# BEFORE THE HARYANA REALESTATE REGULATORY AUTHORITY, GURUGRAM

**Complaint no. : 164 of 2023**
**Date of complaint: 24.01.2023**
**Date of decision : 10.01.2024**

Chetan Chawla,
**R/o:** - H. No. 11, Jyoti Enclave,
Opposite Dera Radha Swami,
Ichhewala Road, Firozpur City, Punjab-152002. **Complainant**

Versus

M/s Revital Reality Private Limited.
**Regd. Office at**: 1114, 11th Floor,
Hemkunt Chamber, 89, Nehru Place,
New Delhi- 110019. **Respondent**

**CORAM:**
Ashok Sangwan **Member**

**APPEARANCE:**
Rajendra Nath Dikshit (Advocate) Complainant
Bhrigu Dhami (Advocate) Respondent

## ORDER

1. This complaint has been filed by the complainant/allottee under section 31 of the Real Estate (Regulation and Development) Act, 2016 (in short, the Act) read with rule 28 of the Haryana Real Estate (Regulation and Development) Rules, 2017 (in short, the Rules) for violation of section 11(4)(a) of the Act wherein it is *inter alia* prescribed that the promoter shall be responsible for all obligations, responsibilities and functions under the provision of the Act or the Rules and regulations made there under or to the allottee as per the agreement for sale executed *inter se*.

## A. Unit and project related details

2. The particulars of unit details, sale consideration, the amount paid by the complainant, date of proposed handing over the possession, delay period, if any, have been detailed in the following tabular form:

| S.N. | Particulars | Details | |
|---|---|---|---|
| 1. | Name of the project | "Supertech Basera" sector- 79&79B, Gurugram | |
| 2. | Project area | 12.11 acres area | |
| 3. | Nature of project | Affordable Group Housing Project | |
| 4. | RERA registered/not registered | Registered vide no. 108 of 2017 dated 24.08.2017 | |
| 5. | RERA registration valid upto | 31.01.2020 | |
| 6. | RERA extension no. | 14 of 2020 dated 22.06.2020 | |
| 7. | RERA extension valid upto | 31.01.2021 | |
| 8. | DTPC License no. | 163 of 2014 dated 12.09.2014 | 164 of 2014 dated 12.09.2014 |
| | Validity status | 11.09.2019 | 11.09.2019 |
| | Name of licensee | Revital Reality Private Limited and others | |
| 9. | Unit no. | 0504, 5th floor, tower/block- 06, (Page no. 17 of the complaint) | |
| 10. | Unit measuring | 473 sq. ft [carpet area] 73 sq. ft. [balcony area] | |
| 11. | Date of execution of flat buyer's agreement | 15.07.2016 (Page no. 16 of the complaint) | |
| 12. | Possession clause | **3.1 Possession** Subject to force majeure circumstances, intervention of Statutory Authorities, receipt of occupation certificate and Allottee/Buyer having timely complied with all its obligations, formalities, or documentation, as prescribed by the Developer and not being in default under any part hereof and Flat Buyer's Agreement, including but not limited to | |

| | | |
|---|---|---|
| | | the timely payment of installments of the other charges as per payment plan, Stamp Duty and registration charges, the Developers Proposes to offer possession of the said Flat to the Allottee/Buyer within a period of 4 (four) years from the date of approval of building plans or grant of environment clearance, (hereinafter referred to as the **"Commencement Date"**) , whichever is later.<br>(Page no. 20 of the complaint) |
| 13. | Date of approval of building plans | 19.12.2014<br>[as per information obtained from the planning branch] |
| 14. | Date of grant of environment clearance | 22.01.2016<br>[Page no. 23 of the reply] |
| 15. | Due date of possession | 22.01.2020<br>[Note: - The due date of possession is calculated from the date of environment clearance (22.01.2016) being later.] |
| 16. | Total sale consideration | Rs.19,28,500/-<br>(As per payment plan page no. 19 of the complaint) |
| 17. | Total amount paid by the complainant | Rs.20,27,336/-<br>Rs.17,83,863/- (as per SOA on page 36 of complaint + Receipts of Rs.1,79,115/- and Rs.64,358/- placed on record) |
| 18. | Occupation certificate | Not yet obtained |
| 19. | Offer of possession | Not offered |

## B. Facts of the complaint

3. The complainant has made the following submissions: -

I. That the complainant was allotted a unit bearing no. 0504, having carpet area of 473 sq. ft. along with balcony area of 73 sq. ft. on 5th Floor, Tower -6 in the project of the respondent named "Supertech Basera" at Sector-79,79-B, Gurugram vide allotment letter dated

05.07.2016 for a total sale consideration of Rs.19,28,500/- and the complainant has paid a sum of Rs.20,27,336/- against the same in all.

