

F. No. M-11022/38/2026
Office of the Cooperative Ombudsman
Ministry of Cooperation, Government of India

9th Floor, Tower E,
World Trade Centre, Nauroji Nagar
Delhi -110029
Date: 24th August, 2026

ORDER

Hearing in the matter of Shri Manish Kumar Vs. Diamond Multi State Cooperative Group Housing Society Ltd., NOIDA, Gautam Budh Nagar before the Cooperative Ombudsman

Shri Manish Kumar

Complainant

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

Respondent

1. Shri Manish Kumar in his complaint dated 16th March, 2026 has stated that he had booked a 2 BHK flat in the project launched by Diamond Multistate Cooperative Group Housing Society Ltd. and deposited Rs 9,94,020 to the society. Since the project did not materialize, the complainant approached the Society vide his letter dated 20th January, 2026 for refund of the amount with interest but he did not receive any reply.
2. A notice was issued on 27th March, 2026 to the Society by the office of Cooperative Ombudsman seeking its response to the complaint filed by Shri Manish Kumar.
3. The respondent society submitted its reply vide letter dated 29th April, 2026 and informed that the Society launched the project with good intentions but due to the government policies and procedural and administrative factors they could not obtain the Land Transfer Certificate which is a prerequisite for this project. The Society gave an option to the investors to either wait for clearances or opt for refund. The Chairman further informed that the Society is in touch with the complainant to amicably resolve the matter, including refund of the amount. The Chairman further requested 4 weeks' time to place on record the settlement deed.
4. The respondent society failed to refund the amount to the complainant.
5. Subsequently, both the complainant and the respondent were summoned for a hearing through video conferencing on 3rd June, 2026. Shri Manish Kumar, complainant and Shri Saurabh Arora, chairman from the respondent society attended the hearing.



6. Complainant sought refund of his deposit along with interest due. The respondent informed that the Society is ready to repay the amount though their money is also blocked in the procurement of land. The Society is in regular touch with the complainant and they will make the payment in one instalment, as asked by the complainant.
7. Following the submissions, both the complainant and the respondent were directed to send their written statements within three days.
8. The respondent society vide letter dated 4th June, 2026 requested for time till 13th June, 2026 to execute the MoU and to refund the amount through DD, in favour of the complainant.
9. The society further vide email dated 22nd June, 2026 enclosed an MoU signed by both the parties on 17th June, 2026. As per para 2 of the MoU the society has refunded Rs 9,94,020 to the complainant vide DD no. 000157 dated 12th June, 2026.
10. After due consideration of representations made and documents submitted, the matter is hereby disposed off with the following observations:

As per the MoU executed between the parties on 17th June, 2026, the respondent society has refunded Rs.9,94,020 to the complainant.

Accordingly, the complaint herein stands resolved and hence closed.


Alok Agarwal
Cooperative Ombudsman


To

Complainant

Shri Manish Kumar,

A 27 Airport Apartment, F Block Vikas Puri, New Delhi 110018

Respondent

The Chairman, Diamond Multistate Cooperative Group Housing Society Ltd.,
Plot No 505 Basement Pocket -1, Sector 19, Dwarka, Delhi - 110075

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