

**BEFORE THE HARYANA REAL ESTATE REGULATORY AUTHORITY,
GURUGRAM**

Date of Order: 23.12.2025

NAME OF THE BUILDER		M/s Neo Developers Private Limited.	
PROJECT NAME		"Neo Square"	
S. No.	Case No.	Case title	Attendance
1.	CR/2176/2025	Ravindra Walia & Surendra Singh V/S Neo Developers Private Limited	Garvit Gupta (Complainant) E. Krishna Das and Dushyant Yadav (Respondent)
2.	CR/1559/2025	Anju Dua and Kshitij Dua V/S Neo Developers Private Limited	Rajiv Vig (Complainant) E. Krishna Das and Dushyant Yadav (Respondent)
3.	CR/1987/2025	Pallavi Agarwal and Jitender Kumar Garg V/S Neo Developers Private Limited	Rajiv Vig (Complainant) E. Krishna Das and Dushyant Yadav (Respondent)
4.	CR/1986/2025	Lakshmi Devi V/S Neo Developers Private Limited	Rajiv Vig (Complainant) E. Krishna Das and Dushyant Yadav (Respondent)

CORAM:

Shri Arun Kumar

Chairman

Shri Phool Singh Saini

Member

ORDER

1. This order shall dispose of the aforesaid 4 complaints titled above filed before this Authority under section 31 of the Real Estate (Regulation and Development)

Act, 2016 (hereinafter referred as "the Act") read with rule 28 of the Haryana Real Estate (Regulation and Development) Rules, 2017 (hereinafter referred as "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 its obligations, responsibilities and functions to the allottees as per the agreement for sale/MOU executed inter se between parties.

- The core issues emanating from them are similar in nature and the complainant(s) in the above referred matters are allottees of the project, namely, "**Neo Square**" Sector 109, Gurugram being developed by the same respondent/promoter i.e., **M/s Neo Developers Pvt. Ltd.** The terms and conditions of the buyer's agreements/MoU and fulcrum of the issue involved in all these cases pertains to failure on the part of the promoter to deliver timely possession of the units in question, seeking valid offer of possession of the unit along with assured return, waiver of fit out charges and other reliefs.
- The details of the complaints, reply status, unit no., date of agreement & MoU, AR clause, total sale consideration and total paid amount are given in the table below:

Project Name and Location	"Neo Square", Sector 109, Gurugram, Haryana				
Nature of the project	Commercial Colony				
Project area	3.08 acres				
Occupation certificate	14.08.2024				

S.no.	Complaint no./title/ date of filing complaint	Unit No. and Unit super area	Date of execution of BBA and MoU	Assured return clause in the MoU	Total sale consideration and Amount paid by the complainant
1.	CR/2176/2025 Ravindra Walia & Surendra Singh	Unit no. - Priority Allotment serial no.16, 3 rd floor (8 Meter Height)	BBA: 20.11.2018 (page 43 of complaint) MOU:	Clause 04 of MoU "The company shall pay a monthly return of Rs.28,963/- on the total amount received with effect from 20.11.2018 before deduction of Tax	T.S.C: Rs. 18,74,984/- (as per page no. 61 of complaint) A.P.:-



	V/S Neo Developers Private Limited DOF: 15.05.2025 RR: 26.08.2025	And 295 Sq. ft. (as per page no. 46 of complaint)	20.11.2018 (as per page no. 69 of complaint)	at Source, cess or any other levy which is due and payable by the Allottee(s) to the Company and the balance sale consideration shall be payable by the Allottees to the Company in accordance with the Payment Schedule annexed as Annexure-1. The monthly assured return shall be paid to the Allottee (s) until the commencement of the first lease on the said unit. This shall be paid from the effective date" (As per pg. no. 72 of the Complaint)	Rs. 16,52,000/- (as per SOA at page no. 79 of complaint)
2.	CR/1559/2025 Anju Dua and Kshitij Dua V/S NEO Developers Private Limited DOF: 08.03.2025 RR: 17.09.2025	Unit no. - Priority Allotment serial no.43, 5 th floor And 300 Sq. ft. (as per page no. 30 of complaint)	BBA: 20.11.2018 (as per page no. 27 of complaint) MOU: 20.11.2018 (as per page no. 53 of complaint)	Clause 04 of MoU "The company shall pay a monthly return of Rs.28,963/- on the total amount received with effect from 20.11.2018 before deduction of Tax at Source, cess or any other levy which is due and payable by the Allottee(s) to the Company and the balance sale consideration shall be payable by the Allottees to the Company in accordance with the Payment Schedule annexed as Annexure-1. The monthly assured return shall be paid to the Allottee (s) until the commencement of the first lease on the said unit. This shall be paid from the effective date." (As per pg. no. 55 of the Complaint)	T.S.C.: Rs. 16,52,000/- (as per page no. 45 of complaint) A.P.: - Rs. 13,14,000/- (as per page no. 81 of complaint)

<p>3.</p>	<p>CR/1987/2025</p> <p>Pallavi Agarwal and Jitendra Kumar Garg V/S NEO Developers Private Limited</p> <p>DOF: 11.04.2025</p> <p>RR: 27.08.2025</p>	<p>Unit no. - Priority Allotment serial no.51, 5th floor</p> <p>And</p> <p>300 Sq. ft.</p> <p>(as per page no. 32 of complaint)</p>	<p>BBA: 31.03.2017 (as per page no. 29 of complaint)</p> <p>MOU: 31.03.2017 (as per page no. 15 of complaint)</p>	<p>Clause 04 of MoU</p> <p><i>"The company shall pay a monthly return of Rs.28,963/- on the total amount received with effect from 31.03.2019 before deduction of Tax at Source, cess or any other levy which is due and payable by the Allottee(s) to the Company and the balance sale consideration shall be payable by the Allottees to the Company in accordance with the Payment Schedule annexed as Annexure-1. The monthly assured return shall be paid to the Allottee (s) until the commencement of the first lease on the said unit. This shall be paid from the effective date."</i></p> <p>(As per pg. no. 18 of the Complaint)</p>	<p>T.S.C: Rs. 16,79,701/- (as per page no. 47 of complaint)</p> <p>A.P.:- Rs. 16,12,200/- (as per page no. 51 of reply)</p>
<p>4.</p>	<p>CR/1986/2025</p> <p>Lakshmi Devi V/S NEO Developers Private Limited</p> <p>DOF: 11.04.2025</p> <p>RR: 27.08.2025</p>	<p>Unit no. - Priority Allotment serial no.93, 5th floor or similar</p> <p>And</p> <p>300 Sq. ft.</p> <p>(as per page no. 27 of complaint)</p>	<p>BBA: 04.08.2018 (as per page 24 of complaint)</p> <p>MOU: 04.08.2018 (as per page no. 13 of complaint)</p>	<p>Clause 04 of MoU</p> <p><i>"The company shall pay a monthly return of Rs.28,963/- on the total amount received with effect from 04.08.2020 before deduction of Tax at Source, cess or any other levy which is due and payable by the Allottee(s) to the Company and the balance sale consideration shall be payable by the Allottees to the Company in accordance with the Payment Schedule annexed as Annexure-1. The monthly assured return shall be paid to the Allottee (s) until the</i></p>	<p>T.S.C: Rs. 14,17,212/- (as per page no. 42 of complaint)</p> <p>A.P.:- Rs. 13,50,000/- (as per SOA at page no. 46 of complaint)</p>

				<i>commencement of the first lease on the said unit. This shall be paid from the effective date"</i> <i>(As per pg. no. 16 of the Complaint)</i>	
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Reliefs sought by the complainants -

1. Respondent be directed to make payment towards the monthly assured return from March 2019 onwards till the commencement of first lease of the unit along with interest as per law.
2. Respondent be directed to make payment of delayed interest on the amount paid by the Complainants from the due date of offer of possession i.e. 20.11.2021 till the date of issuance of the valid offer of possession.
3. Direct the Respondent not to change the floor of the Complainant from 3rd floor to any other floor.
4. Respondent be directed not to terminate the allotment or create third party rights on the allotted unit/space.
5. Respondent be directed not to raise any payment demand which is in contrary to the agreed terms of the allotment.
6. Direct the Respondent to revoke the offer of possession dated 04.12.2024 and issue a valid offer of possession of the unit in a habitable condition, as per the specifications provided in the Buyer's Agreement.
7. The Respondent be directed not to charge the labour cess, FTTH Charges, EDC/IDC and Development Charges from the Complainants.
8. Direct the Respondent not to charge maintenance charges from the Complainant prior to leasing the unit.
9. Respondent be directed to revoke the demand towards the fitout charges and the Respondent be directed not to demand Rs. 12,39,000/- or any such amount towards the same from the Complainants.
10. Respondent be directed to revoke the Reminder Letters dated 14.02.2025, 25.02.2025 and 04.03.2025.
11. Respondent be directed to lease the unit in question after the offer of possession on behalf of the Complainants as per the terms of the allotment and make payment towards the guaranteed lease rental at the rate of Rs. 73.63 per sq.ft. per month.
12. In case the Respondent does not lease out the unit to any prospective allottee for 3 months from the date filing of the present complaint, then the Respondent would be liable to make payment towards lease rental from the date of lapse of 3 months from the date of filing of the present complaint or to demarcate the unit and handover the physical possession of the unit to the Complainants.
13. Direct to the Respondent to execute Conveyance deed under Section 17 of the RERA Act, 2016

Note: In the table referred above certain abbreviations have been used. They are elaborated as follows:

Abbreviation	Full form
DOF:	Date of filing of complaint
BBA:	Builder Buyer's Agreement
MOU:	Memorandum of Understanding
TSC:	Total Sale Consideration

AP:-	Amount paid by the allottee/s
RR:-	Reply received by the respondent
➤	Inadvertently, vide proceedings dated 23.12.2025, the grace period as per HARERA notification no. 9/3-2020 dated 26.05.2020 was left to be added while calculating the due date of possession.

