



HARYANA REAL ESTATE REGULATORY AUTHORITY PANCHKULA

Website: www.haryanarera.gov.in

BEFORE ADJUDICATING OFFICER

COMPLAINT NO 2025 OF 2023

Complaint No.: 2025 of 2023
Date of Institution: 22.09.2022
Date of Decision: 16.04.2026

Krishan Kumar Sharma And Another

....Complainant

Versus

1. BPTP Ltd.
2. Countrywide Promoters Pvt. Ltd
3. BPTP Parklands Pride Limited


....Respondents

ORDER

This order of mine will dispose of a complaint filed by the complainants namely 'Krishan Kumar Sharma And Another' against BPTP, seeking compensation and the interest from this Forum, in accordance with the provisions of Rule 29 of the HRERA, Rules, 2017 (hereinafter to be referred as the Rules 2017), read with Sections 71 & 72 of the RERA Act, 2016 (hereinafter to be referred as the Act, 2016).


16/04/2026

2. Brief facts of the complaint are that respondent floated scheme for the development of residential township to be constructed and developed on the land situated in the revenue estates of Faridabad, Haryana under the name and style of "Park Elite Floors". That, the complainants were approached by respondents in relation of booking of the flat and in pursuance of the same the unit was offered for a sale consideration (Basic Sale Price) ₹25,04,882/- (as ₹25,56,002/- Less Discount of ₹51,120/-), which was exclusive of EDC/IDC/Other additional charges/ Service Tax. A cheque no. 495277 dated 26.05.2009 drawn on Canara Bank, Delhi, was issued and payment of ₹3,00,000 as earnest/booking amount was made in favour of the respondent. That, the total payment of ₹24,50,164/- was made to the respondents. That, the booking was made to groundfloor only and the same was mentioned in application for allotment which stated 'Booking for Ground Floor Only'. However, vide allotment letter dated 24.12.2009, the respondent allotted the unit, i.e. Independent Residential Flat bearing N. H-51, on Second Floor, in H Tower admeasuring 1418 sq. ft. in the project "Park Elite Floors", of M/S BPTP Ltd. at Parklands, Faridabad, Haryana, to the complainants. That, the respondent violated section 13 of the RE(RD) Act, 2016 which says a sum of more than 10% of the total cost of the apartment in question without entering into a written agreement and registration of the same cannot be demanded or accepted. The Flat Buyers Agreement was executed on 20.08.2010 i.e. after 8 months of the

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allotment, which was earlier promised to the complainants by the respondents that it would be executed within 2 months of allotment and the possession would be handed over to the complainants within 24 months of the execution of the said agreement. That, the terms and condition enumerated under the Flat Buyers Agreement as amended by the Addendum to the same, the possession of the unit was to be handed over to the complaints within 24 months from the date of execution of the said agreement. The respondents were duty bound to hand over the possession of the said flat by dated 20.08.2012 along with a grace period of 180 days, i.e. latest by dated 20.02.2013. That, a letter dated 25.09.2010 was issued by the respondent company to the complainants, stating project was at an advanced stage and and possession will be handed over within stipulated time as per the agreement. That, the complainants tried to enquire about the status of the construction of the unit i.e. unit H-51 and the exact time period for handing over the possession. Respondents replied to the same on dated 23.03.2012 in which they mentioned that it would be difficult to provide the exact date, and that the company might reallocate the unit. Complainants again wrote a letter on dated 10.04.2012 to the respondent to hand over the possession on or before 20.02.2013 i.e. 30 months from the date of signing flat buyer agreement. That, a letter dated 31.05.2012 was issued by the respondents, with the subject 'Re-allotment of the Unit - H-51-SF "Park Elite Floor'. Parklands , Faridabad.' Respondents mentioned that that due to

3
16/04/2026

reasons beyond control, the complainants were being relocated to another unit i.e. Unit bearing no. PE-122-SF, measuring 1510 sq. ft. Complainants consented to the reallocation vide letter dated 11.06.2012. The original floor buyer agreement dated 20.08.2010, was returned by the complainants, as asked for by the respondent. Re-allotment of the unit from Floor no. H-51-SF to Floor No. PE-122-SF. That, the new flat buyers agreement dated 15.10.2012 was entered by the parties as per which the physical possession of the unit was to be delivered by the respondents within a period of 24 months from the date of the said agreement, along with grace period of 180 days. Accordingly, the possession of the re-allotted unit was to be handed over by 15.10.2014 along with a grace period of 180 days, i.e. latest by 15.04.2015. That, despite of receiving about 80% of the total net cost of the unit, the possession was still not delivered by the respondent company within the said time. As per the agreement dated 15.10.2012, the respondent company were duty bound to pay compensation @5/- per sq ft. per month for every month of delay till the actual date of possession, the respondent company has not complied with the same. That, there was miserable delay on the part of the respondent company. There were several e-mails from complainants dated 14.11.2015, 18.11.2015, 23.05.2016 and 03.12.2016 but respondent company was unbothered. That, on dated 30.12.2016 complainants issued a legal notice dated 30.12.2016 to the respondents with prayer to hand over the possession of the unit alongwith compensation for

4

16/04/2026

delay in accordance with the agreement dated 15.10.2012. To this respondent sent an email dated 30.03.2017, calling upon the complainants to make the payment qua VAT alongwith interest @18% per annum. That, after persistent efforts of the complainants, respondent company scheduled a meeting on dated 13.04.2017 and respondent company accepted the delay in delivery of possession and that the delayed possession penalty would remain payable for the entire period in terms of the agreement. It was further confirmed by the respondent that the unit would be offered latest by February, 2018. That, the complainants at this stage were hopeful but on inspection of the site they were shocked to observe that no construction was going on at the site. Complainants raised objections that cheating effected on part of the respondent and in response of it respondent issued an email dated 23.05.2017 mentioning that in furtherance of the meeting, the possession would be offered by February, 2018. That, the complainants filed complaint dated 18.08.2017, against the respondent company before the S.H.O., PS., Connaught Place, New Delhi. there was grave, acute and continuous harassment undergone by the complainants. Complainants approached the Hon'ble HRERA, Panchkula vide complaint bearing no. 1 of 2020 dated 01.01.2020, praying for refund of the deposited amounts alongwith interest. The Authority vide order dated 17.03.2022 ordered refund the principal amount of ₹24,50,164.36/- plus interest amount of ₹22,39,563/- to the complainant, within a period of 90 days of uploading of this

5

16/04/2026

order i.e. the period prescribed under Rule 16 of RERA Rules, 2017. The order was not complied within time of 90 days as ordered by the Id. bench , and decree holders filed execution bearing no. 2277 of 2022 dated 25.08.2022 and thereafter respondent ultimately gave cheques for the decretal amount before the Executing Court. The complainants have claimed to have suffered financial loss, lots of expenses incurred in visiting office and project site, engaging the lawyer and prayed that the respondent be directed to pay a compensatory interest @18% per annum compounded monthly on paid amount ₹24,50,164.36/- and ₹50,00,000/- on account of mental harassment, agony, grievance and frustration caused to the complainants, by deficiency in service, unfair trade practices and miserable attitude of respondent alongwith interest and ₹2,50,000/- on account of litigation expenses and any other relief. Finally, prayer is made to grant compensation in the manner prayed for.

