

F. No. M-11022/53/2026-OMB/CRCS
Office of Cooperative Ombudsman
Ministry of Cooperation
Government of India

9th Floor, Tower 'E' World Trade Centre,
Nauroji Nagar, Safdarjung Enclave,
New Delhi - 110029
Dated: 29.09.2026

ORDER

Hearing in the matter of Smt. Kiran Mittra Vs. Vaikunth Multistate Co-operative Group Housing Society Ltd. New Delhi before the Cooperative Ombudsman

Smt. Kiran Mittra

Complainant

Vaikunth Multistate Co-operative Group Housing Society Ltd. Respondent
New Delhi

1. Smt. Kiran Mittra in her complaint dated 16th June 2026 has stated that she had booked a flat in the project launched by Vaikunth Multistate Co-operative Group Housing Society Ltd. New Delhi and deposited Rs 12,31,080 to the society. Since the project did not materialize, the complainant approached the society vide letter dated 12th May 2026 for refund of the amount with interest. The society neither refunded the deposit nor did it give any reply.
2. Office of Cooperative Ombudsman issued notice dated 22nd June 2026 to the respondent society seeking its response to the complaint. No response was received from the society.
3. Complainant and the respondent were summoned for a hearing on 16th September 2026. Smt. Kiran Mittra, complainant attended the hearing. Respondent society did not attend the hearing.
4. Smt. Kiran Mittra complainant reiterated that she had deposited an amount of Rs 12,31,080 in 2017 for booking of a flat. However, the society neither provided the flat nor refunded the deposited amount. The complainant requested for payment of principal amount along with Interest. Further, the complainant stated that now she has been contacted by the society telephonically assuring her to clear the payment by 21st September 2026.




5. Following the submissions, the complainant was directed to send her written submission within three days.

6. The respondent society vide email dated 23rd September 2026 informed this Authority that they have refunded Rs 12,31,080 to the complainant vide DD No 003346 dated 21st September 2026.

7. The complainant vide mail dated 24th September 2026 confirmed that the respondent society has made full and final settlement against her claim and an MOU has been signed in this regard. The complainant has requested to close her complaint.

8. After due consideration of representations made, documents submitted and the developments in the case, the matter is hereby disposed off with the following observation:

As per the agreement reached between the parties, the respondent society has refunded Rs 12,31,080 to the Complainant.

Accordingly, the complaint herein stands resolved and hence closed.


(Alok Agarwal)
Cooperative Ombudsman


To

Complainant

Smt. Kiran Mittra Gold Croft CGHS Ltd. Flat No B-1/84, Plot No 4, Sector-11
Dwarka, New Delhi-110075

Respondent

Chairman,

Vaikunth Multistate Co-operative Group Housing Society Ltd. New Delhi
Shop No 157, 1st Floor Vardhman Crown Mall
Plot no2, Sector19, Dwarka, New Delhi-110075

Copy to: IT cell with a request to upload on CRCS website