4. The aforesaid complaints were filed by the complainants-allottee(s) against the promoter on account of violation of the builder buyer's agreement/MoU executed between the parties in respect of subject unit for not handing over the possession by the due date, seeking the assured return, revoking illegal demands and respondent not doing conveyance deed in favour of the complainant.
5. The facts of all the complaints filed by the complainants-allottee(s) are similar. Out of the above-mentioned cases, the particulars of lead case **CR/2176/2025 titled as Ravindra Walia & Surendra Singh VS NEO Developers Private Limited.** are being taken into consideration for determining the rights of the allottee(s) qua the relief sought by them.

A. Project and unit related details.

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

CR/2176/2025 titled as Ravindra Walia & Surendra Singh VS NEO Developers Private Limited.

S. N.	Particulars	Details
1.	Name of the project	Neo Square, Sector-109, Gurugram
2.	Project area	2.71 acres
3.	Nature of the project	Commercial colony
4.	RERA Registered or not	Registered Vide no. 109 of 2017 dated 24.08.2017 valid upto 22.02.2024
5.	DTCP License no.	102 of 2008 dated 15.05.2008 valid upto 14.05.2025

6.	Unit no./shop	Priority no. 16 3 rd floor (old unit) 16, 2 nd floor (new) (page no. 36 of complaint)
7.	Unit area admeasuring	295 sq. ft. (page no. 31 of complaint)
8.	Date of buyer's agreement	20.11.2018 (page no. 40 of complaint)
9.	Date of MoU	20.11.2018 (page no. 49 of complaint)
10.	Possession clause	<i>03 of MoU</i> <i>The company shall complete the construction of the said Building/Complex, within which the said space is located within 48 months from the date of execution of Agreement or from the start of construction, whichever is later and apply for grant of completion/ Occupancy Certificate.</i>
11.	Date of start of construction	The Authority has decided the date of start of construction as 15.12.2015 which was agreed to be taken as date of start of construction for the same project in other matters. In CR/1329/2019 it was admitted by the respondent in his reply that the construction was started in the month of December 2015.
12.	Due date of possession	20.05.2022 (Calculated from date of agreement being later + 6 months as per HARERA notification no. 9/3-2020 dated 26.05.2020 for the projects having completion date on or after 25.03.2020)
13.	Assured return Clause	<i>Clause 4 of the MoU</i> <i>The Company shall pay a monthly assured return of Rs. 28,963/- on the total amount received with effect from 20 November 2018 before deduction of Tax at Source, cess or any other levy which is due and payable by the Allottee (s) to the Company and the balance sale consideration shall be payable by the Allottee(s) to the</i>

		<i>Company in accordance with Payment Schedule annexed as Annexure- II. The monthly assured return shall be paid to the Allottee (s) from the effective date...</i>
14.	Total sale consideration	Rs. 18,74,984/- (as per BBA on page no. 61 of complaint)
15.	Amount paid by the complainant	Rs. 16,52,000/- (as per MOU at page 69 of complaint)
16.	Occupation certificate	14.08.2024 (As per the DTCP Site)
17.	Offer of possession	04.12.2024 (page no. 84 of complaint)
18.	Reminders for payment	14.02.2025, 25.02.2025, 04.03.2025, 26.03.2025
19.	Fit-outs letter dated 26.03.2025	Rs.12,18,350/- (As per pg. no. 95 of the complaint)

B. Facts of the complaint.

7. The complainants have made following submissions in the complaint:

- i. That the complainants induced by the assurances and representations made by the respondent, decided to book a unit in the project of the respondent as they required the same in a time bound manner. This fact was also specifically brought to the knowledge of the officials of the respondent who confirmed that the possession of the unit to be allotted would be positively offered within the agreed time frame and thereafter the unit would be leased to the third party by the respondent. On the basis of the representations made by the respondent, the complainants decided to make the booking in the said project of the respondent by submitting a booking application form. it is pertinent to mention herein that the complainants at the time of booking paid an amount of Rs. 1,70,000/- vide cheque no. 000005 dated 31.10.2018 to the respondent and the same was acknowledged by the respondent vide its receipt dated 09.11.2018.
- ii. That on the demand of the respondent, the complainants further made a payment of Rs. 14,82,000/- vide Cheque No. 000010 dated 17.11.2018 to the

respondent. The respondent acknowledged the same vide its receipt dated 20.11.2018. That on the same date, the respondent sent a letter to the complainants confirming the booking of priority allotment serial no. 16 admeasuring 295 sq. ft. super area on third floor in the said project of the respondent which was stated to be a floor where only food court would be constructed. the respondent vide the same letter specifically mentioned that the complainants have made a payment of Rs. 16,52,000/- against basic sale price and GST to the respondent.

- iii. That the complainants made vocal their objections to the arbitrary and unilateral clauses of the buyer's agreement to the respondent. The complainants repeatedly requested the respondent for execution of a buyer's agreement with balanced terms. During such discussions, the respondent assured the complainants that no illegality whatsoever, would be committed by them and that the interest payable by the respondent to the complainants would be strictly as per the norms prescribed under the provisions of rera act, 2016. The respondent/promoter refused to amend or change any term of the pre-printed buyer's agreement and further threatened the complainants to forfeit the previous amount paid towards the unit if the buyer's agreement was not signed and submitted. Hence, the complainants had no other option but to sign the buyer's agreement on 20.11.2018. as per clause 2.1 of the buyer's agreement the complainants were allotted a unit bearing priority no. 16, third floor admeasuring 295 sq. ft. in the said project. furthermore, as per annexure-i of the said buyer's agreement, the basic sale consideration including gst of the unit was Rs. 16,68,779.60/- and the total consideration of the unit was Rs.18,74,984.60/-, inclusive of the taxes, EDC, IDC and IFMS. It is pertinent to mention herein that the respondent has specifically mentioned in

- clause 4 of the buyer's agreement that the complainant has paid a sum of Rs. 16,52,000/-.
- iv. That on the said date, a Memorandum of Understanding (MOU) was executed between the respondent and the complainants. It was reiterated in Clause 4 of the MOU that the complainant has paid an amount of Rs. 16,52,000/- towards the sale consideration of the unit. Furthermore, it was specifically mentioned in annexure-i of the mou that the external development charges (EDC) and the internal development charges (IDC) are nil. As per the terms of the MOU, it was agreed that the Respondent will make payment to the Complainants under the nomenclature of 'Monthly Assured Return' of Rs. 28,963/- per month on the said unit from 20.11.2018 onwards till the commencement of the first lease of the said unit. The Respondent had categorically assured at the time of the execution of the said MOU that it would be diligent in making payment towards the monthly assured returns and in adhering to its contractual obligations. It is submitted that as per Clause 4 of the said MOU, it was agreed that the Respondent would pay a monthly assured return of Rs. 28,963/- per month.
- v. Furthermore, it was agreed vide clause 7(a) of the said mou that the respondent would make payment of lease rentals at Rs. 73.63 per sq. ft. per month to the complainant from commencement of first lease. Furthermore, it was decided as per clause 8(a) of the mou that the respondent was to finalize the terms for leasing the premises with a perspective lessee.
- vi. That as per clause 3 of the MOU, the construction of the project was to be completed by the respondent within a period of 36 months from the date of execution of the MOU or from the date of start of construction.
- vii. Since the MOU was executed between the respondent and the complainants on 20.11.2018, the due date to offer the possession as per the terms of the mou

was 20.11.2021. It is pertinent to mention herein that the respondent was under an obligation as per the mou executed between both the parties to make payment towards the monthly assured return from 20.11.2018 till the commencement of first lease of the said unit in question. The respondent in furtherance of the agreed terms made payments towards the monthly assured returns only for 3 months i.e. till the month of february, 2019. Thereafter, the respondent discontinued to make the payment towards the monthly assured return. The complainants inquired from the respondent about the pending monthly assured returns payable by the respondent to the complainants. the respondent in response to concern raised by the complainants informed the complainants that the pending monthly assured returns would be adjusted at the time of offer of possession. The complainants in good faith believed the assurances made by the representatives of the respondent with a hope that the respondent would adhere to its contractual obligations. However, the respondent failed to make any further payment towards the monthly assured return.

