

BEFORE TELANGANA REAL ESTATE REGULATORY AUTHORITY

[Under the Real Estate (Regulation and Development) Act, 2016]

Complaint No. 150/2025/TG RERA

Dated: 2nd September 2025

Quorum: **Dr. N. Satyanarayana, IAS (Retd.), Hon'ble Chairperson**
Sri K. Srinivasa Rao, Hon'ble Member
Sri Laxmi Narayana Jannu, Hon'ble Member

Venumadhav Thota

*(R/o Flat No. G5, Ganapathi Nilayam, Sai Keerthi Layout,
Nizampet, Hyderabad – 500090)*

...Complainant

Versus

M/s. Vasavi Realtor LLP,

*(Rep by its Designated Partner, Yerram Vijay Kumar,
Vasavi Corporate,
H.No.8-2-703/7/1 and 8-2-703/7/1/A,
4th Floor, Vasavi Corporate Building, Amrutha Valley Apartments,
Road No. 12, Banjara Hills, Hyderabad, Telangana – 500034)*

...Respondent

The present matter file by the Complainant herein came up for hearing on 11.07.2025 before this Authority in presence of Complainant in person and Respondents Counsels Sri D Madhav Rao and M.K.Joy Raj; upon pursuing the material on record and on hearing arguments of the both the parties and having stood over for consideration till this day, the following order is passed:

ORDER

2. The present Complaint has been filed by the Complainant under Section 31 of the Real Estate (Regulation & Development) Act, 2016 (hereinafter referred to as the “RE(R&D) Act”) read with Rule 34(1) of the Telangana Real Estate (Regulation and Development) Rules, 2017 (hereinafter referred to as the “TG RE(R&D) Rules”) seeking appropriate relief(s) against the Respondents.

A. The brief facts of the case, as stated by the Complainant, are as follows:

3. The Complainant submits that the project *Vasavi Lake City* (RERA Registration No. P02500001819) was promoted by the Respondent as a well-planned and timely development. The Respondent's Sales and Marketing team assured that the project would be completed by

August 2023 with all promised quality and amenities, even highlighting that the project would progress smoothly despite COVID-19 challenges.

4. Relying on these assurances, the Complainant booked Flat No. 31309 (09 series), West Tower-3, 13th Floor on 08.04.2021, by paying a booking amount of Rs.5,00,000/-. The Complainant completed all required payments by 10.07.2021, and executed the Agreement of Sale on 03.08.2021, wherein possession was promised by August 2023, with a grace period of six months.

5. The Complainant has stated that despite these contractual commitments, the project has faced continuous and unjustified delays. As of January 2025, the overall completion stood at only 65 to 70 percent, and since then no significant work has been carried out. The Respondent has been postponing the possession date on multiple occasions without providing any firm or reliable timeline. Each enquiry by the Complainant has been met with new dates and false assurances.

6. It has been submitted that in a customer meeting held on 16.03.2024, the Respondent stated that the delay was due to the COVID impact and announced that the flats would be delivered in phases between October 2024 and March 2025. This was followed by the circulation of Minutes of Meeting on 25.03.2025, which reiterated the phased delivery plan and unilaterally fixed a compensation amount of Rs.10 per square foot per month. The Complainant has asserted that this compensation was one-sided, arbitrary, and not acceptable to the buyers.

7. Again, on 21.06.2024, the Respondent issued a revised handover schedule promising overall completion by 31.03.2025, with phase-wise delivery starting from January 2025. A further meeting was held on 08.09.2024 in which the Respondent again promised adherence to the revised schedule and assured that compensation would be paid in accordance with RERA provisions. However, on 07.02.2025, the Respondent issued yet another revised handover schedule with tower-wise delivery dates but without specifying the overall completion date of the project.

8. The Complainant has further stated that he has not received any compensation for the delay. Despite multiple follow-ups, the builder has failed to provide a clear committed roadmap or a completion schedule, leaving the complainant and other homebuyers frustrated and anxious. The lack of visible progress and absence of proper communication have further raised doubts about whether the builder is genuinely committed to completing the project.

9. It is submitted that the continued delay in possession constitutes a serious violation of RERA provisions, as the builder has failed to deliver the project within the stipulated timeline without any valid justification. It is further submitted that this delay has caused significant financial strain, mental stress and emotional distress to the Complainant.

B. Relief(s) Sought:

10. Accordingly, the Complainant sought the following reliefs:

- i. To direct the Respondent to complete the construction and hand over possession of the flat at the earliest, within a fixed and enforceable timeframe, failing which strict penalties be imposed.
- ii. To direct the Respondent to pay interest on the total amount paid by the Complainant from the promised possession date of August 2023 until the actual date of handover along with interest at the prescribed rate under RERA for the entire delay period.
- iii. To direct the Respondent to pay compensation for the undue stress, inconvenience, and financial losses incurred as a result of the prolonged delay.