II. That a builder buyer was also executed regarding the said allotment between the parties on 15.07.2016.

III. That the possession of the unit was to be handed over to the complainant within 48 months from the date of commencement (building plan approval date 19.12.2014 and environment clearance certificate dated 22.01.2016) whichever is later.

IV. That the OC for tower 6 has not been received by the respondent from the competent authority till now.

V. That the respondent has failed to handover the subject unit till date. Therefore, the complainant wishes to withdraw from the project and is seeking refund of the amount paid by him alongwith interest.

**C. Relief sought by the complainant:**

4. The complainant has sought following relief(s).

   i. To refund the total amount paid by the complainant along with prescribed rate of interest.

5. On the date of hearing, the authority explained to the respondent/ promoter about the contraventions as alleged to have been committed in relation to section 11(4) (a) of the Act to plead guilty or not to plead guilty.

**D. Reply by the respondent**

6. The respondent has contested the complaint on the following grounds:-

   i. That on 04.09.2015, the complainant vide draw was allotted an apartment bearing no. 0504, 5th Floor, Tower-06, having a carpet area of 473 sq.ft.(approx.) for a total consideration of Rs.19,28,500/. Consequentially, after fully understanding the various contractual stipulations and payment plans for the said apartment, the

complainant executed the builder buyer agreement dated 15.07.2016.

ii. That as per clause 2.3 of the buyer's agreement, it was agreed that an amount of Rs.25,000/- shall be treated as earnest money which shall be liable to be forfeited in the event of withdrawal of allotment by the allottee/ buyer and/or cancellation of allotment on account of default/ breach of the terms and conditions of allotment/transfer contained herein, including non-payment of instalments. In the eventuality of withdrawal/cancellation, the earnest money will stand forfeited and the balance amount paid, if any, will be refunded to the allottee/buyer, without any interest and such refund shall be made only when the said flat is re-allotteed/sold to any other person(s) and a consideration exceeding the refund amount is received from the new allottee/ buyer. Further, vide clause 3.5 of the agreement it was agreed that the developer shall endeavor to handover possession of the said flat within a period of four years from the commencement date, subject to timely payment by the allottee/buyer towards the basic sale price and other charges, as demanded in terms of this agreement. The time frame for possession provided hereinabove is tentative and shall be subject to force majeure and timely and prompt payment of all instalments and completion of formalities required.

iii. That the complainant has taken a loan from ICICI Bank for booking the present unit. Thus, the complainant be directed to disclose whether any loan is pending against the said unit and any charge, if any, is placed upon the said unit.

iv. That the complainant in the is seeking a relief for refund of an amount of Rs.20.27,336/-, whereas as per its own documents, the

amount received is shown as Rs.17,83,863/. Thus, the complainant has miserably failed to establish the alleged amount sought to be claimed and inact is contradicted by its own documents.

v. That it is submitted that the project "Basera" is registered under the Haryana Real Estate Regulatory Authority vide registration certificate no. 108 of 2017 dated 24.08.2017. The Authority had issued the said certificate which is valid for a period commencing from 24.08.2017 to 31.01.2020 and the respondent has already applied for due extension.

vi. That the possession of the said premises was proposed to be delivered by 21.07.2020 subject to force majeure conditions. The respondent and its officials are trying to complete the said project as soon as possible and there is no malafide intention of the respondent to get the delivery of project, delayed, to the allottees. However, due to orders also passed by the Environment Pollution (Prevention & Control) Authority, the construction was/has been stopped for a considerable period day due to high rise in pollution in Delhi-NCR. Further, the Hon'ble Supreme Court vide order dated 04.11.2019, imposed a blanket stay on all construction activity in the Delhi- NCR region. Unfortunately, circumstances have worsened for the respondent in the pandemic of Covid-19.

vii. That the project is an ongoing project and orders of refund at a time when the real-estate sector is at its lowest point, would severally prejudice the development and the interest of the other allottees of the project.

7. Copies of all the relevant documents have been filed and placed on the record. Their authenticity is not in dispute. Hence, the complaint can be

decided on the basis of these undisputed documents and submissions made by the parties.

## E. Jurisdiction of the authority

8. The authority has complete territorial and subject matter jurisdiction to adjudicate the present complaint for the reasons given below.

### E.I Territorial jurisdiction

9. As per notification no. 1/92/2017-1TCP dated 14.12.2017 issued by Town and Country Planning Department, Haryana the jurisdiction of Haryana Real Estate Regulatory Authority, Gurugram shall be entire Gurugram district for all purposes. In the present case, the project in question is situated within the planning area of Gurugram district. Therefore, this authority has complete territorial jurisdiction to deal with the present complaint.