- viii. That the respondent sent a final reminder letter dated 05.11.2020 for payment of overdue instalments and outstanding amount. The respondent vides the said letter informed the complainants that the payment of Rs. 1,56,609.60 towards EDC and IDC was due and that the complainants have failed to pay the said amount despite being served various demand notices and reminder letters. It is pertinent to mention herein that as per the terms of the MOU, no amount towards EDC and IDC was payable by the Complainants to the Respondent. When the Complainants confronted the Respondent about the wrongful demand raised by the Respondent regarding EDC and IDC, the Respondent's Chief Financial Officer admitted its fault and gave an acknowledgment on the said reminder letter itself stating that 'as per MOU,

EDC/IDC is Nil and hence no dues of EDC/IDC from the customer'. Thus, when the MOU executed between both the parties specifically mentioned the same and was thereby agreed and acknowledged by both the parties, there was no basis with the Respondent for demanding the amount towards EDC and IDC.

- ix. That the respondent finally, after a considerable delay vide its demand notice and offer of possession dated 04.12.2024, intimated the complainants that the unit allotted to them was ready for possession as the respondent had obtained the occupation certificate. On-going through the terms of the offer of possession, the complainants were shocked to see that the respondent has unilaterally changed the unit number and the floor of the complainants without the consent of the complainants. It is pertinent to mention herein that it was agreed and reiterated by the respondent in the buyer's agreement dated 20.11.2018 executed between both the parties that the complainants were allotted unit bearing priority no. 16 on third floor admeasuring 295 sq.ft in the said project. However, the respondent vide the said offer of possession changed the unit no. to priority allotment s on the 2nd floor in the said project. such change in the unit no. and the floor was neither made on necessary actions of the government or any public authority nor after obtaining the consent of the complainant. Thus, the said change was made unlawfully by the respondent. The complainants reserve their right to seek compensation from the appropriate forum at the relevant time.
- x. Furthermore, on-going through the statement of account attached as annexure a in the said offer of possession, the complainants realized that respondent had illegally demanded an additional amount of Rs. 4,45,710/- . it is pertinent to mention herein that the complainants had already paid a sum of Rs. 16,52,000/- towards the sale consideration and the said fact is also

evident from the statement of account attached along with the said offer of possession letter.

- xi. Hence, the said offer of possession was in complete contrast to the terms of the MOU. The respondent in a completely illegal manner had demanded Rs. 4,45,710/- vide the said offer of possession. It was assured by the Respondent that the pending amount of monthly assured return would be adjusted at the time of offer of possession. as per the terms of the mou, the respondent was liable to pay the monthly assured return from 20.11.2018 till commencement of the first lease of the said unit. The respondent has made payment towards the monthly assured returns till february 2019 only. The respondent completely sidelined its own obligations and failed to adjust any such amount in the remaining sale consideration.
- xii. That the respondent sent a reminder letter dated 14.02.2025 to the complainants to remit the outstanding payment demanded vide the offer of possession dated 04.12.2024 at the earliest to avoid any further accrual of interest. The respondent vide the said letter also informed the complainants that the complainants shall be liable to pay the holding charges at the rate of rs. 10/- per sq. ft. per month along with maintenance charges. furthermore, the respondent vide the same letter threatened the complainants that in case of default in making the payment towards the demanded amount, the respondent shall be constrained to cancel and terminate the allotment of the said unit.
- xiii. Rather, the respondent again sent a reminder letter dated 25.02.2025 to the complainants to remit the outstanding payment demanded vide the offer of possession dated 04.12.2024 at the earliest to avoid any further accrual of interest. The respondent vide the said letter also informed the complainants that the complainants shall be liable to pay the holding charges at the rate of

rs. 10/- per sq. ft. per month along with maintenance charges. Furthermore, the respondent vide the same letter threatened the complainants that in case of default in making the payment towards the demanded amount, the respondent shall be constrained to cancel and terminate the allotment of the said. Interestingly, the respondent vide the said reminder letter, yet again confirmed to the complainants that the priority number of the unit was 16 only, however, the floor stood changed to 2nd floor.

- xiv. That the complainants raised objections to the reminder letters sent by the respondent. However, the respondent sent a final reminder letter dated 04.03.2025 to the complainants giving them the final opportunity to remit the outstanding payment at the earliest to avoid any further accrual of the interest. The respondent vide the said letter also threatened the complainants that in case they fail to pay and clear the outstanding amount, then the respondent shall cancel and terminate the allotment of the said unit.
- xv. That the complainants were shocked to see another letter dated 26.03.2025 sent by the respondent illegally demanding an additional amount of rs. 12,18,350/- as fit-out charge from the complainants. The complainants were never informed that the respondent had any right to demand any such fitout charges from the complainants. the parameter of fitout charges never found mentioned in buyer's agreement or in the mou and the complainants were informed about the same for the first time at the time of receipt of the letter dated 26.03.2025 only.
- xvi. Furthermore, the said charges are being demanded to be paid through cheque to be issued to 'H5 hospitality llp' who is an associate company of the respondent. even if it is assumed for the sake of arguments, that the leasing of the unit has actually been done, then in that scenario also, the fitout charges to be paid by the so-called lessee i.e m/s ayaan foods.

- xvii. The Respondent cannot be allowed to charge any additional amount only because it deems fit to do so. The demand against the said charges is against the terms of the contract and even as per the provisions laid down by law. The Respondent cannot demand such charges and the Complainant is not legally liable to make any payment against the same.
- xviii. Importantly, vide letter dated 26.03.2025, the respondent has admitted that the respondent would offer the possession of the unit to the complainants only after the complainants makes the payment towards the said illegal charges.
- xix. That it is pertinent to mention herein that the complainants have already made the payment of rs. 16,52,000/- against the sale consideration of the unit and the same is evident from the perusal of annexure-1 of the statement of account attached along with the offer of possession. the complainants have been duped of their hard-earned money paid to the respondent regarding the unit in question. the complainants have been running from pillar to post and have been mentally and financially harassed by the conduct of the respondent.
- xx. Furthermore, as per clause 11 of the mou dated 20.11.2018, the sale deed had to be executed and registered in favour of the allottee within 45 days from the date of receipt of occupation certificate. the complainants requested the respondent to proceed for registration of the unit with regards to stamp duty and conveyance deed. it is submitted that even as per the terms of the buyer's agreement, the respondent was duty bound and had a contractual obligation to execute the conveyance deed of the unit in favour of the complainants.
- xxi. That the complainants fear that the respondent would deliberately not lease out the said unit of the complainants. in this scenario, it is important for this hon'ble authority to order that in case the respondent does not lease out the unit to any prospective allottee for 3 months from the date of filing of the

present complaint, then the respondent would be liable to make payment towards lease rental from the date of lapse of 3 months from the date of filing of the present complaint or to demarcate the unit and handover the physical possession of the unit to the complainants.

C. Relief sought by the complainants

8. The complainants have sought the following relief(s):

- 1) Respondent be directed to make payment towards the monthly assured return from March 2019 onwards till the commencement of first lease of the unit along with interest as per law.
- 2) Respondent be directed to make payment of delayed interest on the amount paid by the Complainants from the due date of offer of possession i.e. 20.11.2021 till the date of issuance of the valid offer of possession.
- 3) Direct the Respondent not to change the floor of the Complainant from 3rd floor to any other floor.
- 4) Respondent be directed not to terminate the allotment or create third party rights on the allotted unit/space.
- 5) Respondent be directed not to raise any payment demand which is in contrary to the agreed terms of the allotment.
- 6) Direct the Respondent to revoke the offer of possession dated 04.12.2024 and issue a valid offer of possession of the unit in a habitable condition, as per the specifications provided in the Buyer's Agreement.
- 7) The Respondent be directed not to charge the labour cess, FTTH Charges, EDC/IDC and Development Charges from the Complainants.
- 8) Direct the Respondent not to charge maintenance charges from the Complainant prior to leasing the unit.

- 9) Respondent be directed to revoke the demand towards the fitout charges and the Respondent be directed not to demand Rs. 12,39,000/- or any such amount towards the same from the Complainants.
- 10) Respondent be directed to revoke the Reminder Letters dated 14.02.2025, 25.02.2025 and 04.03.2025.
- 11) Respondent be directed to lease the unit in question after the offer of possession on behalf of the Complainants as per the terms of the allotment and make payment towards the guaranteed lease rental at the rate of Rs. 73.63 per sq.ft. per month.
- 12) In case the Respondent does not lease out the unit to any prospective allottee for 3 months from the date filing of the present complaint, then the Respondent would be liable to make payment towards lease rental from the date of lapse of 3 months from the date of filing of the present complaint or to demarcate the unit and handover the physical possession of the unit to the Complainants.
- 13) Direct to the Respondent to execute Conveyance deed under Section 17 of the RERA Act, 2016.

D. Reply by the respondent

9. The respondent has contested the complaint on the following grounds:

- i. That at the outset, it is relevant to state that respondent is a real estate company engaged in the business of the development and construction of real estate projects and is one of the reputed names in the real estate sector in the national capital region (NCR).
- ii. That the complainant with an intention of earning a lease rental and assured return invested in the instant project and submitted a booking application form in November 2018, requesting the respondent to allot a unit/space, admeasuring 295 sq. ft. super area in the project "NEO Square".