C. Counter filed by the Respondent:

11. It is submitted by the Respondent that the complaint is not maintainable either in law or on facts and is liable to be dismissed. It is submitted that the complainant has not followed the remedies available under the Agreement for Sale for resolution of disputes before approaching this Hon'ble Authority. Further, no prior legal notice was issued before filing this complaint, which itself renders the application defective and not maintainable.

12. It is submitted that the project "Lake City-West" was developed lawfully after obtaining rights from the landowners under registered documents, covering 43,298.17 sq. yds. While requisite land conversion permissions and building permissions for construction of multi-storied apartments were obtained on 07.02.2020. The project consists of seven towers (cellars + ground + 14 upper floors) and a clubhouse (stilt + five upper floors). The project was duly registered with this Authority vide Registration No. P02500001819 dated 20.03.2020.

13. It is further submitted that the Complainant was allotted an apartment in the project vide booking dated 08.04.2021, and was allotted an apartment No. W.31309 on the 13th Floor

of Tower 3, admeasuring 1650 sq. ft., along with car parking, for a total consideration of Rs.1,00,02,000/-. The Agreement of Sale sets out the carpet area, balcony/veranda area, common area, and undivided share of land. The Complainant has paid Rs.22,40,000/- towards the sale consideration, while the balance amount remains payable in accordance with the agreed payment schedule.

14. It is submitted that as per Clause 7 of the Agreement, the Respondent was obligated to hand over possession of the flat and common areas by 31.08.2023, subject to extension in the event of force majeure. The Agreement itself clearly records that timely delivery is the essence of the contract but also recognises that the period of completion shall stand extended to the extent of delay caused by force majeure conditions, during which period the allottee is not entitled to claim compensation.

15. It is submitted that the complainants have not come before this Hon'ble Authority with clean facts but with an ulterior motive to make unlawful gain and that there has been material suppression of facts of the case with regard to the claim and the relief sought therein.

16. It is further stated that COVID-19 is a force majeure event duly recognized under law, and hence the timelines stood extended. The Respondent contended that the COVID-19 pandemic, subsequent lockdowns, and migration of labourers had severely impacted construction work. The Respondent further relies on the orders of the Hon'ble Supreme Court in *Suo Motu Writ Petition No. 3 of 2020*, whereby the period from 15.03.2020 till 28.02.2022 was excluded for the purposes of computation of limitation across various statutes. It is contended that the extension of time for completion of the project was not only factually justified but also recognised in law.

17. In addition to COVID-19, the Respondent submits that unforeseen site conditions such as rocky terrain requiring manual excavation further delayed the project. Owing to restrictions on blasting due to the residential nature of the surrounding locality, excavation could only be done manually, which compounded the delay. These challenges were communicated to all allottees through regular updates and meetings.

18. The Respondent also submits that certain third-party disputes adversely impacted the project timelines. These include cases such as RERA Case No. 190/2020, W.P. Nos. 2694/2021, 13898/2022, 33433/2023, W.A. No. 584/2023, SLP Nos. 9694–9695/2023, and

W.P. No. 26301/2024, some of which are still pending. While most have been resolved, their pendency at various points of time hindered the smooth progress of the project.

19. It is contended that the project has been executed strictly in accordance with approved plans and specifications, and any clerical or typographical errors in the Agreement of Sale cannot be construed to create liability. It is the case of the Respondent that more than 90% of the project construction is completed and the project is presently in its final finishing stage. An extension of registration has already been granted by this Authority till 07.02.2026, within which period the Respondent undertakes to deliver possession of the apartments to all allottees. Communications have also been issued to purchasers for payment of balance amounts, as completion is nearing.

20. With regard to the claims for interest and compensation, the Respondent submits that in view of the force majeure conditions, no such relief is available to the Complainant under law. Section 6 of the Act specifically contemplates force majeure events such as natural calamities and other circumstances beyond the control of the promoter. The Respondent submits that the COVID-19 pandemic, together with the extraordinary circumstances outlined above, clearly falls within the scope of force majeure.

D. Rejoinder filed by the Complainant:

21. It is submitted that the preliminary objection raised by the Respondent regarding maintainability of the complaint is baseless, vague, and legally untenable. The present complaint has been filed under the RE(R&D) Act, 2016, seeking relief for the unreasonable delay in delivery of possession of the flat in the registered project bearing RERA No. P02500001819. As per the Agreement of Sale dated 03.08.2021, the committed possession date was 31.08.2023. However, even as on the date of filing this complaint i.e., 22.02.2025, possession has not been handed over and the project remains incomplete at less than 85%. The Hon'ble Telangana RERA has clear jurisdiction to entertain complaints of this nature, and the application is legally maintainable in fact and in law. The Respondent's objection is therefore baseless and liable to be dismissed.