### E.II Subject-matter jurisdiction

10. Section 11(4)(a) of the Act, 2016 provides that the promoter shall be responsible to the allottee as per agreement for sale. Section 11(4)(a) is reproduced as hereunder:

> ***Section 11***
>
> .....
>
> *(4) The promoter shall-*
>
> *(a) be responsible for all obligations, responsibilities and functions under the provisions of this Act or the rules and regulations made thereunder or to the allottees as per the agreement for sale, or to the association of allottees, as the case may be, till the conveyance of all the apartments, plots or buildings, as the case may be, to the allottees, or the common areas to the association of allottees or the competent authority, as the case may be;*
>
> ***Section 34-Functions of the Authority:***
>
> *34(f) of the Act provides to ensure compliance of the obligations cast upon the promoters, the allottees and the real estate agents under this Act and the rules and regulations made thereunder.*

11. So, in view of the provisions of the Act quoted above, the authority has complete jurisdiction to decide the complaint regarding non-compliance of obligations by the promoter leaving aside compensation

which is to be decided by the adjudicating officer if pursued by the complainant at a later stage.

12. Further, the authority has no hitch in proceeding with the complaint and to grant a relief of refund in the present matter in view of the judgement passed by the Hon'ble Apex Court in ***Newtech Promoters and Developers Private Limited Vs State of U.P. and Ors. 2021-2022 (1) RCR (Civil), 357*** *and reiterated in case of* ***M/s Sana Realtors Private Limited & other Vs Union of India & others SLP (Civil) No. 13005 of 2020 decided on 12.05.2022,*** wherein it has been laid down as under:

> *"86. From the scheme of the Act of which a detailed reference has been made and taking note of power of adjudication delineated with the regulatory authority and adjudicating officer, what finally culls out is that although the Act indicates the distinct expressions like 'refund', 'interest', 'penalty' and 'compensation', a conjoint reading of Sections 18 and 19 clearly manifests that when it comes to refund of the amount, and interest on the refund amount, or directing payment of interest for delayed delivery of possession, or penalty and interest thereon, it is the regulatory authority which has the power to examine and determine the outcome of a complaint. At the same time, when it comes to a question of seeking the relief of adjudging compensation and interest thereon under Sections 12, 14, 18 and 19, the adjudicating officer exclusively has the power to determine, keeping in view the collective reading of Section 71 read with Section 72 of the Act. if the adjudication under Sections 12, 14, 18 and 19 other than compensation as envisaged, if extended to the adjudicating officer as prayed that, in our view, may intend to expand the ambit and scope of the powers and functions of the adjudicating officer under Section 71 and that would be against the mandate of the Act 2016."*

13. Hence, in view of the authoritative pronouncement of the Hon'ble Supreme Court in the case mentioned above, the authority has the jurisdiction to entertain a complaint seeking refund of the amount and interest on the refund amount.

## F. Findings on the objections raised by the respondent

### F. I Objection regarding the project being delayed because of force majeure circumstances.

14. The respondent-promoter has raised the contention that the construction of the tower in which the unit of the complainant is situated, has been delayed due to force majeure circumstances such as orders/restrictions of the NGT as well as competent authorities, High Court and Supreme Court orders, shortage in supply of raw material, non-payment of instalment by different allottee of the project and major spread of Covid-19 across worldwide. However, all the pleas advanced in this regard are devoid of merit. First of all, the possession of the unit in question was to be offered by 22.01.2020. Hence, events alleged by the respondent do not have any impact on the project being developed by the respondent. Moreover, some of the events mentioned above are of routine in nature happening annually and the promoter is required to take the same into consideration while launching the project. Thus, the promoter respondent cannot be given any leniency on based of aforesaid reasons and it is a well settled principle that a person cannot take benefit of his own wrong.

## G. Findings on the relief sought by the complainant.

### G. I To refund the total amount paid by the complainant along with prescribed rate of interest.

15. The complainant intends to withdraw from the project and is seeking return of the amount paid by him in respect of subject unit along with interest at the prescribed rate as provided under section 18(1) of the Act. Section. 18(1) of the Act is reproduced below for ready reference.