- iii. Considering the request of the complainant, the respondent allotted a unit bearing priority no. 16, on 3rd floor, admeasuring 295 sq. ft. super area.
- iv. Thereafter, the respondent made multiple requests to the complainant to visit the office of the respondent for executing the builder buyer's agreement and other agreements/documents with respect to lease rental, assured return etc. However, the complainant failed to come forward to do the needful.
- v. That after much persuasion by the respondent, the complainant came forward and executed the builder buyer's agreement on 20.11.2018.
- vi. Since, the complainant has invested in the project to earn assured returns and lease rental by getting the unit leased out through respondent, therefore a memorandum of understanding dated 20.11.2018 was executed between the parties, recording the lease grant rights in favor of respondent, terms and conditions of payment of assured return and lease rental, fit-out charges etc.
- vii. It is noted herein that since the building was completed way before the grant of the occupation certificate, therefore, prospective lessees were approaching the respondent for taking the units in the project. that the respondent was anticipating that the occupation certificate would be granted by the competent authority shortly, and leased out the subject unit and *vide* letter dated 01.10.2020, requested the complainant to forward to complete the formalities with respect to leasing of the unit.
- viii. The Occupation Certificate of the project was granted by the competent Authority on 14.08.2024.
- ix. Thereafter, the respondent sent an reminder letter dated 05.11.2020, wherein the respondent requested the complainant to clear the outstanding amounts payable against the unit.

- x. Despite receiving reminder letter for due payment the complainant failed to come forward to complete the formalities of possession and payment of outstanding dues. Therefore, the respondent was constrained to issue reminders dated 14.02.2025, 25.02.2025 and 04.03.2025 requesting the complainant to do the needful.
- xi. That the respondent *vide* letter dated 26.03.2025, requested the complainant to make payment of the fit-out charges as per the agreed terms and conditions of the mou.
- xii. That the respondent *vide* letter dated 24.03.2025, requested the complainant to make payment of the fit-out charges as per the agreed terms and conditions of the MOU.
- xiii. It is pertinent to note herein that the complainant, despite receiving the aforementioned demands/reminders, failed to come forward to fulfil his obligations under the MOU and BBA.
- xiv. It is pertinent to note herein that the complainant, despite receiving the aforementioned demands/reminders, failed to come forward to fulfil his obligations under the MOU and BBA.
- xv. That the complainant is an investor who had approached the respondent for investing in the project of the respondent to earn maximum returns on their investment by way of receiving an assured return and lease rental benefits.
- xvi. That the complainant has booked the subject unit solely for leasing purposes and not for self-use, hence handing over of the physical possession was never the intent between the parties. That the intent was abundantly clarified and agreed to by the complainant at the stage of booking itself and further at the time of execution of the BBA. In fact, the complainant has executed an mou which records the terms and conditions pertaining to leasing rights and lease

rental, etc. Also, because the complainant themselves has entrusted the respondent with the leasing rights of the units.

- xvii. That the issues on which a complaint can be filed under the provisions of RERA 2016, are also clearly demarcated under section 31 of the Act. Further, the provisions of section 34 (f) indicate the intent of the legislature, in relation to the obligations upon the various parties. A perusal of the same provisions would show that the RERA 2016 only envisages the enforcement of the act and rules/regulations made there under.
- xviii. That assured return is not a matter contemplated under any provision of RERA 2016 and thus the assumption of jurisdiction by the authority is wholly illegal and unsustainable in the eyes of law. In this regard the provisions of section 11 highlight the scope of the functions of the promoter, as envisaged under the act. The same also, so do not impose any obligations in relation to returns of investment.
- xix. That in exercise of powers under section 84 of the Act, the Government of Haryana has enacted the "Haryana Real Estate (Regulation and Development) Rules, 2017". The rules in rules 3 and 4 specifically provide the matters in respect of which disclosures are to be made by the promoter and in particular the promoter in relation to an ongoing project. the rules also keep "assured return" out of their scope. rule 8 provides a clear indication as to the matters which are to be covered under the agreement of sale. The Authority has no jurisdiction to enlarge a matter which is duly provided for by statute.
- xx. That even in case of a newly registered project, assured return is not a matter which would be included in the agreement of sale. The rule clearly indicated the extent to which the rights of the allottees are protected, is the matters contained in the agreement, form of which is provided under the rules. That

even this agreement does not contain any condition governing assured returns. Thus, any order of payment of assured return would go beyond the statute and assumed jurisdiction in a wholly illegal manner.

- xxi. In this regard the aims and object and the obligations and compliances required to be made by a promoter as enshrined in the Act, 2016 may be examined. The assured return is an independent commercial arrangement between the parties which sometime a promoter/developer offer, in order to attract buyers/investors or users who may invest either in under construction or pre-launched/new launched projects. The commercial effect would generally involve transactions having profit as their main aim. Piecing the threads together, therefore, so long as an amount is 'raised' under a real estate agreement, which is done with profit as the main aim. Such agreement between the developer and home buyer would have the "commercial effect" as both the parties have "commercial" interest in the same- the real estate developer seeking to make a profit on the sale of the apartment, and the flat/apartment purchaser profiting by the sale of the apartment. Whereas the object of promulgation of Act 2016 aims to create and ensure sale of immovable property in efficient and transparent manner and to protect the interest of the consumers in the real estate sector and not for the profit purposes.
- xxii. On the basis of the above, it may be considered that there is no provision under the scheme of act 2016 for examining and deciding the issues relating to the provisions of assured return in an allotment letter/builder buyer agreement for purchase of flat/apartment/plot.
- xxiii. Also, a perusal of the Section 2(d) defining allottee as well as section 2 (zk) which defines "promoter" does not include any transaction regarding

“assured return”. Therefore, the assured return scheme is beyond the scope of the act, 2016 and jurisdiction of the authority.

xxiv. That as per the provisions of the Act, 2016, the Authority is dressed with the jurisdiction to adjudicate upon all the complaints arising out of failure of either party to fulfil the terms and conditions of the agreement for sale (buyer’s agreement). However, in the present matter the complainant is relying upon the terms of MOU which is a distinct agreement than the Buyer’s agreement and thus, the MOU is not covered under the provisions of the Act, 2016. The said complaint is not maintainable on this basis that there exists no relationship of builder-allottee in terms of the MOU, by virtue of which the complainant is raising their grievance.

xxv. That the buyer’s agreement and the assured return agreement both contain rights and obligations of parties which are not identical of each other. Therefore, both these documents cannot be treated as a single document enumerating the same rights and obligations. The reliance is place on the judgement of the Hon’ble High Court of Delhi in the matter of M/s Serenity Real Estate Private Limited Vs. Blue Coast Infrastructure Development Pvt. Ltd. (Arb. P. 796/2016) wherein the Hon’ble High Court held as under:

“11. It is apparent from the above that the Arbitration clause in the Assured Return Agreement is materially different from the Arbitration clause contained in the Space Agreement. Although the Agreements are connected the rights and obligations of the parties under the said agreements are not identical. Thus, it is difficult to accept the Respondent’s contention that the arbitration clause in the space agreement would prevail over the Arbitration clause in the later agreement.

xxvi. Thus, in view of the above, the present complaint is arising out of the MOU which is not maintainable before the Authority and thus, the present complaint is liable to be dismissed.

- xxvii. That on 21.02.2019 the Central Government passed an ordinance "Banning of Unregulated Deposits, 2019", to stop the menace of unregulated deposits and payment of returns on such unregulated deposits.
- xxviii. Thereafter, an act titled as "The Banning of Unregulated Deposits Schemes Act, 2019" (hereinafter referred to as "the BUDS Act") notified on 31.07.2019 and came into force. That under the said Act all the unregulated deposit schemes have been banned and made punishable with strict penal provisions. That being a law-abiding company, the Respondent upon the introduction of BUDS Act, cease to make further payments pertaining to Assured Return to the Allottees/Complainant due above said prevailing confusion/anomaly. The preamble of the act reads as under:
- "An Act to provide for a comprehensive mechanism to ban the unregulated deposit schemes, other than deposits taken in the ordinary course of business, and to protect the interest of depositors and for matters connected therewith or incidental thereto."*
- xxix. That on bare reading of above preamble it is clear that the intention behind notifying the act is to ban the unregulated deposit schemes to protect the interest of depositor.
- xxx. Further, the BUDS Act provides two forms of deposit schemes, namely Regulated Deposit Schemes and Unregulated Deposit Schemes. Thus, for any deposit scheme, for not to fall foul of the provisions of the BUDS Act, must satisfy the requirement of being a 'Regulated Deposit Scheme' as opposed to Unregulated Deposit Scheme. Hence, the main object of the BUDS Act is to provide for a comprehensive mechanism to ban Unregulated Deposit Scheme.
- xxxi. That the BUDS Act is a central Act came subsequent to the companies act and the RERA Act, 2016, therefore, directing the respondent to pay assured returns shall be violation of the provisions of BUDS Act.

