

BEFORE THE
MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY
MUMBAI

COMPLAINT NO: CC006000000056696

Usha Dulichand Sharma ... Complainant

Versus

Sheltrex Karjat Pvt. Ltd. ... Respondent
MahaRERA Regn. No. P51800012307

Corum: Shri. Gautam Chatterjee, Chairperson, MahaRERA

Complainant was represented by Adv. Sohail Shaikh.

Respondent was represented by Mr. Sharad Patil., Authorised representative.

Order

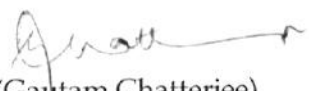
February 24, 2020

1. The Complainant has stated that she booked an apartment bearing no: 903-Z5 in the Respondent's project 'Sheltrex Smart Phone City Project 2 - Phase I' situated at Karjat, Raigad. The Complainant has stated that more than 10% of the total consideration of cost of apartment was paid to the Respondent on their assurance that they will arrange the loan from a bank with whom they have a tie-up, for the remaining amount of 85% of total cost of the apartment but the Respondent have failed to do so. Therefore, the Complainant issued letter dated August 10, 2017 as well as legal notice dated September 7, 2018 to the Respondent to either facilitate the loan from the bank or refund the amount paid with interest. The Complainant has stated that the Respondent has failed to refund the booking amount. Therefore, the Complainant has prayed that the Respondent be directed to refund the amount the paid along with interest.
2. The authorised representative of the Respondent submitted that the Complainant's credit score is low because of which the Complainant didn't qualify for the home loan. Further, he submitted that, on an exceptional basis, the Respondent is willing to refund



the 80% of the amount paid by the Complainant and deduct only 20% of the amount paid as administrative charges even though the terms and conditions of the booking form entitles the Respondent to deduct 10% of the consideration amount of the said apartment.

3. In view of the above facts, the Respondent shall refund the amount as stated in para 2 above.
4. Consequently, the matter is hereby disposed of.


(Gautam Chatterjee)
Chairperson, MahaRERA