22. It is further submitted that all relevant evidence including the Minutes of Meetings and Form M have already been furnished in support of the complaint. The Complainant has exhausted all possible means to establish contact with the Respondent, and therefore the

allegation that contractual remedies were not availed is wholly misplaced. It is stated that RERA does not mandate issuance of a legal notice as a precondition for filing a complaint. Moreover, the issue of delay in possession was repeatedly raised by the Complainant and other allottees during multiple meetings, where the Respondent only came up with revised timelines for possession.

23. It is submitted that there is no dispute regarding the lawful rights obtained by the Respondent from the landowners, the permissions secured for conversion and building, and the project registration with this Authority. The Complainant does not dispute these facts.

24. It is stated that as per the RE(R&D) Act, 2016, the Agreement for Sale is the governing document. The committed date of possession clearly stated in the Agreement of Sale is 31.08.2023. The booking date only evidences the buyer's commitment but does not alter the Respondent's obligation.

25. It is further submitted that as per the Agreement of Sale dated 03.08.2021, possession was committed by 31.08.2023. Even with the 6-month grace period, the Respondent has exceeded the timeline as of the date of filing this complaint. While construction progress may have been reported to the authorities, the fact remains that possession has not been delivered and the project is only about 85% complete. The reference to amenities is irrelevant to the core issue, namely the delay in handing over possession.

26. It is submitted that the complainant has paid 90% of the amount, as per Schedule C. The remaining amount is due only upon registration, which has not happened yet.

27. It is further submitted that Clause 5 of the Agreement confirms the promoter's obligation to abide by the time schedule and Clause 7.1 explicitly states that timely delivery is the essence of the contract. If the Respondent seeks to rely on COVID-19 as force majeure, the Agreement of Sale dated 03.08.2021 was executed towards the end of COVID-19 period, when the Respondent was fully aware of its impact.

28. It is submitted that Clause 7.2 requires that possession be formally offered after obtaining the Occupancy Certificate. As of the complaint date, no Occupancy Certificate has been secured, nor any written offer made. The Respondent is in continuing breach of Clause 7.1, as the extended timeline even accounting for grace and force majeure has expired. Clause 9 further defines promoter default, which clearly applies in the present case.

29. It is further submitted that the allegation that the complaint is filed with ulterior motive is baseless and unfounded. The Complainant has approached this Hon'ble Authority with clean hands, placing all material documents including the Agreement for Sale, payment proofs, and Minutes of Meetings. The Respondent has failed to fulfil the fundamental obligation to deliver possession on time. The vague allegation of suppression is therefore denied in toto.

30. It is submitted that while COVID-19 was a public health emergency, the Agreement of Sale was executed after the pandemic began, with full awareness of its consequences. Despite this, the Respondent committed to a specific possession date. Therefore, COVID-19 cannot now be used as an excuse for indefinite delay, beyond the six months' extension permissible. It is also submitted that the Respondent's reliance on the Hon'ble Supreme Court's extension of limitation periods is misconceived and irrelevant in the present matter. The Respondent never cited the pandemic in earlier communications and instead attributed delay to funding and legal disputes. Hence, the present reliance on this point is irrelevant and ought to be rejected.

31. It is further submitted that the vague reference to "additional factors" affecting construction is unsupported by any evidence. No documentary proof has been produced showing specific reasons for delay or revised timelines. Mere verbal assurances in meetings cannot substitute statutory obligations under RERA. The Respondent themselves cited funding and legal issues during meetings, not unidentified "other factors." Accordingly, the vague plea of additional reasons must be rejected.

32. It is submitted that the Respondent's attempt to treat the possession date of 31.08.2023 as a "clerical or typographical error" is wholly untenable. This date appears consistently in the Agreement of Sale, including in Clause 7.1, and reflects a deliberate contractual commitment. If there was indeed an error, the Respondent ought to have executed a rectification deed or amendment, which was never done.

33. It is further submitted that the suggestion that the complaint is baseless and intended to harass the builder is denied. The complaint rests squarely on documentary evidence, including the Agreement of Sale and payment proofs. The extension of the project's RERA registration until 2026 does not override the Respondent's individual contractual obligations to deliver possession by 31st August 2023. RERA registration timelines relate to the life of the project, not specific contractual delivery dates.

34. It is submitted that the reference to third-party disputes is also not a valid justification. The Respondent only disclosed such disputes belatedly in January 2025, long after the committed possession date and the grace period had expired. The Respondent failed to notify the Complainant in a timely manner or to obtain specific extensions based on these disputes. Hence, reliance on such proceedings cannot absolve them of liability for delay.