- xxxii. That for any kind of deposits and return over it shall be tried and adjudicated as per the relevant provisions of the BUDS Act by the Competent Authority constituted under the Act.
- xxxiii. Further, any orders or continuation of payment of assured return or any directions thereof may tantamount to contravention of the provisions of the BUDS Act.
- xxxiv. That the respondent has offered assured returns to the complainant in lieu of advance payments received in respect to a unit booked in the project. It is merely an offer of marketing whereby the immovable property is sold against a certain consideration and certain percentage whereof is offered as Assured Return over a period of time, which can be treated as passing on of discount as price realization against such sale through the said offers is much higher and substantial amounts are received by the respondent at one go which works as working capital for development of project.
- xxxv. That recently a Writ Petition was filed before the Hon'ble High Court of Punjab & Haryana in the matter of Vatika Ltd. Vs Union of India & Anr. - CWP-26740-2022, on similar grounds of directions passed for payment of Assured Return being completely contrary to the BUDS Act. That the Hon'ble High Court after hearing the initial arguments vide order dated 22.11.2022 was pleased to pass direction with respect to not taking coercive steps in criminal cases registered against the Petitioner therein, seeking recovery of deposits till the next date of hearing. Further, a Civil Writ Petition bearing no. 16896/2023 titled as "NEO Developers Pvt Ltd vs Union of India and Another" has been filed by the Respondent on similar grounds as in the supra case before the Hon'ble Punjab and Haryana High Court and the same is been connected by the Hon'ble High Court with the Civil Writ Petition - 26740-2022 and is pending adjudication.

- xxxvi. That as the complainant in the present complaint is seeking the relief of assured return/penalty, it is respectfully submitted that such a relief is not maintainable before this Ld. Authority in view of the enactment of the Banning of Unregulated Deposit Schemes Act, 2019 ("BUDS Act"). Any direction for payment of Assured Return/Penalty would amount to violation of the provisions of the BUDS Act.
- xxxvii. A bare reading of Section 13(2) demonstrates that Assured Return/Penalty is not contemplated within the ambit of an agreement for sale. It is a separate commercial arrangement, independent of the RERA framework.
- xxxviii. That Moreover, the present complaint is based on the terms of an mou entered into between the parties, which is distinct from the builder-buyer agreement. The jurisdiction of the Authority is confined to disputes arising from the builder-buyer agreement. Since the MOU is an independent commercial understanding, the complaint founded upon it is not maintainable. Reliance is placed on M/s Serenity Real Estate Pvt. Ltd. v. Blue Coast Infrastructure Development Pvt. Ltd. (Arb. P. 796/2016, Delhi HC), wherein it was held that different agreements between the same parties, though connected, create distinct rights and obligations.
- xxxix. That as per the terms of the MOU the complainant explicitly agreed to the complainant that in case of the tenant desires any infrastructural changes in form of separate sewage arrangement or the gas pipeline or any other charges which involves expense on the part of the allottee(s), then in that event the same shall be paid by the respondent, strictly within the period of 15 days from the day of written notification by the company and if the respondent fails to come forward to tender the payment as demanded by the complainant then in that event the complainant shall bear the same from its own pocket.

xl. That as per the agreement so signed and acknowledged, the completion of the said unit was subject to the midway hindrances which were beyond the control of the respondent. And, in case the construction of the said commercial unit was delayed due to such 'Force Majeure' conditions the respondent was entitled for extension of time period for completion. The development and implementation of the said Project have been hindered on account of several orders/directions passed by various authorities/forums/courts as has been delineated here in below:

S. N o.	Date of Order	Directions	Period Of Restriction	Days affect ed	Comments
1.	07.04.2015	National Green Tribunal had directed that old diesel vehicles (heavy or light) more than 10 years old would not be permitted to ply on the roads of NCR, Delhi. It has further been directed by virtue of the aforesaid order that all the registration authorities in the State of Haryana, UP and NCT Delhi would not register any diesel vehicles more than 10 years old and would also file the list of vehicles before the tribunal and provide the same to the police and other concerned authorities.	7 th of April, 2015 to 6 th of May, 2015	30 days	The aforesaid Ban affected the supply of raw materials as most of the contractors/building material suppliers used diesel vehicles more than 10 years old. The order had abruptly stopped movement of diesel vehicles more than 10 years old which are commonly used in construction activity. The Order had completely hampered the construction activity.
2.	19 th July 2016	National Green Tribunal in O.A. No. 479/2016 had directed that no stone crushers be permitted to operate unless they operate consent from the State Pollution Control Board, no objection from the concerned authorities and have the Environment Clearance from the competent Authority.	Till date the order in force and no relaxation has been given to this effect.	30 days	The directions of NGT were a big blow to the real estate sector as the construction activity majorly requires gravel produced from the stone crushers. The reduced supply of

					gravels directly affected the supply and price of ready mix concrete required for construction activities.
3.	3 rd Nov, 2016	<p>National Green Tribunal had directed all brick kilns operating in NCR, Delhi would be prohibited from working for a period of 2016 one week from the date of passing of the order. It had also been directed that no construction activity would be permitted for a period of one week from the date of order.</p>	3 rd Nov, 2016 to 15 th Nov, 2016	7 days	The bar imposed by Tribunal was Absolute. The order had Completely Stopped Construction activity.
4.	7 th Nov, 2017	<p>Environment Pollution (Prevention and Control Authority) had directed to the closure of all brick kilns, stones crushers, hot mix plants, etc. With effect from 7th Nov 2017 till further notice.</p>	Till date the order has not been vacated	90 days	The bar for the closure of stone crushers simply put an end to the construction activity as in the absence of crushed stones and bricks carrying on of construction were simply not feasible. The respondent eventually ended up locating alternatives with the intent of expeditiously concluding construction activities but the previous period of 90 days was consumed in doing so. The said period ought to be excluded while computing the alleged delay attributed to the Respondent by the Complainant. It is pertinent to

					mention that the aforesaid bar stands in force regarding brick kilns till date is evident from orders dated 21 st Dec, 19 th and 30 th Jan, 20.
5.	9 th Nov 2017 and 17 th Nov, 2017	National Green Tribunal has passed the said order dated 9 th Nov, 2017 completely prohibiting the carrying on of construction by any person, private, or government authority in NCR till the next date of bearing. (17 th of Nov, 2017). By virtue of the said order, NGT had only permitted the completion of interior finishing/interior work of projects. The order dated 9 th Nov, 17 was vacated vide order dated 17 th Nov, 17.		9 days	On account of passing of the aforesaid order, no construction activity could have been legally carried out by the Respondent. Accordingly, construction activity has been completely stopped during this period.
6.	29 th October 2018	Haryana State Pollution Control Board, Panchkula has passed the order dated 29 th October 2018 in furtherance of directions of Environmental Pollution (Prevention and Control) Authority dated 27 th Oct 2018. By virtue of order dated 29 th of October 2018 all the construction activities including the excavation, civil construction were directed to remain close in Delhi and other NCR Districts from 1 st Nov to 10 th Nov 2018.	1 st Nov to 10 th Nov, 2018	10 days	On account of the passing of the aforesaid order, no construction activity could have been legally carried out by the Respondent. Accordingly, construction activity has been completely stopped during this period.
7.	24 th July, 2019	NGT in O.A. no. 667/2019 & 679/2019 had again directed the immediate closure of all illegal stone crushers in Mahendergarh Haryana who have not complied with the siting criteria, ambient, air quality, carrying capacity, and assessment of health impact. The tribunal further directed initiation of action by way of prosecution and recovery of compensation relating to the cost of restoration.		30 days	The directions of the NGT were again a setback for stone crushers operators who have finally succeeded to obtain necessary permissions from the competent authority after the order passed by NGT on July 2017. Resultantly,

					coercive action was taken by the authorities against the stone crusher operators which again was a hit to the real estate sector as the supply of gravel reduced manifolds and there was a sharp increase in prices which consequently affected the pace of construction.
8.	11 th October 2019	Commissioner, Municipal Corporation, Gurugram has passed an order dated 11 th of Oct 2019 whereby the construction activity has been prohibited from 11 th Oct 2019 to 31 st Dec 2019. It was specifically mentioned in the aforesaid order that construction activity would be completely stopped during this period.	11 th Oct 2019 to 31 st Dec 2019	81 days	On account of the passing of the aforesaid order, no construction activity could have been legally carried out by the Respondent. Accordingly, construction activity has been completely stopped during this period.
9.	04.11.2019	The Hon'ble Supreme Court of India vide its order dated 04.11.2019 passed in writ petition bearing no. 13029/1985 titled as " <i>MC Mehta vs. Union of India</i> " completely banned all construction activities in Delhi-NCR which restriction was partly modified vide order dated 09.12.2019 and was completely lifted by the Hon'ble Supreme Court vide its order dated 14.02.2020.	04.11.2019 - 14.02.2020	102 days	These bans forced the migrant labourers to return to their native towns/states/villages creating an acute shortage of labourers in the NCR Region. Due to the said shortage the Construction activity could not resume at full throttle even after the lifting of ban by the Hon'ble Apex Court.