3. On receipt of notice of the complaint, respondent no.1 filed reply, which in brief states that respondent no.2 is not a necessary party to present complaint as there was no privity of contract between the complainants and respondent no.2, hence, its name be deleted from array of parties; That, at the time of agreement i.e. on 15.10.2012, it was agreed between the parties that area of unit is tentative and subject to change thus complainants has executed an undertaking an affidavit of the effect agreeing to tentative nature of unit; That, unit of complainants


16/04/2026


was changed from H51 on Second Floor to PE-122-SF on Second Floor vide Floor Buyer Agreement dated 15.10.2012; That, as per clause 25 of agreement dated 15.10.2012, the said agreement captures the entire agreement clause and superseded any and all understandings, terms of the application and other agreements, correspondence or arrangements, where written or oral; That, the respondent no.1 has received Occupancy Certificate on 18.06.2024. Further, it has been mentioned that complainants have been granted relief of refund alongwith interest from Hon'ble Authority in the form of compensation itself which is more than sufficient and is in consonance with the principles of natural justice. That, the respondent in execution petition no.2277 of 2022 has paid ₹43,69,690/- after deduction of TDS of ₹2,23,185/-; That, relief sought by complainants qua alleged mental harassment , agony, grievances, frustration, deficiency in service, and unfair trade practices cannot be granted to the complainants as there is no provision, rule, or regulation that support claim of compensation for alleged mental harassment , agony, grievances, frustration, deficiency in service, and unfair trade practices. He has further referred to Ld. UPREAT in Appeal no. 70 of 2023 titled as Greater Noida Industrial Development Authority Vs. Ranjan Misra dated 20.04.2023, wherein it has been mentioned that the compensation for mental agony or harassment has not been defined in the Act. That, complainants relief of grant of compensation on alleged escalation of similar property cannot be considered and is unsubstantiated

7
T6/04/2024

claim as per Section 101 of Indian Evidence Act, 1872 and also referred to following decisions i.e. Rangammal Vs. Kuppuswamy 2011 TLPRE 576; Parimal Vs. Veena @ Bharti 2011Supreme1-731(Para 15) and Jetty Naga Lakshmi Parvathi Vs The Union of India Andhra Pradesh HC in Civil Miscellaneous Appeal No. 947 of 2008. That, the complainants claim for litigation charges is merely to harass the respondent and is bogus. Also, the complainant has not submitted the proof of litigation fee.

Finally, prayer is made to dismiss the complaint being not maintainable.

4. No rejoinder was filed. Nor, any party opted for compliance of Rule 29(2)(d) of the Rules, 2017.
5. This Forum has heard Mr. Akshat Mittal, Advocate, for the complainants and Mr. Hemant Saini, Advocate, for the respondent and has also gone through the record carefully.
6. In support of its contentions, learned counsel for the complainants has argued that in the instant case, complainants are very much entitled to get compensation and the interest thereon, because despite having played its part of duty as allottee, the complainants had met all the requirements including payment of sale consideration for the unit booked but it is the respondent which made to wait the complainant to get its unit well in time complete in all respect for more


16/04/2026

than 9 years, which forced the complainant to go for unwarranted litigation to get the refund along with interest by approaching Hon'ble Authority at Panchkula, which has finally granted on dated 02.07.2024. He further argued that the complainant has been played fraud upon by the respondent as it despite having used money deposited by the allottee did not complete the project and enjoyed the said amount for its own cause which amounts to misappropriation of complainant's money on the part of respondent. Finally, he has prayed to grant the compensation in the manner prayed in the complaint.

7. On the other hand, learned counsel for the respondent had argued that the complainant can not claim compensation when relief of refund along with interest on delayed payment has already been granted by the Hon'ble Authority. He has further argued that in the case in hand, the evidence on the basis of which Hon'ble Authority had granted the relief, is the same as that of before this Forum, so in the absence of any additional evidence which entitles the complainant to get compensation, the complainant do not meet the requirements of Section 72 of the Act, 2016, resultantly not entitled for compensation. In addition to the same, he has also argued that in the case in hand once the complainants have been granted interest on delayed payment, there arises no reason as to why the complainants be granted interest on the same pattern and also the evidence on which they have already got the order of refund with interest. He has also argued that in the instant

9
16/04/2026

case, once the respondent had offered to give an alternate unit to the complainants, which they did not accept, meaning thereby the complainants cannot say that the respondent did not try to handover the possession of the unit in time, to claim compensation on the ground of sufferings. He has further argued that since there was an offer of alternate unit to the complainants, which latter refused, now they cannot claim loss of opportunity to get compensation. He has further argued that there has not been any intentional delay on the part of the respondent to complete the project which got delayed because of the circumstances beyond the reach of the respondent including COVID. He has also argued that since the project was launched prior to inception of Act, 2016, provisions of Act, 2016 shall not apply in this case. He also argued that the complaint is barred by limitation, hence, it be dismissed. He for the sake of repetition has further argued that to get a relief under Section 71 of the Act, 2016 read with Rule 29 of the Rules, 2017, the complainant is required to prove the ingredients of Section 72 of the Act, 2016, which in the case in hand do not stand proved as no cogent evidence to meet requirements of Section 72 of the Act, has been led. He has further argued that it is the requirement of Sections 71 and 72 of the Act, 2016 read with Rule 29 of the Rules, 2017, the Adjudicating Officer to adjudge compensation by conducting an enquiry in the manner laid and for conducting the enquiry there should be sufficient evidence led by the complainants with facts and figures to prove as to how it is entitled to get



16/4/2026

compensation within the meaning of Section 72 of the Act, 2016. He further argued that in the instant case, the complainant has not led any evidence as to how it has spent the amount in the manner claimed to seek compensation under different heads, so it being a case of no evidence in support of the claim of the complainant, the complaint is to be dismissed being devoid of merit. Finally, he has prayed to dismiss the complaint.

