

F. No. M-11022/38/2026-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: 16.10.2026

ORDER

Hearing in the matter of Smt. Sanchayita Das Vs. Diamond Multistate Co-operative Group Housing Society Ltd. before the Cooperative Ombudsman

Smt. Sanchayita Das

Complainant

Diamond Multistate Co-operative Group Housing Society Ltd. Respondent
Noida

1. Smt. Sanchayita Das in her complaint dated 22nd June 2026 has stated that she had booked a flat in the project launched by Diamond Multistate Co-operative Group Housing Society Ltd. Noida and deposited Rs 8,37,240 to the society in the year 2018. Since the project did not materialize, the complainant approached the society vide letter dated 8th April 2026 for refund of the amount along with interest. The society neither refunded the deposit nor did it give any satisfactory reply.
2. Office of Cooperative Ombudsman issued notice dated 30th July 2026 and a reminder dated 24th August 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 through video conferencing on 29th September 2026. Shri Dipu Das representing Smt. Sanchayita Das, complainant and Shri Saurabh Arora, Chairman, respondent society, attended the hearing.
4. Shri Dipu Das authorised representative of Smt. Sanchayita Das complainant reiterated that she had deposited an amount of Rs 8,37,240 in 2018 for booking of a flat. However, the society neither provided the flat nor did it refund the deposit. The complainant requested for payment of principal amount along with Interest. The respondent stated that they will refund the principal amount to the complainant by 31st October. The respondent expressed reservation about paying interest on the due amount.



5. Following the submissions, both the complainant and respondent were directed to send their written statements within five days.

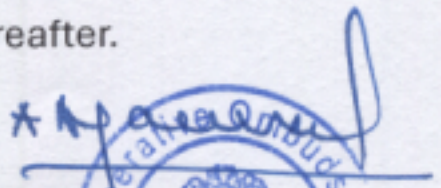
6. The complainant submitted his reply vide mail dated 29th September 2026 stating that the society should refund the due amount along with interest by 31st October 2026 and a copy of written commitment by the respondent be provided to him.

7. The respondent submitted its reply vide mail dated 3rd October 2026 stating that the society is in discussion with the complainant to amicably resolve the matter and requested for four weeks' time to place on record the settlement deed.

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

(i) Diamond Multistate Cooperative Group Housing Society Ltd. is hereby directed to pay the amount due & claimed by the complainant against her deposit along with up-to-date interest thereon as per the terms of the contract between the parties, within 15 days from the date of issue of this Order.

(ii) Compliance report to be submitted to this office immediately thereafter.


(Alok Agarwal)
Cooperative Ombudsman


To

Complainant

Smt. Sanchayita Das,
Nazrul Islam Sarani, East Udayrajpur
Madhyamgram, Kolkata-700129

Respondent

Chairman,
Diamond Multistate Co-operative Group Housing Society Ltd.
B-14, 3rd Floor, Sector-67, Noida
Dist. Gautam Budh Nagar U.P-201301

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