35. It is further submitted that while the Respondent communicated certain updates during meetings and general correspondence, such informal updates cannot override the binding possession date in the Agreement of Sale. As of the date of filing the complaint, no Occupancy Certificate has been issued and possession has not been offered. Interest for delay is a statutory entitlement under Section 18 of RERA.

36. It is submitted that the denial of interest on the ground of force majeure is contrary to law. The Respondent voluntarily executed the Agreement during the pandemic period, committing to a timeline with knowledge of prevailing conditions. Having failed to deliver within that timeframe, the Respondent is liable to pay interest for delay as mandated by law.

37. It is further submitted that compensation for hardship and inconvenience is also justified in addition to statutory interest. The delay has caused real disruption in financial planning, and stability for the Complainant. These are genuine consequences of the Respondent's breach and not arbitrary claims.

38. It is submitted that the Respondent's assurance that the project will be completed by February 2026 does not mitigate their liability. The Complainant has already paid 90% of the flat cost as per the payment schedule in Schedule-C of the Agreement, and the remaining amount is due only at the time of registration, which has not yet occurred. As of the date of filing this complaint on 22.02.2025, no formal demand or offer of possession has been made. Therefore, statutory interest for delay remains payable until actual possession is handed over.

39. It is further submitted that the new explanation regarding rocky terrain and excavation challenges is also untenable. This was never cited earlier in any communications with allottees and cannot now be raised as an unforeseen obstacle. Site conditions are the developer's responsibility and are expected to be considered before committing delivery timelines. Hence, this belated justification deserves no consideration.

40. It is further submitted that the Respondent's characterization of the complaint as "preposterous" is strongly objected to. The Complainant has approached this Hon'ble Authority lawfully, seeking only statutory and contractual relief for delay. The reputation or claimed efforts of the Respondent cannot override the Complainant's rights.

41. In view of the above submissions, it is respectfully prayed that this Hon'ble Authority may be pleased to direct the Respondent to hand over the possession of the booked unit along with the amenities promised, and to pay interest for the delay in handing over of the possession.

E. Points for Consideration:

42. Upon a careful perusal of the record and the submissions advanced by both parties, oral as well as written, this Authority is of the view that the following issues arise for determination in the present complaint:

1. Whether the present complaint is maintainable before this Authority?
2. Whether the Complainants are entitled to the reliefs as prayed for?

F. Observations of the Authority:

Point 1:

43. The Respondent has raised an objection as to the maintainability of the present complaint on the ground that the Complainants failed to first resort to the contractual dispute resolution mechanism envisaged in the Agreement of Sale, namely an amicable settlement by mutual discussion, prior to approaching this Authority.

44. The Authority finds this objection untenable for the following reasons:

45. The relevant Dispute Resolution clause in the Agreement of Sale is reproduced below for ready reference:

33. Dispute Resolution clause in the Agreement of sale executed between the parties, the said clause stated that all or any disputes arising out of touching upon or in relation to the terms and conditions of this Agreement, including the interpretation and validity of the terms thereof and the respective rights and obligations of the Parties, shall be settled amicably by mutual discussion, failing which the same shall be settled through adjudication officer appointed under the Act.

46. It is clear from the above that the clause only requires the parties to attempt an amicable settlement by mutual discussion. Such a clause is at best directory and cannot oust or restrict the statutory jurisdiction of this Authority.

47. Section 79 of the RE(R&D) Act expressly bars the jurisdiction of Civil Courts in respect of any matter which this Authority, the Adjudicating Officer, or the Appellate Tribunal is empowered to determine. Likewise, Section 88 clarifies that the provisions of the RE(R&D) Act are in addition to, and not in derogation of, other laws. Thus, the intention of the legislature is that remedies under this beneficial legislation must remain open to allottees, irrespective of any private clause for amicable settlement.

48. Even in cases where agreements contained arbitration clauses (which is not the case here), the Hon'ble Supreme Court and the Hon'ble NCDRC have consistently held that such clauses cannot circumscribe the jurisdiction of consumer fora or statutory authorities constituted under special enactments.

49. In *National Seeds Corporation Ltd. v. M. Madhusudhan Reddy* (2012) 2 SCC 506, the Supreme Court held that remedies under special statutes are in addition to, and not in derogation of, other remedies. For ready reference, the relevant extract is reproduced below:

**“49. Support to the above view is also lent by Section 79 of the recently enacted Real Estate (Regulation and Development) Act, 2016 (for short "the Real Estate Act"). Section 79 of the said Act reads as follows:-*

‘79. Bar of jurisdiction - No civil court shall have jurisdiction to entertain any suit or proceeding in respect of any matter which the Authority or the adjudicating officer or the Appellate Tribunal is empowered by or under this Act to determine and no injunction shall be granted by any court or other authority in respect of any action taken or to be taken in pursuance of any power conferred by or under this Act.’