10.	3 rd week of Feb 2020	Covid-19 pandemic	Feb 2020 to till date	To date (3 mont hs Natio nwide lockd own)	Since the 3rd week of February 2020, the Respondent has also suffered devastatingly because of the outbreak, spread, and resurgence of COVID-19 in the year 2020. The concerned statutory authorities had earlier imposed a blanket ban on construction activities in Gurugram. Subsequently, the said embargo had been lifted to a limited extent. However, during the interregnum, large-scale migration of labor occurred and the availability of raw materials started becoming a major cause of concern.
11.	Covid in 2021	That period from 12.04.2021 to 24.07.2021, each and every activity including the construction activity was banned in the State	12.04.2021- 24.07.2021	103 days	Considering the wide spread of Covid-19, firstly night curfew was imposed followed by weekend curfew and then complete curfew.

- xli. That a period of 582 days was consumed on account of circumstances beyond the power and control of the respondent, owing to the passing of orders by the statutory authorities. All the circumstances come within the meaning of force majeure. Thus, the respondent has been prevented by circumstances beyond its power and control from undertaking the implementation of the project during the time period indicated and therefore the same is not to be

taken into reckoning while computing the period of 48 as has been provided in the agreement. In a similar case where such orders were brought before the Hon'ble Authority in the Complaint No. 3890 of 2021 titled "Shuchi Sur and Anr vs. M/S Venetian LDF Projects LLP" decided on 17.05.2022, the Hon'ble Authority was pleased to allow the grace period and hence, the benefit of the above affected 582 days need to be rightly given to the respondent builder.

10. All other averments made in the complaint were denied in toto.
11. Copies of all the relevant documents have been filed and placed on record. Their authenticity is not in dispute. Hence, the complaint can be decided on the basis of these undisputed documents and submission made by the parties.

E. Jurisdiction of the Authority

12. The Authority observes that it has territorial as well as subject matter jurisdiction to adjudicate the present complaint for the reasons given below.

E.I Territorial jurisdiction

13. As per notification no. **1/92/2017-1TCP dated 14.12.2017** issued by Town and Country Planning Department, the jurisdiction of Real Estate Regulatory Authority, Gurugram shall be entire Gurugram District for all purpose with offices situated in Gurugram. 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

14. 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.

15. 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.

F. Findings on the objections raised by the respondent.

F. I. Objection regarding the complainant being investor.

16. The respondent has taken a stand that the complainant is investor and not an allottee/consumer. Therefore, they are not entitled to the protection of the Act and are not entitled to file the complaint under Section 31 of the Act. The Authority observes that any aggrieved person can file a complaint against the promoter if the promoter contravenes or violates any provisions of the Act or rules or regulations made thereunder. Upon careful perusal of all the terms and conditions of the buyer's agreement dated 20.11.2018, it is revealed that the complainant is buyer, and they have paid a total price of Rs.16,52,000/- to the promoter towards purchase of a unit in its project. At this stage, it is important to stress upon the definition of term allottee under the Act, the same is reproduced below for ready reference:

"2(d) "allottee" in relation to a real estate project means the person to whom a plot, apartment or building, as the case may be, has been allotted, sold (whether as freehold or leasehold) or otherwise transferred by the promoter, and includes the person who subsequently acquires the said allotment through sale, transfer or otherwise but does not include a person to whom such plot, apartment or building, as the case may be, is given on rent;"

17. In view of above-mentioned definition of "allottee" as well as all the terms and conditions of the agreement, it is crystal clear that the complainant are allottees

as the subject unit was allotted to them by the promoter. Further, the concept of investor is not defined or referred in the Act. Moreover, the Maharashtra Real Estate Appellate Tribunal in its order dated 29.01.2019 in appeal no. 0006000000010557 titled as *M/s Srushti Sangam Developers Pvt. Ltd. Vs. Sarvapriya Leasing (P) Lts. And anr.* has also held that the concept of investor is not defined or referred in the Act. In view of the above, the contention of promoter that the allottees being investor are not entitled to protection of this Act stands rejected.

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

18. The respondent/promoter has raised the contention that the construction of the project has been delayed due to force majeure circumstances such ban on construction due to orders passed by NGT, EPCA, Courts/Tribunals/Authorities, etc. Further, an extension of 6 months on account is granted to the respondent in view of the HARERA notification no. 9/3-2020 dated 26.05.2020. As per MoU, the due date of possession was 20.05.2022. It is observed that orders passed by NGT banning construction in the NCR region was for a very short period of time and thus, cannot be said to impact the respondent leading to such a delay in the completion. 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 well settled principle that a person cannot take benefit of his own wrong.

G. Findings on the relief sought by the complainant.

- I. Respondent be directed to make payment towards the monthly assured return from March 2019 onwards till the commencement of first lease of the unit along with interest as per law.

- II. Respondent be directed to make payment of delayed interest on the amount paid by the Complainants from the due date of offer of possession i.e. 20.11.2021 till the date of issuance of the valid offer of possession.**

G.1 Assured Returns

19. The complainant is seeking unpaid assured returns on monthly basis as per the terms of the MoU dated 20.11.2018 at the rate mentioned therein. It is pleaded that the respondent has not complied with the terms and conditions of the said MoU.

20. The respondent has submitted that the complainants in the present complaint is claiming the reliefs on basis of the terms agreed under the MoU between the parties which is a distinct agreement than the buyer's agreement and thus, the MoU is not covered under the provisions of the Act, 2016. Thus, the said complaint is not maintainable on this basis that there exists no relationship of promoter-allottee in terms of the MoU, by virtue of which the complainant is raising their grievance.

21. It is pleaded on behalf of respondent that after the Banning of Unregulated Deposit Schemes Act of 2019 came into force, there is bar for payment of assured returns to an allottee. But the plea advanced in this regard is devoid of merit. Section 2(4) of the above mentioned Act defines the word 'deposit' as an amount of money received by way of an advance or loan or in any other form, by any deposit taker with a promise to return whether after a specified period or otherwise, either in cash or in kind or in the form of a specified service, with or without any benefit in the form of interest, bonus, profit or in any other form, but does not include:

- (i) an amount received in the course of, or for the purpose of business and bearing a genuine connection to such business including*

- (ii) *advance received in connection with consideration of an immovable property, under an agreement or arrangement subject to the condition that such advance is adjusted against such immovable property as specified in terms of the agreement or arrangement.*

22. A perusal of the above-mentioned definition of the term 'deposit', shows that it has been given the same meaning as assigned to it under the Companies Act, 2013 and the same provides under Section 2(31) includes any receipt by way of deposit or loan or in any other form by a company but does not include such categories of, amount as may be prescribed in consultation with the Reserve Bank of India. Similarly Rule 2(c) of the Companies (Acceptance of Deposits) Rules, 2014 defines the meaning of deposit which includes any receipt of money by way of deposit or loan or in any other form by a company but does not include:

(i) *as an advance, accounted for in any manner whatsoever, received in connection with consideration for an immovable property*

(ii) *as an advance received and as allowed by any sectoral regulator or in accordance with directions of central or state government;*

23. So, keeping in view the above-mentioned provisions of the Act of 2019 and the Companies Act 2013, it is to be seen as to whether an allottee is entitled to assured returns in a case where he has deposited substantial amount of sale consideration against the allotment of a unit with the promoter at the time of booking or immediately thereafter and as agreed upon between them.

24. The Government of India enacted the Banning of Unregulated Deposit Schemes Act, 2019 to provide for a comprehensive mechanism to ban the unregulated deposit schemes, other than deposits taken in the ordinary course of business and to protect the interest of depositors and for matters connected therewith or incidental thereto as defined in Section 2 (4) of the BUDS Act 2019.

25. The money was taken by the builder as a deposit in advance against allotment of immovable property and its possession was to be offered within a certain period.

However, in view of taking sale consideration by way of advance, the builder promised certain amount by way of assured returns for a certain period. So, on his failure to fulfil that commitment, the allottee has a right to approach the authority for redressal of his grievances by way of filing a complaint.

26. The promoter is liable to pay that amount as agreed upon and can't take a plea that it is not liable to pay the amount of assured return. Moreover, an agreement defines the builder/buyer relationship. So, it can be said that the agreement for assured returns between the promoter and allottee arises out of the same relationship and is marked by the addendum agreement.
27. It is not disputed that the respondent is a real estate developer, and it had obtained registration under the Act of 2016 for the project in question. However, the project in which the advance has been received by the developer from the allottee is an ongoing project as per section 3(1) of the Act of 2016 and, the same would fall within the jurisdiction of the authority for giving the desired relief to the complainant besides initiating penal proceedings. So, the amount paid by the complainant to the builder is a regulated deposit accepted by the later from the former against the immovable property to be transferred to the allottee later on.
28. In the present complaint, the assured return was payable as per clause 4 of the MoU dated 20.11.2018, which is reproduced below for the ready reference:

Clause 4

"The Company shall pay a monthly assured return of Rs.28,963/- on the total amount received with effect from 20.11.2018 before deduction of Tax at Source, cess or any other levy which is due and payable by the Allottee(s) to the Company and the balance sale consideration shall be payable by the Allottee(s) to the Company in accordance with Payment Schedule annexed as Annexure- 1. The monthly assured return shall be paid to the Allottee (s) until the commencement of the first lease on the said unit. This shall be paid from the effective date."