> *"**Section 18: - Return of amount and compensation***
> *18(1). If the promoter fails to complete or is unable to give possession of an apartment, plot, or building.-*
> *(a) in accordance with the terms of the agreement for sale or, as the case may be, duly completed by the date specified therein; or*
> *(b) due to discontinuance of his business as a developer on account of suspension or revocation of the registration under this Act or for any other reason,*
> ***he shall be liable on demand to the allottees**, in case the allottee wishes to withdraw from the project, without prejudice to any other remedy available,*

***to return the amount received by him in respect of that apartment, plot, building, as the case may be, with interest at such rate as may be prescribed*** *in this behalf including compensation in the manner as provided under this Act:*

*Provided that where an allottee does not intend to withdraw from the project, he shall be paid, by the promoter, interest for every month of delay, till the handing over of the possession, at such rate as may be prescribed."*

*(Emphasis supplied)*

16. Clause 3.1 of the flat buyer agreement provides for handing over of possession and the same is reproduced below: -

***3.1 Possession***

*Subject to force majeure circumstances, intervention of Statutory Authorities, receipt of occupation certificate and Allottee/Buyer having timely complied with all its obligations, formalities, or documentation, as prescribed by the Developer and not being in default under any part hereof and Flat Buyer's Agreement, including but not limited to the timely payment of installments of the other charges as per payment plan, Stamp Duty and registration charges, the Developers Proposes to offer possession of the said Flat to the Allottee/Buyer within* ***a period of 4 (four) years from the date of approval of building plans or grant of environment clearance****, (hereinafter referred to as the* ***"Commencement Date"****) , whichever is later.".*

17. At the outset, it is relevant to comment on the preset possession clause of the agreement wherein the possession has been subjected to all kinds of terms and conditions of this agreement and application, and the complainant not being in default under any provisions of this agreement and compliance with all provisions, formalities and documentation as prescribed by the promoter. The drafting of this clause and incorporation of such conditions are not only vague and uncertain but so heavily loaded in favour of the promoter and against the allottee that even a single default by the allottee in fulfilling formalities and documentations etc. as prescribed by the promoter may make the possession clause irrelevant for the purpose of allottee and the commitment date for handing over possession loses its meaning. The incorporation of such clause in the buyer developer agreement by the promoter is just to evade the liability towards timely delivery of

subject unit and to deprive the allottee of his right accruing after delay in possession. This is just to comment as to how the builder has misused its dominant position and drafted such mischievous clause in the agreement and the allottee is left with no option but to sign on the dotted lines.

18. **Admissibility of refund along with prescribed rate of interest:** The complainant is seeking refund of the amount paid by him at the prescribed rate of interest as provided under rule 15 of the rules. Rule 15 has been reproduced as under:

> ***Rule 15. Prescribed rate of interest- [Proviso to section 12, section 18 and sub-section (4) and subsection (7) of section 19]***
>
> *(1) For the purpose of proviso to section 12; section 18; and sub-sections (4) and (7) of section 19, the "interest at the rate prescribed" shall be the State Bank of India highest marginal cost of lending rate +2%.:*
>
> *Provided that in case the State Bank of India marginal cost of lending rate (MCLR) is not in use, it shall be replaced by such benchmark lending rates which the State Bank of India may fix from time to time for lending to the general public.*

19. The legislature in its wisdom in the subordinate legislation under the provision of rule 15 of the rules, has determined the prescribed rate of interest. The rate of interest so determined by the legislature, is reasonable and if the said rule is followed to award the interest, it will ensure uniform practice in all the cases.

20. Consequently, as per website of the State Bank of India i.e., https://sbi.co.in, the marginal cost of lending rate (in short, MCLR) as on date i.e., 10.01.2024 is **8.75%.** Accordingly, the prescribed rate of interest will be marginal cost of lending rate +2% i.e., **10.75%.**

21. On consideration of the circumstances, the documents, submissions and based on the findings of the authority regarding contraventions as per provisions of rule **28(1),** the authority is satisfied that the respondent is in contravention of the provisions of the Act. By virtue of clause 3.1 of

the agreement executed between the parties on 15.07.2016, the possession of the subject apartment was to be delivered within stipulated time within 4 years from the date of approval of building plan i.e. (19.12.2014) or grant of environment clearance i.e. (22.01.2016) whichever is later. Therefore, the due date of handing over possession is calculated by the receipt of environment clearance dated 22.01.2016 which comes out to be 22.01.2020. It is pertinent to mention over here that even till date neither the construction is complete nor an offer of possession of the allotted unit has been made to the allottee by the builder. Further, the authority observed that there is no document on record from which it can be ascertained as to whether the respondent has applied for occupation certificate/part occupation certificate or what is the status of construction of the project.