8. To rebut the contentions of the learned counsel for the respondent, learned counsel for the complainants in addition to the earlier arguments advanced argued that mere offering of alternate unit would not justify the promoter to illegally misappropriate enjoy the money paid by the complainants to get the unit in time, as even Section 18(1) of the Act, 2016, entitles an allottee to withdraw from the project if there is unreasonable delay in delivery of possession and also to claim compensation as per the prescribed manner, which, in the case in hand the complainants have done. He has further argued that in the case in hand the delay in delivery of possession cannot be attributed to the COVID period because the delay in delivery had started much prior to the likely date of delivery of possession or even inset of COVID-19 pandemic. He has further argued that mere grant of refund with interest by Hon'ble Authority under Section 31 of the Act, 2016, ipso facto do not bar the complainants to claim compensation one of whom is a cancer patient since long, thus, a victim of added pains because of ill will of the promoter who did


16/11/2023

not fulfill its promise in the manner projected that too for years together. Finally, in addition to his earlier arguments, he has prayed for grant of compensation in the manner prayed.

9. With due regards to the rival contentions and facts on record to decide the lis, this Forum possess following questions to be answered;

- (a) Whether the law of limitation is applicable in a case covered under RERA Act, 2016 and Rule 2017 made thereunder?
- (b) Whether the RERA, Act, 2016 and Rules, 2017 bars this Forum to grant compensation when relief of refund with interest has already been granted by Hon'ble Authority?
- (c) Whether the RERA Act, 2016, is retrospective or retroactive in its operation?
- (d) What are the factors to be taken note of to decide compensation?
- (e) Whether it is necessary for the complainants to give evidence of mental harassment, agony, grievance and frustration caused due to deficiency in service, unfair trade practice and miserable attitude of the promoter, in a case to get compensation or interest?

(f) Whether complainants are entitled to get compensation in the case in hand?

10. Now, this Forum will take on each question posed to answer, to decide the lis in the following manner;


10(a) Whether the law of limitation is applicable in a case covered under RERA Act, 2016 and HRERA Rules 2017 made thereunder?

The answer to this question is in negative.

The plea for the respondent is that complaint is barred by limitation as project pertain to the year 2011, whereas complaint was filed in the year 2024.

On the other hand, the plea for the complainants is that the provisions of Limitation Act are not applicable in this complaint filed under RERA Act, 2016, hence, plea of limitation so raised be rejected.

With due regards to the rival contentions and facts on record, this Forum is of the view the law of limitation does not apply in respect of a complaint filed under the provisions of the RERA Act, 2016. Rather, Section 29 of the Limitation Act, 1963, specifically provides that Limitation Act, 1963, does not apply to a special


16/4/2026

enactment wherein no period of limitation is provided like RERA Act, 2016. For ready reference, Section 29 of the Limitation Act, 1963, is reproduced below;

Section 29 - Limitation Act, 1963

29. Savings.--

(1) Nothing in this Act shall affect section 25 of the Indian Contract Act, 1872 (9 of 1872).

(2) Where any special or local law prescribes for any suit, appeal or application a period of limitation different from the period prescribed by the Schedule, the provisions of section 3 shall apply as if such period were the period prescribed by the Schedule and for the purpose of determining any period of limitation prescribed for any suit, appeal or application by any special or local law, the provisions contained in sections 4 to 24 (inclusive) shall apply only in so far as, and to the extent to which, they are not expressly excluded by such special or local law.

(3) Save as otherwise provided in any law for the time being in force with respect to marriage and divorce, nothing in this Act shall apply to any suit or other proceeding under any such law.

(4) Sections 25 and 26 and the definition of "easement" in section 2 shall not apply to cases arising in the territories to which the Indian Easements Act, 1882 (5 of 1882), may for the time being extend.

Even, section 18(2) of RERA Act, 2016, brings the complaint for compensation out of the purview of Limitation Act, 1963 by making specific mention thereof.

Further, Hon'ble Apex Court in Consolidated Engg. Enterprises v/s Irrigation Department 2008(7)SCC169, has held regarding applicability of Limitation Act, 2016, upon quasi-judicial Forums like "Authority" or "Adjudicating Officer" working under


16/4/2026

RERA Act and Rules thereunder to the effect that "Limitation Act would not apply to quasi-judicial bodies or Tribunals." Similar view has been reiterated by Hon'ble Apex Court in a case titled as "M.P. Steel Corporation v/s Commissioner of Central Excise 2015(7)SSC58".

Notwithstanding anything stated above, academically, even if it is accepted that law of limitation applies on quasi-judicial proceedings, though not, still in the case in hand, it would not have an application in this case as the project has not been completed till date, resulting into refund of the amount to the complainants, so, cause of action for the complainants is in continuation, if finally held entitled to get compensation.

In nutshell, plea of bar of limitation is devoid of merit.

10(b) Whether the RERA, Act, 2016 and Rules, 2017 bars this Forum to grant compensation when relief of refund with interest has already been granted by Hon'ble Authority?

The answer to this question is in negative.

This question has been answered by Hon'ble Apex Court in Civil Appeal no.(s) 6745-6749 of 2021 titled as "M/s New Tech Promoters


16/4/2026

and Developers Pvt. Ltd. v/s State of U.P. & Ors.” on dated 11.11.2021, to the effect that relief of adjudging compensation and interest thereon under Section 12,14,18 and 19, the Adjudicating Officer exclusively has the power to determine, keeping in view the provisions of Section 71 read with Section 72 of the Act. The relevant Para of the judgment is reproduced below;

“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 of the powers and functions of the Adjudicating Officer under Section 71 and that would be against the mandate of the Act 2016.”

Thus, in view of above law laid down by Hon'ble Apex Court, the reliefs provided under Section 31 and then Section 71 of the RERA Act, 2016 read with Rule 29 of Rules, 2017 are independent to each other to be granted by two different Authorities.

In nutshell, the plea of bar of granting compensation or interest, is devoid of merit.

(10c) Whether the RERA Act, 2016 is retrospective or retroactive in its operation?