It can thus, be seen that the said provision expressly ousts the jurisdiction of the Civil Court in respect of any matter which the Real Estate Regulatory Authority, established under Subsection (1) of Section 20 or the Adjudicating Officer, appointed under Subsection (1) of Section 71, or the Real Estate Appellate Tribunal established under Section 43 of the Real Estate Act, is empowered to determine. Hence, in view of the binding dictum of the Hon'ble Supreme Court in A. Ayyaswamy (supra), the matters/disputes, which the Authorities under the Real Estate Act are empowered to decide, are non-arbitrable, notwithstanding an Arbitration Agreement between the parties to such matters, which, to a large extent, are similar to the disputes falling for resolution under the Consumer Act.

*56. Consequently, we unhesitatingly reject the arguments on behalf of the Builder and hold that an Arbitration Clause in the afore-stated kind of Agreements between the Complainants and the Builder cannot circumscribe the jurisdiction of a Consumer Fora, notwithstanding the amendments made to Section 8 of the Arbitration Act. ”**

50. Similarly, in *Aftab Singh & Ors. v. Emaar MGF Land Ltd. & Ors.* (Consumer Case No. 701 of 2015, decided on 13.07.2017), it was held that arbitration clauses in builder-buyer agreements cannot oust the jurisdiction of consumer fora. The said view was later upheld by the Hon'ble Supreme Court in Civil Appeal Nos. 23512–23513 of 2017. The relevant para reads:

25. This Court in the series of judgments as noticed above considered the provisions of Consumer Protection Act, 1986 as well as Arbitration Act, 1996 and laid down that complaint under Consumer Protection Act being a special remedy, despite there being an arbitration agreement the proceedings before Consumer Forum have to go on and no error committed by Consumer Forum on rejecting the application. There is reason for not interjecting proceedings under Consumer Protection Act on the strength of an arbitration agreement by Act, 1996. The remedy under Consumer Protection Act is a remedy provided to a consumer when there is a defect in any goods or services. The complaint means any allegation in writing made by a complainant has also been explained in Section 2(c) of the Act. The remedy under the Consumer Protection Act is confined to complaint by consumer as defined under the Act for defect or deficiencies caused by a service provider, the cheap and a quick remedy has been provided to the consumer which is the object and purpose of the Act as noticed above."

51. In the present matter, there is only a clause requiring amicable discussion before invoking remedies. Such a clause is directory at best, and cannot override or defeat the statutory right of the Complainant to approach this Authority under the RE(R&D) Act. Accordingly, this Authority has no hesitation in holding that the Complainant is well within its rights to approach this forum without being first compelled to pursue an amicable settlement under the Agreement. The objection of the Respondent as to maintainability is therefore rejected.

Point No. 2: Delay in Possession

52. The Complainant has sought relief on the ground that there has been an inordinate delay in handing over possession of the subject flat, despite timely payments of approximately 90% of the total sale consideration, causing significant financial and emotional distress.

53. It is the case of the Complainant that the Agreement of Sale dated 03.08.2021 clearly stipulated that possession of the subject flat would be handed over by 31.08.2023, with a grace period of six months, ending on 29.02.2024. The Respondent has failed to hand over possession even as of February 2025. Further, although the project was registered with TG RERA up to February 2025 and later extended until 07.02.2026, the project remains incomplete, with construction progress stalled at approximately 65-70% as per the Complainant's submission, with key aspects such as interior finishing, common amenities, and supporting infrastructure

remaining unfinished. The Complainant submits that the Respondent has issued multiple revised handover schedules, including on 21.06.2024 and 07.02.2025, without providing valid justification or a clear roadmap for completion.

54. The Complainant further submits that during a customer interaction meeting on 16.03.2024, the Respondent attributed the delay to the Covid-19 impact and promised phased delivery between October 2024 and March 2025. Minutes of the meeting circulated on 25.03.2024 unilaterally fixed a compensation amount of Rs.10 per square foot per month, which the Complainant deemed arbitrary and unacceptable. In a subsequent meeting on 08.09.2024, the Respondent assured adherence to the revised schedule and compliance with RERA compensation provisions, but no compensation has been paid. The Respondent, conversely, attributes the delay to the Covid-19 pandemic, claiming force majeure, citing the nationwide lockdown beginning March 2020, the impact on migrant labour, and consequential delays. The Respondent further cites rocky terrain at the site, third-party disputes, and typographical errors in the possession date as additional justifications.

(i) Whether the Covid-19 pandemic can be taken as a valid shield by the Respondent in the present case?