22. The respondent has contended that the complainant has taken a loan from ICICI Bank for booking of the present unit, but he has failed to disclose whether any loan is pending against the said unit and any charge, if any, is placed upon the said unit. He further submitted that the complainant in the present complaint is seeking a relief for refund of an amount of Rs.20.27,336/-, whereas as per its own documents, the amount received is shown as Rs.17,83,863/-. However, the complainant on proceedings dated 25.10.2023, placed on record the "foreclosure intimation letter" issued by the ICICI bank vide which the bank informed the complainant that the account is clear of all the dues and has been closed in their accounts. Further, the complainant has also placed on record the payment proof regarding payment of an amount of Rs.1,79,115/- and Rs.64,358/- to the respondent. Therefore, the amount paid by the complainant comes out to be Rs.20.27,336/-.

23. Keeping in view the fact that the allottee/complainant wishes to withdraw from the project and is demanding return of the amount received by the promoter in respect of the unit with interest on failure of the promoter to complete or inability to give possession of the unit in accordance with the terms of agreement for sale or duly completed by the date specified therein, the matter is covered under section 18(1) of the Act of 2016.

24. The occupation certificate/completion certificate of the project where the unit is situated has still not been obtained by the respondent/promoter. The authority is of the view that the allottee cannot be expected to wait endlessly for taking possession of the allotted unit and for which he has paid a considerable amount towards the sale consideration and as observed by Hon'ble Supreme Court of India in ***Ireo Grace Realtech Pvt. Ltd. Vs. Abhishek Khanna & Ors., civil appeal no. 5785 of 2019, decided on 11.01.2021***

> *".... The occupation certificate is not available even as on date, which clearly amounts to deficiency of service. The allottees cannot be made to wait indefinitely for possession of the apartments allotted to them, nor can they be bound to take the apartments in Phase 1 of the project....."*

25. Further in the judgement of the Hon'ble Supreme Court of India in the cases of ***Newtech Promoters and Developers Private Limited Vs State of U.P. and Ors. and reiterated in case of M/s Sana Realtors Private Limited & other Vs Union of India & others (supra)*** it was observed as under: -

> 25. *The unqualified right of the allottee to seek refund referred Under Section 18(1)(a) and Section 19(4) of the Act is not dependent on any contingencies or stipulations thereof. It appears that the legislature has consciously provided this right of refund on demand as an unconditional absolute right to the allottee, if the promoter fails to give possession of the apartment, plot or building within the time stipulated under the terms of the agreement regardless of unforeseen events or stay orders of the Court/Tribunal, which is in either way not attributable to the allottee/home buyer, the promoter is under an obligation to refund the amount on demand with interest at the rate prescribed by the State Government including compensation in the manner provided under the Act with the proviso that if the allottee does not*

*wish to withdraw from the project, he shall be entitled for interest for the period of delay till handing over possession at the rate prescribed."*

26. The promoter is responsible for all obligations, responsibilities, and functions under the provisions of the Act of 2016, or the rules and regulations made thereunder or to the allottee as per agreement for sale under section 11(4)(a) of the Act. The promoter has failed to complete or is unable to give possession of the unit in accordance with the terms of agreement for sale or duly completed by the date specified therein. Accordingly, the promoter is liable to the allottee, as he wishes to withdraw from the project, without prejudice to any other remedy available, to return the amount received by him in respect of the unit with interest at such rate as may be prescribed.

27. Accordingly, the non-compliance of the mandate contained in section 11(4)(a) read with section 18(1) of the Act on the part of the respondent is established. As such, the complainant is entitled to refund of the entire amount paid by him at the prescribed rate of interest i.e., @10.85% p.a. (the State Bank of India highest marginal cost of lending rate (MCLR) applicable as on date +2%) as prescribed under rule 15 of the Haryana Real Estate (Regulation and Development) Rules, 2017 from the date of each payment till the actual date of refund of the amount within the timelines provided in rule 16 of the Haryana Rules 2017 ibid.

## H. Directions of the authority

28. Hence, the authority hereby passes this order and issues the following directions under section 37 of the Act to ensure compliance of obligations cast upon the promoter as per the function entrusted to the authority under section 34(f):

i. The respondent/promoter is directed to refund the amount i.e., Rs.20,27,336/- received by it from the complainant along with

interest at the rate of 10.85% p.a. as prescribed under rule 15 of the Haryana Real Estate (Regulation and Development) Rules, 2017 from the date of each payment till the actual date of refund of the deposited amount.

ii. A period of 90 days is given to the respondent to comply with the directions given in this order and failing which legal consequences would follow.

29. Complaint stands disposed of.

30. File be consigned to registry.

**(Ashok Sangwan)**
Member

Haryana Real Estate Regulatory Authority, Gurugram
Dated: 10.01.2024