This forum observed that the operation of the Act is retroactive in nature. Reference can be made to the case titled "M/s Newtech Promoters & Developers Pvt. Ltd. vs. State of UP & Ors. Etc." 2022(1) R.C.R. (Civil) 357, wherein the Hon Apex Court has held as under:-

"41. The clear and unambiguous language of the statute is retroactive in operation and by applying purposive interpretation rule of statutory construction, only one result is possible, i.e., the legislature consciously enacted a retroactive statute to ensure sale of plot, apartment or building, real estate project is done in an efficient and transparent manner so that the interest of consumers in the real estate sector is protected by all means and Sections 13, 18(1) and 19(4) are all beneficial provisions for safeguarding the pecuniary interest of the consumers/allottees. In the given circumstances, if the Act is held prospective then the adjudicatory mechanism under Section 31 would not be available to any of the allottee for an ongoing project. Thus, it negates the contention of the promoters regarding the contractual terms having an overriding effect over the retrospective applicability of the Act, even on facts of this case."

45. At the given time, there was no law regulating the real estate sector, development works/obligations of promoter and allottee, it was badly felt that such of the ongoing projects to which completion certificate has not been issued must be brought within the fold of the Act 2016 in securing the interests

of allottees, promoters, real estate agents in its best possible way obviously, within the parameters of law. Merely because enactment as prayed is made retroactive in its operation, it cannot be said to be either violative of Articles 14 or 19(1)(g) of the Constitution of India. To the contrary, the Parliament indeed has the power to legislate even retrospectively to take into its fold the preexisting contract and rights executed between the parties in the larger public interest."

53. That even the terms of the agreement to sale or home buyers agreement invariably indicates the intention of the developer that any subsequent legislation, rules and regulations etc. issued by competent authorities will be binding on the parties. The clauses have imposed the applicability of subsequent legislations to be applicable and binding on the flat buyer/allottee and either of the parties, promoters/home buyers or allottees, cannot shirk from their responsibilities/liabilities under the Act and implies their challenge to the violation of the provisions of the Act and it negates the contention advanced by the appellants regarding contractual terms having an overriding effect to the retrospective applicability of the Authority under the provisions of the Act which is completely misplaced and deserves rejection.

54. From the scheme of the Act 2016, its application is retroactive in character and it can safely be observed that the projects already completed or to which the completion certificate has been granted are not under its fold and therefore, vested or accrued rights, if any, in no manner are affected. At the same time, it will apply after getting the ongoing projects and future projects registered under Section 3 to prospectively follow the mandate of the Act 2016."

Further, the same legal position was laid down by the Hon"ble Bombay High Court in "Neel Kamal Realtors Suburban Pvt. Ltd. & Anr. Vs.


Union of India and others” 2018(1) RCR (Civil) 298 (DB), wherein it was laid down as under: -

“122. We have already discussed that the above stated provisions of the RERA are not retrospective in nature. They may to some extent be having a retroactive or quasi retroactive effect but then on that ground the validity of the provisions of RERA cannot be challenged. The Parliament is competent enough to legislate law having retrospective or retroactive effect. A law can be even framed to affect subsisting/existing contractual rights between the parties in the larger public interest. We do not have any doubt in our mind that the RERA has been framed in the larger public interest after a thorough study and discussion made at the highest level by the Standing Committee and Select Committee, which submitted its detailed reports. As regards Article 19(1)(g) it is settled principles that the right conferred by sub-clause (g) of Article 19 is expressed in general language and if there had been no qualifying provisions like clause (6) the right so conferred would have been an absolute one.”

Thus, it is clear from the above said law that the provisions of the Act is retroactive in nature and are applicable to an act or transaction in the process of completion. Thus, the rule of retroactivity will make the provisions of the Act and the Rules applicable to the acts or transactions, which were in the process of the completion though the amendment/contract/agreement might have taken place before the Act and the Rules became applicable.

10(d) What are the factors to be taken note of to decide compensation?

On this point, relevant provisions of RERA Act, 2016 and also law on the subject for grant of compensation, are as under;

19

16/4/2026

(i) Section 18 - Return of amount and compensation

(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.

(2) The promoter shall compensate the allottees in case of any loss caused to him due to defective title of the land, on which the project is being developed or has been developed, in the manner as provided under this Act, and the claim for compensation under this subsection shall not be barred by limitation provided under any law for the time being in force.

(3) If the promoter fails to discharge any other obligations imposed on him under this Act or the rules or regulations made thereunder or in accordance with the terms and conditions of the agreement for sale, he shall be liable to pay such compensation to the allottees, in the manner as provided under this Act.

Section 18(1) of the Act, 2016, caters for grant of compensation to the allottee who withdraws from the project and its proviso bars the grant of compensation to the allottee who elects to continue with project.

20

16/4/2026

- (ii) How an Adjudicating Officer is to exercise its powers to adjudicate, has been mentioned in a case titled as **Mrs. Suman Lata Pandey & Anr v/s Ansal Properties & Infrastructure Ltd. Appeal no. 56/2020, by Hon'ble Uttar Pradesh Real Estate Appellate Tribunal at Lucknow dated 29.09.2022** in the following manner;

12.8- The word "fail to comply with the provisions of any of the sections as specified in sub section (1)" used in Sub-Section (3) of Section 71, means failure of the promoter to comply with the requirements mentioned in Section 12, 14, 18 and 19. The Adjudicating Officer after holding enquiry while adjudging the quantum of compensation or interest as the case may be, shall have due regard to the factors mentioned in Section 72. The compensation may be adjudged either as a quantitative or as compensatory interest.

12.9 – The Adjudicating Officer, thus, has been conferred with power to directed for making payment of compensation or interest, as the case may be, "as he thinks fit" in accordance with the provisions of Section 12, 14, 18 and 19 of the Act after taking into consideration the factors enumerated in Section 72 of Act.

- (iii) What is to be considered by the Adjudicating Officer, while deciding the quantum of compensation, as the term "compensation" has not been defined under RERA Act, 2016, is answered in Section 71 of the Act, 2016, as per which " he may direct to pay such compensation of interest, as the case may any be, as he thinks fit in accordance with the provisions of any of those sections,"

Section 72, further elaborate the factors to be taken note of, which read as under;


16/4/2026

Section 72: Factors to be taken into account by the adjudicating officer.

72. While adjudging the quantum of compensation or interest, as the case may be, under Section 71, the adjudicating officer shall have due regard to the following factors, namely:—

(a) the amount of disproportionate gain or unfair advantage, wherever quantifiable, made as a result of the default;

(b) the amount of loss caused as a result of the default;

(c) the repetitive nature of the default;

(d) such other factors which the adjudicating officer considers necessary to the case in furtherance of justice.

