

File No.: R-11011/1(4)/2025-OMB/CRCS
Office of Cooperative Ombudsman
Ministry of Cooperation
Government of India

9th Floor, Tower-E, World Trade Centre,
Nauroji Nagar, Delhi-110029

Dated: 12th September 2025

Hearing in the matter of Smt. Mousumi Chowdhury and Smt. Geetanjali Saha
Vs. Diamond Multi State Cooperative Group Housing Society Ltd., NOIDA,
Gautam Budh Nagar, Uttar Pradesh before the Cooperative Ombudsman

Smt. Mousumi Chowdhury and Smt. Geetanjali Saha

Complainants

Diamond Multi State Cooperative Group Housing
Society Ltd., NOIDA, Gautam Budh Nagar, (U.P.)

Respondent

ORDER

1. Smt. Mousumi Chowdhury, in her complaint dated 15th June 2025 has stated that she had booked a flat in a project 'Delhi CGHS Yojna' launched by Diamond Multi State Cooperative Group Housing Society Ltd. vide registration No. DMDHY/1070 and had deposited an amount of Rs.4,60,500 with the society between November 2017 to August 2019. Since the project didn't materialize, she vide her various representations, latest dated 24th May, 2025, requested the society to refund her booking amount along with interest thereon. The respondent society via mail dated 27th May 2025 informed her that the society would update her once refund process is started. Since the society didn't refund her money, she filed complaint with the Cooperative Ombudsman against the society.
2. Smt. Geetanjali Saha in her complaint dated 20th June 2025 has stated that she had booked a flat in a project 'Delhi CGHS Yojna' launched by Diamond Multi State Cooperative Group Housing Society Ltd. vide registration No. DMOE/1030 and had deposited an amount of Rs.4,60,500 with the society between February 2018 to March 2019. Since the project didn't commence, she vide her various representations, latest dated 29th May 2025, requested the society to refund her booking amount along with interest thereon. The said letter sent by registered post was returned undelivered with remarks, 'no such person, returned to sender'. Since her money was not refunded, she filed complaint with the Cooperative Ombudsman against the society.
3. Upon receipt of complaints, notices dated 30th June 2025 and 22nd July 2025 were issued by the office of the Cooperative Ombudsman to the society seeking its response to the complaint filed by Smt. Geetanjali Saha. Similar notices dated 03rd July and 30th July 2025 were issued regarding the complaint lodged by Smt. Mousumi Chowdhury.



4. No response was received from the society to any of the notices issued by this office. Subsequently both the complainants and the respondent were summoned for a hearing through video conferencing on 19th August 2025.
5. Smt. Geetanjali Saha, complainant and Shri Ranjit Chowdhury – authorized representative of Smt. Mousumi Chowdhury attended the hearing. The respondent society was represented by its chairperson Shri Saurabh Arora.
6. The complainants informed that consequent to intervention by the Cooperative Ombudsman, the society has issued Demand Drafts of Rs.4,60,500 towards refund of principal amount. The respondent confirmed having issued drafts of Rs.4,60,500 each to Smt. Mousumi Chowdhury and Smt. Geetanjali Saha for amicable settlement of the issue.
7. Following the submissions, the Cooperative Ombudsman directed both the parties to submit their written confirmation within 3 days.
8. The respondent society informed via mail dated 20th August 2025 that they had refunded the principal amount of Rs.4,60,500 each invested by the complainants. Smt. Mousumi Chowdhury and Smt. Geetanjali Saha via their mails dated 21st August 2025 and 25th August 2025 respectively acknowledged receipt of Rs.460500/- each and requested for closure of complaints.
9. After due consideration of representations made and documents submitted, the matter is hereby disposed off with the following observations:

Both the complainants have confirmed that the respondent society has refunded the principal amount of Rs.460500/- to each of them and the matter has been amicably settled.

Accordingly, the complaints herein stand resolved and hence closed.


(Alok Agarwal)
Cooperative Ombudsman


Complainants:

1. Ms. Geetanjali Saha RZ-D-3/73, Third Floor Street No 9, Mahavir Enclave I, New Delhi 110045
2. Ms. Mousumi Chowdhury 390, S.N. Roy Road, Flat No B-207 & 207A, Girikunj Complex, Municipal Ward No. 118, P.S. Alipore, Kolkata - 700038

Respondent:

Chairman, Diamond Multi State Cooperative Group Housing Society Ltd., B - 14, 3rd Floor, Sector - 67, NOIDA, Gautam Budh Nagar (U.P.) - 201301

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