55. This Authority finds no merit in such a contention. The Agreement of Sale was executed on 03.08.2021, well after the onset and initial impact of the Covid-19 pandemic. The Respondent, being fully aware of the prevailing circumstances, nevertheless executed the Agreement by specifically assuring completion of the project by August 2023. Having consciously undertaken such commitment, the Respondent cannot now, with retrospective justification, rely on Covid-19 as a defense to escape its contractual and statutory obligations. Such conduct clearly amounts to holding out false assurances with mala fide intent.

56. It is a settled principle that once a promoter has chosen to register a project and enter into binding contractual commitments with allottees, he does so with full knowledge of the risks, constraints, and challenges of the market. At the time of entering into the Agreement of Sale with the present Complainant, the Respondent was already aware of the Covid-related disruptions, as well as the Government notifications granting moratoriums for project completion timelines. Despite this knowledge, the Respondent chose to provide a specific assurance of delivery by August 2023.

57. This Authority aligns with the observations of the Hon'ble Bombay High Court in *Neelkamal Realtors Suburban Pvt. Ltd. &Anr. vs. Union of India &Ors.* [2017 SCC OnLine Bom 9302], wherein at para 119 it was categorically observed:

"While the proposal is submitted, the Promoter is supposed to be conscious of the consequences of getting the project registered under RERA. Having sufficient experience in the open market, the Promoter is expected to have a fair assessment of the time required for completing the project..."

58. The above dictum fortifies the principle that the promoter, being structurally at an advantageous position with respect to project information and market realities, is under a statutory duty to provide realistic timelines. The framework of the Real Estate (Regulation and Development) Act, 2016 reinforces this obligation by mandating timely completion and possession within the period stipulated in the Agreement of Sale.

59. Therefore, the plea of Covid-19 as a force majeure defence in the present case is wholly untenable. The Respondent, having executed the Agreement of Sale in August 2021 with specific possession timelines, cannot now seek to retrospectively attribute delays to the pandemic. Accordingly, this Authority holds that the reliance on Covid-19 as a shield stands rejected.

(i) Extension of Registration

60. The Respondent has further contended that, since extensions have been granted by this Authority, the project timeline now stands extended up to February 2026, and therefore possession shall be delivered by then. The Complainants, however, have questioned the validity and effect of such extensions.

61. At the outset, it must be clarified that under the scheme of the RE(R&D) Act:

"An Act to establish the Real Estate Regulatory Authority for regulation and promotion of the real estate sector and to ensure sale of plot, apartment or building, as the case may be, or sale of real estate project, in an efficient and transparent manner and to protect the interest of consumers in the real estate sector and to establish an adjudicating mechanism for speedy dispute redressal and also to establish the Appellate Tribunal to hear appeals from the decisions, directions or orders of the Real Estate Regulatory Authority and the adjudicating officer and for matters connected therewith or incidental thereto."

62. The paramount objective is twofold: protection of consumer interest, and ensuring completion of projects in an efficient manner. Denial of extension during the Covid-19 disruption would have resulted in projects being stalled, to the grave prejudice of allottees. It was in this context that this Authority, balancing the equities, granted extensions in line with the moratoriums issued by Telangana RERA:

1. 15.03.2020 to 14.09.2020 (Circular No.14 dated 13.05.2020),
2. 15.09.2020 to 15.03.2021 (Order No.15 dated 29.09.2020),

3. 15.03.2021 to 14.09.2021 (Order No.16 dated 01.06.2021).

63. Accordingly, an aggregate 18 months' extension was applied across projects to safeguard larger consumer interest. However, it is equally well settled that such regulatory extensions cannot dilute the contractual rights of individual allottees under their respective Agreements of Sale, nor can they displace the statutory rights flowing from Section 18 of the RE(R&D) Act.

64. In the present matter, it is evident that the Respondent has unilaterally revised possession timelines first to February 2024, and thereafter to February 2026 due to the extension taken without consultation or consent of the Complainants. Such unilateral revisions are impermissible. The Hon'ble Bombay High Court in *Neelkamal Realtors Suburban Pvt. Ltd. vs. Union of India & Ors. [2017 SCC OnLine Bom 9302]*, while upholding the constitutional validity of RERA, categorically observed:

Para 119 "The RERA does not contemplate rewriting of contract between the flat purchaser and the promoter."

Para 256 of this Judgment further clarifies that

"by giving opportunity to the promoter to prescribe fresh timeline under Section 4(2)(l)(C), he is not absolved of the liability under the agreement for sale"

65. The above dicta makes it abundantly clear that any extension granted by the Authority, or revised timelines uploaded on the TG RERA project registration portal, do not ipso facto alter or bind the allottees' contractual rights. The agreed date of possession remains as stipulated in the Agreement for Sale, and unilateral extensions by the promoter cannot be foisted upon allottees to their detriment.