(iv) For determination of the entitlement of complainant for compensation due to default of the builder/developer Hon'ble Apex Court in M/s Fortune Infrastructure (now known as M/s. Hicon Infrastructure) & Anr. Vs. Trevor D'Lima and Others, Civil Appeal No.(s) 3533-3534 of 2017 decided on 12.03.2018, has held as under:-


“Thus, the Forum or the Commission must determine that there has been deficiency in service and/or misfeasance in public office which has resulted in loss or injury. No hard-and-fast rule can be laid down, however, a few examples would be where an allotment is made, price is received/paid but possession is not given within the period set out in the brochure. The Commission/Forum would then need to determine the loss.


16/4/2026

Loss could be determined on the basis of loss of rent which could have been earned if possession was given and the premises let out or if the consumer has had to stay in rented premises, then on the basis of rent actually paid by him. Along with recompensing the loss the Commission/Forum may also compensate for harassment/injury, both mental and physical.”

In the aforesaid case, Hon’ble Apex Court laid down the principle for entitlement of the compensation due to loss or injury and its scope in cases where the promoter of real estate failed to complete the project and defaulted in handing over its possession. Similarly, Hon’ble Three Judge Bench of the Hon’ble Apex Court in **Charan Singh Vs. Healing Touch Hospital & Ors. (2000) 7 SCC 668**, had earlier held regarding assessment of damages in a case under Consumer Protection Act, in the following manner;

“While quantifying damages, Consumer Forums are required to make an attempt to serve the ends of justice so that compensation is awarded, in an established case, which not only serves the purpose of recompensing the individual, but which also at the same time, aims to bring about a qualitative change in the attitude of the service provider. Indeed, calculation of damages depends on the facts and circumstances of each case. No hard and fast rule can be laid down for universal application. While awarding compensation, a consumer forum has to take into account all relevant factors and assess compensation on the basis of accepted legal principles, and moderation. It is for the consumer forum to grant compensation to the


16/4/2026

extent it finds it reasonable, fair and proper in the facts and circumstances of a given case according to the established judicial standards where the claimant is liable to establish his charge."

10(e) Whether it is necessary for the complainants to give evidence of mental harassment, agony, grievance and frustration caused due to deficiency in service, unfair trade practice and miserable attitude of the promoter, in a case to get compensation or interest?

The answer to this question is that no hard and fast rule could be laid to seek proof of such feelings from an allottee. He/she may have documentary proof to show the deficiency in service on the part of the builder and even this Forum could itself take judicial notice of the mental and physical agony suffered by an original allottee due to non-performance of duties on the part of the promoter, in respect of the promises made to lure an allottee to invest its hard earned money to own its dream house without realising the hidden agendas or unfair practices of the builder in that project.

In nutshell, to award compensation, the Forum can adopt any procedure suitable in a particular case to decide the availability of factors on record entitling or disentitling an allottee to get compensation which is the reason even under Rule 29 of the Rules 2017, it is not compulsory to lead evidence.

10(f) Whether complainants are entitled to get compensation in the case in hand?


Before deliberating on this aspect, it is necessary to deliberate upon admitted facts to be considered to decide the lis;

24

16/4/2026


COMPLAINT NO 2025 OF 2023

(i)	Project pertains to the year	2009																														
(ii)	Proposed Handing over of possession	As per clause 5.1 of builder buyer agreement dated 15.10.2012, 24 months from the date of BBA plus 180 grace period. (15.04.2015)																														
(iii)	Basic sale price	₹25,04,882/-																														
(iv)	Total amount paid	₹24,50,164/-																														
(v)	Period of payment	2009-2013 <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Sr.No.</th> <th>Date of payment</th> <th>Amount in (₹)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>26.05.2009</td> <td>3,00,000/-</td> </tr> <tr> <td>2.</td> <td>21.08.2009</td> <td>3,26,221.05/-</td> </tr> <tr> <td></td> <td>20.10.2009</td> <td>2,83,288.40/-</td> </tr> <tr> <td>3.</td> <td>24.12.2012</td> <td>120,236.90/-</td> </tr> <tr> <td>4.</td> <td>02.01.2013</td> <td>3,55,104.36/-</td> </tr> <tr> <td>5.</td> <td>18.07.2013</td> <td>3,55,104.36/-</td> </tr> <tr> <td>6.</td> <td>16.09.2013</td> <td>3,55,104.36/-</td> </tr> <tr> <td>7.</td> <td>16.11.2013</td> <td>3,55,104.36/-</td> </tr> <tr> <td></td> <td>Total-</td> <td>24,50,164/- (Approx)</td> </tr> </tbody> </table>	Sr.No.	Date of payment	Amount in (₹)	1.	26.05.2009	3,00,000/-	2.	21.08.2009	3,26,221.05/-		20.10.2009	2,83,288.40/-	3.	24.12.2012	120,236.90/-	4.	02.01.2013	3,55,104.36/-	5.	18.07.2013	3,55,104.36/-	6.	16.09.2013	3,55,104.36/-	7.	16.11.2013	3,55,104.36/-		Total-	24,50,164/- (Approx)
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	Total-	24,50,164/- (Approx)																														
(vi)	Occupancy certificate Whether received till Filing of complaint	NO (Occupancy Certificate received on dated 18.06.2024)																														
(vii)	Date of filing of complaint under Section 31 before	01.01.2020																														


16/4/2026

COMPLAINT NO 2025 OF 2023

	Hon'ble Authority																																	
(viii)	Date of order of Authority	17.03.2022																																
(ix)	Date of filing of complaint under Sections 71 read with Rule 29	22.09.2023																																
(x)	Date when total refund made, if made	<p>Part-payment made in the following manner</p> <table border="1"> <thead> <tr> <th>Sr.n o.</th> <th>Cheque No.</th> <th>Date</th> <th>Amount (in ₹)</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>4 cheques (655294, 655295, 655296, 655297)</td> <td>20.02.2023</td> <td>₹7,65,480/-</td> </tr> <tr> <td>2.</td> <td>4 cheques (655298, 655299, 655300, 655301)</td> <td>20.03.2023</td> <td>₹7,65,480/-</td> </tr> <tr> <td>3.</td> <td>4 cheques (655302, 655303, 655304, 655305)</td> <td>20.04.2023</td> <td>₹7,65,480/-</td> </tr> <tr> <td>4.</td> <td>4 cheques (655306, 655307, 655308, 655309)</td> <td>20.05.2023</td> <td>₹7,65,480/-</td> </tr> <tr> <td>5.</td> <td>4 cheques (655310, 655311, 655312, 655313)</td> <td>20.06.2023</td> <td>₹7,65,480/-</td> </tr> <tr> <td>6.</td> <td>4 cheques (655314, 655315, 655316, 655317)</td> <td>20.07.2023</td> <td>₹7,65,478/-</td> </tr> <tr> <td>7.</td> <td>2 cheques</td> <td>30.09.2024</td> <td>₹2,38,494/-</td> </tr> </tbody> </table>	Sr.n o.	Cheque No.	Date	Amount (in ₹)	1.	4 cheques (655294, 655295, 655296, 655297)	20.02.2023	₹7,65,480/-	2.	4 cheques (655298, 655299, 655300, 655301)	20.03.2023	₹7,65,480/-	3.	4 cheques (655302, 655303, 655304, 655305)	20.04.2023	₹7,65,480/-	4.	4 cheques (655306, 655307, 655308, 655309)	20.05.2023	₹7,65,480/-	5.	4 cheques (655310, 655311, 655312, 655313)	20.06.2023	₹7,65,480/-	6.	4 cheques (655314, 655315, 655316, 655317)	20.07.2023	₹7,65,478/-	7.	2 cheques	30.09.2024	₹2,38,494/-
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16/4/2026

