copy of the Structural Stability Report has been shown for consideration to substantiate the safety and integrity of the telecommunication structure.

5. Decision of Nodal Officer:

In view of the foregoing facts and circumstances, and upon comprehensive consideration of the material placed on record as well as the rival submissions advanced by the parties, it deems fit to reach the following conclusions:

It was also observed that the requisite permissions and statutory documents have been duly furnished by the Respondent. These records affirm that the telecommunication site in question is in strict compliance with all applicable safety norms and regulatory frameworks.

In the absence of any substantiated material or representation from the Complainant to support the allegations of unauthorized construction of tower, the contentions raised remain unproven. Consequently, it is found that the present complaint is devoid of any merit and even Internet Provider is having all the documents.

Accordingly, it deems fit that there are no grounds made out for granting the relief sought. The present complaint is hereby dismissed and stands disposed of.

Date: 09.04.2026

Place: Mumbai



Virendra Singh
Secretary,
(Information Technology)
and Nodal Officer,
State of Maharashtra,
Mantralaya, Mumbai-32.

Secretary
Information Technology
General Administration Department
Mantralaya, Mumbai - 400 032.