66. Accordingly, this Authority holds that the revised possession dates mentioned by the Respondent, whether while seeking extensions before the Authority or as updated on the registration portal, cannot be treated as binding on the Complainants.

(iii) Relief under Section 18 of the RE(R&D) Act:

67. It is noted that there is a discrepancy in the amounts paid as averred by the parties. The Complainant states that they have paid more than 90% of the total consideration of ₹1,00,02,000/-, while the Respondent avers that only ₹22,40,000/- has been paid. The complainant has placed payment receipts of an amount of Rs.94,51,890/-, paid diligently and without default. In the absence of contradictory documentary evidence from the Respondent and based on the material on record, including payment receipts submitted by the Complainant, this Authority proceeds on the basis that substantial payments have been made by the Complainant, and accepts their averment of having paid the aforementioned amount for the

purpose of granting relief, subject to verification of actual payments at the time of computation. The Agreement clearly stipulated possession by 31.08.2023, with a grace period of 6 months to 29.02.2024. Admittedly, possession has not been delivered.

68. The Respondent's contention that 90% work is complete and that the Complainants have paid only a portion of the consideration is wholly unsustainable. The Complainants have already paid over 90% of the agreed consideration as per their averments. Despite receiving such substantial sums, the Respondent has failed to honour its contractual obligations. It is manifest that the Respondent gave false assurances, being fully conscious of the market situation, yet assuring dates of completion that it had no capacity to honour. More than one year has elapsed beyond the stipulated date, yet the project is neither complete nor possession handed over.

69. The Respondent further seeks to shift the burden on the complainant by contending that the balance amount is unpaid. This plea is untenable. The law does not permit a defaulter to take advantage of its own breach. As held by the Hon'ble Supreme Court in ***Kusheshwar Prasad Singh v. State of Bihar [Civil Appeal No. 7357 of 2000]***:

It is settled principle of law that a man cannot be permitted to take undue and unfair advantage of his own wrong to gain favourable interpretation of law. It is sound principle that he, who prevents a thing from being done shall not avail himself of the non-performance he has occasioned. To put it differently, "a wrongdoer ought not to be permitted to make a profit out of his own wrong."

70. In this context, it is pertinent to note that the Agreement of Sale linked the payment schedule to the progress of construction. While the allottees are indeed bound to adhere to the agreed payment plan, such obligation arises only when the promoter simultaneously fulfils its reciprocal obligation of executing construction in line with the assured progress. In the absence of such progress, the Respondent cannot insist upon further payments as a condition to claim relief.

71. Section 18 of the RE(R&D) Act is categorical and unconditional. It does not make the grant of interest contingent upon the quantum of sale consideration paid, nor does it provide any defence to a defaulting promoter. Once delay in handing over possession is established, an allottee who elects to remain in the project is entitled to interest for every month of delay, irrespective of whether part or whole of the consideration has been paid, provided that the payments already made are in accordance with the Agreement of sale. The Respondent's plea

that only “partial sale consideration” has been paid and hence interest cannot be granted is therefore vague, misconceived, and contrary to the express mandate of the statute.

72. Now, Section 18 of the RE(R&D) Act is categorical:

(1) If the promoter fails to complete or is unable to give possession of an apartment, plot or building,—

(a) in accordance with the terms of the agreement for sale or, as the case may be, duly completed by the date specified therein; or

(b) due to discontinuance of his business as a developer on account of suspension or revocation of the registration under this Act or for any other reason,

he shall be liable on demand to the allottees, in case the allottee wishes to withdraw from the project, without prejudice to any other remedy available, to return the amount received by him in respect of that apartment, plot, building, as the case may be, with interest at such rate as may be prescribed in this behalf including compensation in the manner as provided under this Act:

Provided that where an allottee does not intend to withdraw from the project, he shall be paid, by the promoter, interest for every month of delay, till the handing over of the possession, at such rate as may be prescribed.

(2) The promoter shall compensate the allottees in case of any loss caused to him due to defective title of the land, on which the project is being developed or has been developed, in the manner as provided under this Act, and the claim for compensation under this subsection shall not be barred by limitation provided under any law for the time being in force.

(3) If the promoter fails to discharge any other obligations imposed on him under this Act or the rules or regulations made thereunder or in accordance with the terms and conditions of the agreement for sale, he shall be liable to pay such compensation to the allottees, in the manner as provided under this Act.