COMPLAINT NO 2025 OF 2023

8.	1 cheque 394252	21.05.2025	1,56,620/-
Total Amount			₹49,87,992.36/-

(A) It is a matter of record that the project advertised in the year 2009, did not get occupation certificate till filing of the complaint on dated 22.09.2023 and also that the complainants on its part had performed its part of duty by paying more than 80% of basic price of the unit. Admittedly, the basic price of the unit was ₹25,04,882/- whereas the complainant paid ₹24,50,164/- till 16.11.2013.

It is also admitted on record that the complainant did not get possession of the unit allotted. There can also be no denial that allottee of the unit generally spend their lifetime earning and they are not at equal footings with that of the promoter, who is in a dominating position. The position of the allottees becomes more pitiable and sympathetic when he or she has to wait for years together to get the possession of a unit allotted despite having played its bid. But, on the contrary, it is the promoter who enjoys the

27 
16/4/2026

amount paid by allottees during this period and keep on going to delay the completion of the project by not meeting legal requirements on its part to get the final completion from competent Authority about fulfilling which such promoter knew since the time of advertisement of the launch of the project. Further, the conduct of the promoter to enjoy the amount of allottees paid is nothing but misappropriation of the amount legally paid as the promoter did not hand over possession, which the promoter was legally bound to do. It is not out of place to mention here that if the promoter/respondent had a right to receive the money from the allottee to hand over the possession in time, it is bound to face the consequences for not handing over the possession in time. Here, it is worth to quote a Latin maxim "ubi jus ibi remedium," which means "where law has established a right, there should be a corresponding remedy for its breach." If this be the legal and factual position, the promoter is not only bound to refund the amount but also to compensate the allottee for disappropriate gain or unfair advantage on the part of the promoter within the meaning of Section 72(a) of the Act 2016, of the amount paid. It is not out of place to mention here that as per record, the allottee had paid ₹24,50,164/-. However, it is not in

dispute that the respondent neither completed the project, nor handed over possession till allottee having been forced to approach Hon'ble HRERA Authority, Panchkula, to get relief of refund after having indulged in unwarranted forced litigation by the promoter at the cost of allottees' personal expenses, which it got much later than due. During this period, obviously, the allottee had to suffer inconvenience, harassment, mental pain and agony during the said period bringing its case within the ambit of Section 72(d) of the Act, 2016 as such feelings are to be felt/sensed by this Forum without seeking any proof thereof.

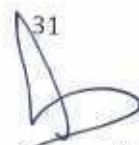
In view of the above, since, the promoters had been using the amount of ₹24,50,164/-, for the last more than 14 years, for the sake of repetition it is held that it can definitely be termed as "disappropriate gain" or "unfair advantage", as enumerated in Section 72(a) of the Act. In other words, it had been loss to allottees as a result of default on the part of the promoter which continues till date. Thus, it would be in the interest of justice, if the compensation is ordered to be paid to the complainant after taking into consideration, the default of respondent for the period starting from 2009 to till date and also misutilization of the amount paid by the

complainant to the respondent. In fact, the facts and circumstances of this case itself are proof of agony undergone by the complainant for so long, hence, there is no need to look for formal proof of the same. Further, there can't be denial to the effect that the allottees must have had to run around to ask the promoter to hand over the possession and also that if the unit provided in time, there was no reason for the complainant to file the complaints/execution petition by engaging counsel(s) at different stages, and also that because of escalation of prices of unit in last 14 years, the complainant may not be in a position to purchase the same unit now, even by paying triple of the amount invested, which amounts to loss of opportunity to the allottee. These factors also enable an allottee to get compensation.

(B) Though, learned counsel for the respondent has claimed that it is not a case of compensation, as the complainants have already got the refund with interest along with interest on delayed payment. But, this Forum has already held in this regard that grant of refund with interest and grant of compensation are two different remedies catered for in the Act, 2016, meaning thereby there is no bar to grant compensation to an allottee who is in receipt of order of refund. Notwithstanding this, even Section 18(1) of the Act, 2016,


speaks about liberty with allottee to withdraw from the project, if there is unreasonable delay on the part of the promoter to deliver the possession and the same Section as discussed above, enables the complainant to get compensation in the manner prescribed. It is apt to note here that the co-joint reading of Section 71 read with Rule 29, Section 18(1) read with Rules 15, 16 and Section 2(za) makes it clear that the rate of interest in cases of refund and compensation will be the same as prescribed in these Sections. Hence, there is no bar upon the Adjudicating Officer to follow the procedure laid in the Act, 2016 and the Rules, 2017, to grant compensation and the rate of interest therein. Further, if not paid within stipulated time but delayed, then interest on delayed payment going to be same as that in case of relief of refund granted in a complaint under Section 31 of the Act, 2016. In fact, Section 72 of the Act, 2016, is silent about the rate of interest to be granted, meaning thereby, the Adjudicating Officer can adopt any welfare oriented approach, so has been done in this case by relying upon section 18(1) of the Act, 2016, which is clear on this aspect read with Rule 15 of the Rules, 2017.

Further, learned counsel for the respondent has claimed that the offer of alternate unit saves the respondent from

31

16/04/2026


delay in delivery and also it disentitles the allottee to claim for loss of opportunity. This Forum is not in agreement with this illogical logic because Section 18(1) itself caters for withdrawal from the project by an allottee and such right cannot be curbed by the promoter by offering an alternate unit that too after years together from the expected date of delivery of possession. Otherwise also, when an allottee has already suffered mentally, physically and financially from the misconduct of the promoter in respect of the unit originally allotted much more after the reasonable period in waiting for its delivery, where is the guarantee that the allottee will not suffer in the same manner in respect of the alternate unit so offered particularly when the Occupancy Certificate in the case in hand did not see the light of the day till complaint for compensation was filed.