Thus, as per the abovementioned clause the assured return was payable @Rs.28,963/- per month w.e.f. 20.11.2018, till the commencement of first lease.

29. Furthermore, the respondent promoter states that first lease with regard to the subject unit has already been executed on 10.07.2020. However, the respondent-promoter can lease out the subject unit only after obtaining the Occupation Certificate. The building cannot be considered complete or in a habitable condition until the Occupation Certificate is granted by the Competent Authority. In view of the above, the letter regarding the agreement for lease appears to be a mere ploy by the respondent to evade the liability of paying the assured return. The occupation certificate for the unit was obtained only on 14.08.2024. The validity of the said lease can be considered only after obtaining the Occupation Certificate.

30. In the present complaint, as per clause 4 of the MOU dated 20.11.2018, the amount on account of assured returns was payable from 20.11.2018 up to the commencement of the first lease which was executed on 10.07.2020 but the first lease of the concerned unit is not valid in the eyes of law as the same is been executed before the occupancy certificate. The Occupancy Certificate of the project in question has been obtained by the respondent on 14.08.2024. Possession of the unit has been offered by the respondent on 04.12.2024. Therefore, considering the facts of the present case, the respondent is directed to pay the assured return to the complainant at the agreed rate i.e., @Rs.28,963/-per month from the effective date i.e., 20.11.2018 till the commencement of the valid first lease of the unit after deducting the amount already paid on account of assured return to the complainant.

G.II Delay Possession Charges:

31. In the present complaint, the complainants intend to continue with the project and are seeking possession of the subject unit and delay possession charges as provided under the provisions of section 18(1) of the Act which reads as under:

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, —

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"

32. Clause 3 of the MoU dated 20.11.2018 provides for handing over of possession and is reproduced below:

"The company shall complete the construction of the said Building/Complex, within which the said space is located within 36 months from the date of execution of this Agreement or from the start of construction, whichever is later and apply for grant of completion/ Occupancy Certificate"

33. **Due date of possession:** As per clause 3 of the MoU, the possession of the allotted unit was supposed to be offered within a stipulated timeframe of 36 months from the date of execution of that agreement or commencement of construction or whichever is later. Therefore, the due date has been calculated as 36 months from the date of date of execution of agreement being later. Further, a grace period of 6 months is granted to the respondent in view of the HARERA notification no. 9/3-2020 dated 26.05.2020 for the projects having completion date on or after 25.03.2020. Thus, the due date of possession come out to be 20.05.2022.

34. **Admissibility of delay possession charges at prescribed rate of interest:**

The complainants are seeking delay possession charges. Proviso to section 18 provides 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 possession, at such rate as may be prescribed and it has been prescribed 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]

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."

35. The legislature in its wisdom in the subordinate legislation under the Rule 15 of the Rules has determined the prescribed rate of interest. 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., 23.12.2025 is 8.80%. Accordingly, the prescribed rate of interest will be marginal cost of lending rate +2% i.e., 10.80% per annum.

36. The definition of term 'interest' as defined under Section 2(za) of the Act provides that the rate of interest chargeable from the allottee by the promoter, in case of default, shall be equal to the rate of interest which the promoter shall be liable to pay the allottee, in case of default. The relevant section is reproduced below:

"(za) "interest" means the rates of interest payable by the promoter or the allottee, as the case may be.

Explanation. —For the purpose of this clause—

- (i) the rate of interest chargeable from the allottee by the promoter, in case of default, shall be equal to the rate of interest which the promoter shall be liable to pay the allottee, in case of default;*
- (ii) the interest payable by the promoter to the allottee shall be from the date the promoter received the amount or any part thereof till the date the amount or part thereof and interest thereon is refunded, and the interest payable by the allottee to the promoter shall be from the date the allottee defaults in payment to the promoter till the date it is paid;"*

37. Therefore, interest on the delay payments from the complainants shall be charged at the prescribed rate i.e., 10.80% p.a. by the respondent/promoter which is the same as is liable to be paid to the complainants in case of delay possession charges.
38. On consideration of documents available on record and submissions made by the complainants and the respondent, the Authority is satisfied that the respondent is in contravention of the provisions of the Act. The possession of the subject unit was to be delivered by 20.05.2022. The occupation/completion certificate of the project in question has been obtained by the respondent on 14.08.2024 and the possession of the unit was offered to the complainant on 04.12.2024. Accordingly, it is the failure of the respondent/promoter to fulfil its obligations and responsibilities as per the agreement to hand over the possession within the stipulated period. However now, the proposition before it is as to whether the allottee who is getting/entitled for assured return even after expiry of due date of possession, can claim both the assured return as well as delayed possession charges?

To answer the above proposition, it is worthwhile to consider that the assured return is payable to the allottees on account of provisions in the MoU dated 20.11.2018. The assured return in this case is payable as per "MoU". The promoter had agreed to pay to the complainants allottee pay a monthly assured return of Rs.28,963/- on the total amount received with effect from 20.11.2018 till the commencement of first lease. If we compare this assured return with delay possession charges payable under proviso to Section 18(1) of the Act, 2016, the assured return is much better. By way of assured return, the promoter has assured the allottee that they will be entitled for this specific amount from 20.11.2018 up to the commencement of first lease which shall in any case, commence only after the obtaining of

occupation/completion certificate from the competent authority. Accordingly, the interest of the allottee is protected even after the due date of possession is over. The purpose of delay possession charges after due date of possession is served on payment of assured return after due date of possession as the same is to safeguard the interest of the allottees as their money is continued to be used by the promoter even after the promised due date and in return, they are to be paid either the assured return or delay possession charges whichever is higher.

39. Accordingly, the Authority decides that in cases where assured return is reasonable and comparable with the delayed possession charges under Section 18 and assured return is payable even after the date of completion of the project, then the allottees shall be entitled to assured return or delay possession charges, whichever is higher without prejudice to any other remedy including compensation.

40. In the present complaint, as per clause 4 of the MoU dated 20.11.2018, the amount on account of assured return was payable from 20.11.2018 up to the commencement of first lease. The occupation/completion certificate of the project in question has been obtained by the respondent on 14.08.2024. However, the subject unit has not been put on valid lease by the respondent till date. Therefore, considering the facts of the present case, the respondent is directed to pay assured return to the complainant at the agreed rate i.e., @Rs.28,963/- per month from the date i.e. 20.11.2018 till the commencement of the first lease on the said unit as per the memorandum of understanding dated 20.11.2018, after deducting the amount already paid on account of assured returns to the complainants.

III. Direct the Respondent not to change the floor of the Complainant from 3rd floor to any other floor.

- IV. Respondent be directed not to terminate the allotment or create third party rights on the allotted unit/space.
- V. Respondent be directed not to raise any payment demand which is in contrary to the agreed terms of the allotment.
- VI. Direct the Respondent to revoke the offer of possession dated 04.12.2024 and issue a valid offer of possession of the unit in a habitable condition, as per the specifications provided in the Buyer's Agreement.
- VII. The Respondent be directed not to charge the labour cess, FTTH Charges, EDC/IDC and Development Charges from the Complainants.
- VIII. Direct the Respondent not to charge maintenance charges from the Complainant prior to leasing the unit.
- IX. Respondent be directed to revoke the demand towards the fitout charges and the Respondent be directed not to demand Rs. 12,39,000/- or any such amount towards the same from the Complainants.
- X. Respondent be directed to revoke the Reminder Letters dated 14.02.2025, 25.02.2025 and 04.03.2025.

41. The Authority observes that the respondent had originally allotted unit no. 16 situated on the 3rd Floor (with 8-meter height) to the complainants. However, the respondent, vide offer of possession letter dated 04.12.2024, has offered a unit located on the 2nd floor instead of the originally allotted unit. The Authority further notes that such change in the floor of the unit has been done without obtaining the prior consent of the complainants. The respondent has failed to place on record any evidence to establish that consent of the allottee was duly obtained for the said change. In the absence of any such consent and in view of the terms and conditions of the BBA and the MOU executed between the parties,

the respondent is hereby directed to issue a valid and lawful offer of possession strictly in respect of the originally allotted unit on 3rd floor, in conformity with the agreed terms.

42. The complainants have further sought relief regarding the waiver of various charges, penalties, rates, and other demands which, according to them, do not form part of either the Buyers' Agreement dated 20.11.2018 or the MoU executed on the same date. The impugned demand notice and offer of possession dated 04.12.2024 reflects components such as IFMS, development charges, FTTH charges, delay penalty and labour cess, which have been objected to by the complainant. The Authority of the view that:

- **Labour cess**

Labour cess is levied @ 1% on the cost of construction incurred by an employer as per the provisions of sections 3(1) and 3(3) of the Building and Other Construction Workers' Welfare Cess Act, 1996 read with Notification No. S.O 2899 dated 26.09.1996. It is levied and collected on the cost of construction incurred by employers including contractors under specific conditions. Moreover, this issue has already been dealt with by the authority in complaint bearing no.962 of 2019 titled as "*Mr. Sumit Kumar Gupta and Anr. Vs Sepset Properties Private Limited*" wherein it was held that since labour cess is to be paid by the respondent, as such no labour cess should be charged by the respondent. The authority is of the view that the allottee is neither an employer nor a contractor and labour cess is not a tax but a fee. Thus, the demand of labour cess raised upon the complainant is completely arbitrary and the complainant cannot be made liable to pay any labour cess to the respondent and it is the respondent builder who is solely responsible for the disbursement of said amount.