Another argument of learned counsel for the respondent is that no specific circumstance are there on record to enable the complainant to get compensation, thus the complainant is not entitled for compensation for want of evidence. This Forum do not find any merit in this arguments because this Forum has already held in preceding paragraphs that to get compensation leading of

³²
16/04/2026

evidence is not required, nor, Rule 29 of the Rules, 2017, warrants such compliance. Otherwise also, in nutshell, compensation in general circumstances can be assessed by this Forum having in mind as to how the mischievous and misleading conduct of the promoter for years together must have had led the complainant to suffer for years together to wait for his due which he really and legally deserved that too when the delay is not attributable to his conduct.

Learned counsel for the respondent has also relied upon the law laid down in para 15 and 19 of the reply, to say compensation can't be granted. Having due regards to the law cited, the benefit of the same is not available to the respondent in the case in hand, as the law relied is distinguishable on facts. e.g. in Rangammal's case (supra), a legal proposition in general has been set up regarding burden of proof, which is a settled proposition of law. But, the quoted judgment does not say that even in cases of compensation under RERA Act, 2016, evidence is required to be led. Rather, Rule 29 of the Rules, 2017, itself does not warrant it. Similarly, in Greater Noida Industrial Development Authority's case (supra), proposition of law discussed therein is different from the facts of the case under consideration.


16/4/2026

(C) In view of the foregoing discussions, the complainants are held entitled for compensation.

11. Once, the complainant has been held entitled to get compensation, now it is to be decided how much compensation is to be granted, on which amount, what would be rate of interest and how long the promoter would be liable to pay the interest?

Before answering this question, this Forum would like to reproduce the provisions of Section 18 of the Act, 2016, Rules 15 and 16 of HRERA, Rules, 2017 and also definition of 'interest' given in Section 2(za) of the RERA Act, 2016;

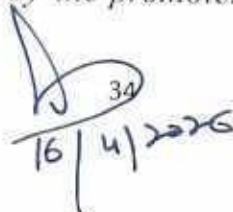
Rule 15 - Prescribed Rate of Interest - [Proviso to section 12, section 18 and sub section (4) and sub-section (7) of section 19]

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.]

Rule 16- Timelines for refund of money and interest at such rate as may be prescribed, payment of interest at such rate as may be prescribed:- [Section 18 and Section 19].-

(1). Any refund of money along with the interest at such rate as may be prescribed payable by the promoter in terms of the Act, or rules and

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regulations made there under shall be payable by the promoter to the allottee within a period of ninety days from the date on which such refund alongwith interest such rate as may be prescribed has been ordered by the Authority.

(2) Where an allottee does not intend to withdraw from the project and interest for every month of delay till handing over of the possession at such rate as may be prescribed ordered by the Authority to be paid by the promoter to the allottee, the arrears of such interest accrued on the date of the order by the Authority shall be payable by the promoter to the allottee within a period of ninety days from the date of the order of the Authority and interest for every month of delay shall be payable by the promoter to the allottee before 10th day of the subsequent month.

Section 18 - Return of amount and compensation.


(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.

(2) The promoter shall compensate the allottees in case of any loss caused to him due to defective title of the land, on which the project is being developed or has been developed, in the manner as provided under this Act, and the claim for compensation under this subsection shall not be barred by limitation provided under any law for the time being in force,


16/11/2026

(3) If the promoter fails to discharge any other obligations imposed on him under this Act or the rules or regulations made thereunder or in accordance with the terms and conditions of the agreement for sale, he shall be liable to pay such compensation to the allottees, in the manner as provided under this Act.

Section 2(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;


Perusal of provisions of Section 18(1) make it clear that in case of refund or compensation, the grant of interest may be "at such rate as prescribed" in the Act, 2016. It is not out of place to mention here that Section 18(1), not only deals with cases of refund where allottee withdraws from project but also the cases of compensation as is evident from the heading given to this section as well as the fact that it has mention of refund and rate of interest thereon including cases of compensation. However, it bars grant of compensation to allottee who continue with project. Further, perusal of provisions of Section 18(1) of the Act, 2016, indicate that the


16/4/2026

allottee shall be entitled to get refund or compensation, as the case may be, with interest at the rate prescribed in the Act, 2016.

Rule 15 of the Rules 2017, defines the "prescribed rate" as "State Bank of India highest marginal cost of lending rate + 2% with proviso".


Further, Rule 16 of the Rules, 2017, provides for the time limit to refund money and interest thereon and that interest is to be as per the rate prescribed in Rule 15 in the matters covered under proviso to section 12, Section 18 and Section 19 (4) and 19(7) of the Act, 2016. It further deals with two situations, one, where the allottee has opted for a refund rather than a unit in a project and second case where he has gone for the project but there is delay in delivery. Hence, it cannot be said that the Rule 16 deals with only one situation out of two mentioned in sub rule (1) and sub rule (2) respectively. It is not out of place to mention here that this Rule 16 deals with cases related to Sections 18(1) & 19 of the Act, 2016 only in those cases where allottee withdraws from the project. In other words, where allottee continues with project, then is entitled to relief mentioned in proviso to Section 18(1) only as proviso does not cater for grant of compensation where allottee continues with project.


16/4/2026

How long the interest would remain payable on the refund or compensation, as the case may be, is provided in Section 2(za) of the Act, 2016, which says that "cycle of interest would continue till the entire amount is refunded by the promoter". In other words, if the provisions of Section 18(1) read with Rule 15 read with Rule 16 and Section 2(za) are interpreted co-jointly, then it would mean that in case of refund or compensation, as the case may be, the promoter will be liable to pay the interest from the date the promoter received the amount or any part thereof till the date the amount of refund or compensation, as the case may be, or part thereof along with up to date interest is refunded/paid, even if not specified in the order under execution. However, the situation is different in case of an allottee's default in payments to the promoter till the date it is paid. With this legal position, it is safe to conclude in the case in hand, in view of Explanation (ii) to Section 2(za), the allottee will be entitled to get the interest up to date of the final payment at the rate prescribed in Rule 15.

RELIEF

12. Reverting back to the facts of the case under consideration, having the above discussed legal position in mind, it is concluded that respondent is directed to make payment of compensation as calculated below in relief; having in mind the provisions of Rule 15;


16/4/2026

The calculation of compensation as verified by the Account Branch of Hon'ble Authority is tabulated below:

(A) Schedule of payment

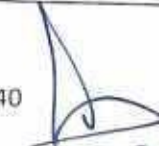
Date	Payment made	Total amount due Including interest ₹46,89,727.36/-
20.02.2023	₹7,65,480/-	₹39,24,247.36/-
20.03.2023	₹7,65,480/-	₹31,58,767.36/-
20.04.2023	₹7,65,480/-	₹23,93,287.36/-
20.05.2023	₹7,65,480/-	₹16,27,807.36/-
20.06.2023	₹7,65,480/-	₹8,62,327.36/-
20.07.2023	₹7,65,478/-	₹96,849.36/-
30.09.2024	₹2,38,494/-	-₹1,41,644.64/-

(B) Calculation of Compensation

Amount Paid by complainant (in ₹) and date	Amount paid by respondent (in ₹) and date	Time period	Rate %	Compensation Amount (in ₹)
₹3,00,000/- paid on 26.05.2009	₹7,65,480/- paid on 20.02.2023	26.05.2009-20.02.2023 (₹7,65,480/- paid on 20.02.2023) on ₹3,00,000/-	10.80	₹4,45,522/-


16/4/2026

₹3,26,221.05 /- paid on 21.08.2009		21.08.2009-20.02.2023 (₹7,65,480/- paid on 20.02.2023) on ₹3,26,221.05/-	10.80	₹4,76,065/-
₹2,83,288.40 /- paid on 20.10.2009		20.10.2009-20.02.2023 (₹7,65,480/- paid on 20.02.2023) on ₹1,39,258.95/-	10.80	₹2,00,753/-
	₹7,65,480/- paid on 20.03.2023	20.10.2009-20.03.2023 (₹7,65,480/- paid on 20.03.2023) on ₹1,44,029.45/-	10.80	₹2,08,823/-
₹1,20,236.90 /- paid on 24.12.2012		24.12.2012-20.03.2023 (₹7,65,480/- paid on 20.03.2023) on ₹1,20,236.90/-	10.80	₹1,33,022/-
₹3,55,104.36 /- paid on 02.01.2013		02.01.2013-20.03.2023 (₹7,65,480/- paid on 20.03.2023) on ₹3,55,104.36/-	10.80	₹3,91,918/-
₹3,55,104.36 /- paid on 18.07.2013		18.07.2013-20.03.2023 (₹7,65,480/- paid on 20.03.2023) on ₹1,46,109.29/-	10.80	₹1,52,740/-
	₹7,65,480/- paid on 20.04.2023	18.07.2013-20.04.2023 (₹7,65,480/- paid on 20.04.2023) on ₹2,08,995.07/-	10.80	₹2,20,396/-
₹3,55,104.36 /- paid on 16.09.2013		16.09.2013-20.04.2023 (₹7,65,480/- paid on 20.04.2023) on ₹3,55,104.36/-	10.80	₹3,68,172/-


16/4/2026

₹3,55,104.36 /- paid on 16.11.2013		16.11.2013-20.04.2023 (₹7,65,480/- paid on 20.04.2023) on ₹3,55,104.36/-	10.80	₹3,61,763/-
TOTAL				₹29,59,174/-

13. Since, the complainant has been forced to file the complaint to get his legal right of compensation, the complainant is granted ₹30,000/- as litigation charges.

The total compensation comes to ₹29,59,174/- + ₹30,000/- = ₹29,89,174/- (Rupees Twenty-Nine Lakh Eighty-Nine Thousand One Hundred Seventy-Four Only). Undoubtedly, the amount of compensation, if calculated with the relief granted by the Hon'ble Authority, it appears that the allottees have got much more than they spent but it is justified because the property which they had applied in the year 2009, may be costing now much more than the amount which the allottees are ordered to get in total under the Act, 2016.

14. Consequently, the present complaint is allowed in the manner discussed above. The respondent is directed to pay an amount of ₹29,59,174/- + ₹30,000/- = ₹29,89,174/- (Rupees Twenty-Nine Lakh Eighty-Nine Thousand One Hundred Seventy-Four Only) within 90 days to the complainant. First instalment is


 16/4/2026

to be paid within 45 days from the date of uploading of this order and remaining amount within the next 45 days.

It is further directed that if the payment is not made in the manner directed within stipulated time, in view of the provisions of Section 2(za) of the Act, 2016, the respondent shall be liable to pay interest on delayed payment as per the provisions of Rule 15 of the Rules, 2017, till realization of the amount.

15. No deduction of Tax at Source

It is directed that since, the amount so ordered to be paid with interest till realisation of total amount, is in the form of compensation, the respondent will have no authority to deduct Tax at source (TDS) in view of the law laid down in All India Reporter Ltd vs. Kanchan P Dhuri, 8/1422-WPL4804-2020, All India Reporter Ltd. And Anr. vs Ramchandra Dhondo Datar (AIR 1961 BOM 292), M/s. Beacon Projects Pvt. Ltd versus The Commissioner of Income Tax (ITA No. 258 of 2014) decided by Hon'ble Kerala High Court on 23.06.2015, Parsvnath Developers Ltd. vs. Rajesh Kumar Aggarwal (Civil Appeal Nos. 11248-11249 of 2016, decided on 11.09.2017, Sainath Rajkumar Sarode and 8 Ors. vs. State of Maharashtra and 6 Ors (Writ petition (L) No. 4804 of 2020 decided on 18.08.2021, Madhav Joshi vs Vatika Limited by NCDRC in execution application no. 159 of 2022 in CC/277/2019 decided on 26.04.2024 and Civil Appeal nos. 822-823 of



16/4/2026

COMPLAINT NO 2025 OF 2023

2024 titled as M/S BPTP LIMITED & ORS. vs. Terra Flat Buyers Association

decided by Hon'ble Apex Court on 28.11.2024.

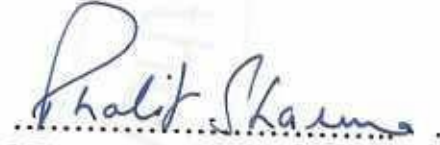
16. The present complaint stands **disposed of** in view of the above observations. File be consigned to record room after uploading of this order on the website of the Authority.



MAJOR PHALIT SHARMA
ADSJ(Retd.)
ADJUDICATING OFFICER
16.04.2026

Akhil Bhardwaj
Law Associate

Note: This judgement contains 43 pages and all the pages have been checked and signed by me.



MAJOR PHALIT SHARMA
ADSJ(Retd.)
ADJUDICATING OFFICER
16.04.2026

Akhil Bhardwaj
Law Associate