- **Development charges**

The undertaking to pay the development charges was comprehensively set out in the buyer agreement in clause 11. The said clause of the agreement is reproduced hereunder: -

Clause 11

*"That the Allottee agrees to pay all taxes, charges, Levies, cesses, applicable as on dated under any name or category heading and or levied in future on the land and or the said complex and/or the said space at all times, these would be including but not limited to GST. **Development charges, Stamp Duties, Registration Charges, Electrical Energy Charges, EDC Cess, IDC Cess, BOW Cess, Registration Fee, Administrative Charges, Property Tax, Fire Fighting Tax and the like. These shall be paid on demand and in case of delay, these shall be payable with interest by the Allottee"***

In light of the aforementioned facts, the Authority is of the view that the said demand for development charges is valid since these charges are payable to various departments for obtaining service connections from the concerned departments including security deposit for sanction and release of such connections in the name of the allottee and are payable by the allottee. Hence, the respondent is justified in charging the said amount. In case instead of paying individually for the unit if the builder has paid composite payment in respect of the development charges, then the promoter will be entitled to recover the actual charges paid to the concerned department from the allottee on pro-rata basis i.e. depending upon the area of the unit allotted to the complainant viz- à-viz the total area of the particular project. The complainant will also be entitled to get proof of all such payment to the concerned department along with a computation proportionate to the allotted unit, before making payment under the aforesaid head.

• **FTTH Charges**

The Authority further observes that clause 11, as discussed hereinabove, does not contain any stipulation regarding levy or recovery of FTTH charges from

the complainant. In the absence of any specific contractual consent or agreed term between the parties, such charges cannot be imposed by the respondent. Accordingly, the respondent is directed to raise demands strictly in accordance with the terms mutually agreed under the executed agreement and MoU.

- **Maintenance Charges**

In the case of *Varun Gupta vs Emaar MGF Land Limited, Complaint Case no. 4031 of 2019 decided on 12.08.2021*, the Hon'ble Authority had already decided that the respondent is right in demanding maintenance charges at the rates' prescribed in the builder buyer's agreement at the time of offer of possession. However, the respondent shall not demand the advance maintenance charges for more than one year from the allottee even in those cases wherein no specific clause has been prescribed in the agreement or where the AMC has been demanded for more than a year.

43. The respondent shall not charge anything from the complainant which is not part of the MoU or buyers' agreement dated 20.11.2018.

44. It is pertinent to note that prior to the filing of the present complaint, demand towards fit-out charges had been raised by the respondent dated 26.03.2025, wherein the demand for fit-out charges of Rs.12,18,350/-, which is on record. Vide proceedings dated 23.12.2025 the counsel for the respondent submitted that as per the clause 8 and clause 7 of the MoU executed between the parties the complainant has agreed to pay such charges. The said clause is reiterated below for ready reference:

Clause 7(d)

"That the Allottee(s) further agrees and understands that in case the tenant desires any infrastructural changes in form of separate sewage arrangement or the gas pipeline or any other change which involves expense on the part of allottee(s), then in that event the same shall be paid by the Allottee, strictly within the period of 15 days from the day of written notification by the company on the registered e-mail address of the allottee(s). In case the allottee(s) fails to come forward

to tender the payment as demanded by the Company then in that event the company shall bear the same from its own pocket and deduct the same from the rental payable to the allottee(s) with monthly interest of 2%. The allottee(s) shall not register any protest towards the deductions from the rental. The rent shall be paid to the allottee(s) in the above mentioned arrangement defined at clause 7(b) after the expense incurred by the company along with the monthly interest of 2% is recovered by the company from the rent received."

45. Upon understanding of the said clause, it is clear that Clause 7(d) of the MoU do mention about the allottee being responsible for certain additional charges, such as when a tenant requires like a separate sewage arrangement, gas pipeline, or other infrastructural changes. However, the clause has been worded in very broad terms and does not define any extent for determining such charges. This creates a grey area. Also, the complainant should have taken note of this clause while executing the MoU, as it reflects an understanding between the parties that such additional charges may arise. The clause also refers to expenses for infrastructural changes, which may fall within the scope of fit out charges. However, the respondent cannot use the clause terms to impose demands in an excessive manner.
46. Therefore, if the respondent seeks to levy fit out charges, it must first provide a proper justification of demands by showing that the work was required for making the unit fit for lease. The fit out charges should be supported with proper details, including a break-up of expenditure and certification or report from an authorized architect, engineer or other competent professional confirming both the necessity and reasonableness of the work carried out. Only after such justification is provided respondent can charge from the complainant under the MoU.
- XI. Respondent be directed to lease the unit in question after the offer of possession on behalf of the Complainants as per the terms of the**

allotment and make payment towards the guaranteed lease rental at the rate of Rs. 73.63 per sq.ft. per month.

- XII. In case the Respondent does not lease out the unit to any prospective allottee for 3 months from the date filing of the present complaint, then the Respondent would be liable to make payment towards lease rental from the date of lapse of 3 months from the date of filing of the present complaint or to demarcate the unit and handover the physical possession of the unit to the Complainants.**

47. The complainants are seeking additional reliefs w.r.t putting the unit on lease as well as lease rental as per MoU. The Authority observes that vide Clause 7(a) of the MoU dated 20.11.2018, it was agreed that the respondent would make payment of lease rentals at Rs.73.63/- per sq. ft. per month to the complainant from commencement of first lease. Further, vide clause 8(a) of the MoU that the respondent was to finalize the terms for leasing the premises with a perspective lessee. Since, the occupation certificate of the project in question has already been received by the respondent-promoter from the competent authority on 14.08.2024, the respondent is directed to put the unit allotted to the complainants on lease and to pay lease rental at the agreed rate as per the terms of the memorandum of understanding dated 20.11.2018.

- XIII. Direct to the Respondent to execute Conveyance deed under Section 17 of the RERA Act, 2016.**

48. As per Section 11(4)(f) and Section 17(1) of the Act, 2016 the promoter is under obligation to get the conveyance deed executed in favour of the complainant. Whereas as per Section 19(11) of the Act of 2016, the allottee is also obligated to participate towards registration of the conveyance deed of the unit in question.

49. The occupation/completion certificate has already been obtained by the respondent on 14.08.2024. Therefore, the respondent/promoter is directed to

handover the possession of the unit to the complainants/allottee in terms of the MoU as well as buyer's agreement executed between them on payment of outstanding dues if any, within 60 days.

H. Directions of the Authority

50. 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 pay the assured return to the complainant at the agreed rate of @Rs.28,963/- per month from the effective date in clause 4 of the MoU i.e., 20.11.2018 till the commencement of the valid first lease on the concerned units after deducting the amount already paid on account of assured return to the complainant if any.
- II. The respondent/promoter is directed to pay the outstanding accrued assured return amount till date at the agreed rate within 90 days from the date of this order after adjustment of outstanding dues, if any, failing which that amount would be payable with interest @8.80% p.a. till the date of actual realization.
- III. The respondent shall not charge anything from the complainant which is not part of the MoU or buyers' agreement dated 20.11.2018.
- IV. The respondent is not entitled to charge holding charges and labour cess from the complainant/ allottee at any point of time even after being part of the builder buyer's agreement as per law settled by **Hon'ble Supreme Court in Civil Appeal nos. 3864-3889/2020 on 14.12.2020.**
- V. The respondent is directed to recover development charges as per clause 11 of the BBA only on an actual and pro-rata basis, strictly supported by documentary proof of payments.

VI. The respondent is directed to supply a copy of the updated statement of account after adjusting Assured Returns within a period of 30 days to the complainant.

VII. The complainant is directed to pay outstanding dues, if any, after adjustment of Assured Returns within a period of 60 days from the date of receipt of updated statement of account.

VIII. The respondent is directed to get the conveyance deed executed within a period of three months after depositing necessary payment of stamp duty and registration charges as per applicable local laws from the date of this order.

IX. The respondent is directed to put the unit allotted of the complainants on lease and to pay lease rental at the agreed rate as per the terms of the memorandum of understanding dated 20.11.2018.

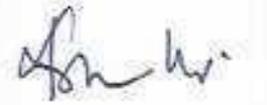
51. This decision shall mutatis mutandis apply to cases mentioned in para 3 of this order.

52. The complaints stand disposed of. True certified copy of this order shall be placed in the case file of each matter.

53. Files be consigned to registry.



Phool Singh Saini
(Member)



Arun Kumar
(Chairman)

Haryana Real Estate Regulatory Authority, Gurugram

Dated: 23.12.2025