73. This statutory right of allottee is unqualified and absolute. Attention is drawn to the decision of the Hon'ble Supreme Court of India in **Civil Appeal Nos. 3581-359 of 2022, Civil Appeal Diary No. 9796/2019, M/s Imperia Structures Limited vs. Anil Patni & Others**, wherein it was held:

"In terms of Section 18 of the RERA Act, if a promoter fails to complete or is unable to give possession of an apartment by the date specified in the agreement, the promoter would be liable, on demand, to return the amount received in respect of that apartment if the allottee wishes to withdraw from the project. Such a right of the allottee is 'without prejudice to any other remedy available to him'. This right is unqualified, and if availed, the deposited money must be refunded with interest as prescribed. The proviso to Section 18(1) contemplates that if the allottee does not intend to withdraw from the project, they are entitled to interest for every month of delay until possession is handed over. The allottee may proceed under Section 18(1) or the proviso thereto."

74. Similarly, in **Civil Appeal Nos. 6745-6749 of 2021, M/s Newtech Promoters and Developers Private Limited vs. State of UP & Others**, the Hon'ble Supreme Court observed:

"Section 18(1) of the Act spells out the consequences if the promoter fails to complete or is unable to give possession of an 9 of 10 apartment, plot, or building in terms of the agreement for sale. The allottee/home buyer holds an unqualified right to seek a refund of the amount with interest as prescribed."

75. Further, as earlier observed, *the Hon'ble Bombay High Court in Neelkamal Realtors Suburban Pvt. Ltd. v. Union of India [(2017) SCC Online Bom 9302]* clarified that RERA registration or its extension cannot rewrite the contract between parties. The date assured under the Agreement of Sale, executed with the allottee's consent, shall prevail. Thus, the Respondent is bound by Section 11(4)(a) of the RE(R&D) Act, which mandates adherence to the terms of the Agreement of Sale.

76. At the same time, if the Complainant has indeed defaulted in adhering to the payment schedule, the Respondent is not without remedy. Sections 19(6) and 19(7) of the Act confer upon the promoter a right to claim interest for delayed payments, as per Rule 15 of the Telangana RE(R&D) Rules, 2017. Nevertheless, such entitlement shall be subject to the Respondent producing cogent and substantive documents demonstrating both the stage-wise progress of construction and the corresponding default, and not merely based on unilateral assertions.

77. In the present case, this Authority finds the Respondent in clear breach of both statutory and contractual obligations. The Complainant is therefore entitled to interest at the prescribed rate for the entire period of delay, i.e., from 01.03.2024 until the actual date of handing over possession. As regards claims of compensation, this Authority notes that jurisdiction for adjudicating compensation lies with the Adjudicating Officer under Section 71 of RE(R&D) Act with Form 'N'. The Complainant is at liberty to pursue such remedy separately..

78. Accordingly, while the Complainant is entitled to relief under Section 18 of the RE(R&D) Act, this entitlement is subject to the reciprocal statutory duty of the Complainant to discharge any outstanding amounts under the payment plan, if not already paid. Compliance on both sides is essential to ensure balance of obligations and timely delivery.

79. This Authority cannot remain oblivious to the larger pattern of violations. It is noted with grave concern that more than fifty complaints have already been received against this very Respondent in respect of the subject project. Such repeated defaults and false assurances strike at the very root of the confidence that homebuyers are entitled to repose under the protective framework of the RE(R&D) Act.

80. The Statement of Objects and Reasons of the RE(R&D) Act explicitly emphasizes “*greater accountability towards consumers and to inject transparency, efficiency, and discipline in the real estate sector*”. The conduct of the Respondent herein is in gross derogation of that legislative mandate. If such violations are permitted to persist, the very soul of the Act would stand diluted and the protection promised to allottees rendered illusory.

81. Accordingly, this Authority hereby sternly warns the Respondent promoter that any further default, non-compliance, or failure to deliver possession within the assured statutory timelines or any fresh grievances brought to notice by allottees shall invite invocation of Section 63 of the RE(R&D) Act.

82. This Authority shall not hesitate to take the strictest view in future, for the Act was enacted not as a mere regulatory framework but as a beneficial legislation to protect innocent homebuyers from the very malaise exemplified by the conduct of this Respondent.

83. The Respondent is hereby directed to complete the project and hand over possession to the Complainants within the stipulated period. It is further clarified that if the Complainants have defaulted in making payments as per the agreed schedule, the Respondent shall be entitled under Section 19(6) of the Act to claim interest on such delayed payments, provided that it substantiates such claim with credible documentary evidence of both construction progress and corresponding default.

84. In the event the Complainants have defaulted in making payments as per the agreed schedule, the Respondent shall be entitled, under Section 19(6) of the Real Estate (Regulation and Development) Act, 2016, to claim interest on such delayed payments in accordance with Rule 15 of the Telangana Real Estate (Regulation and Development) Rules, 2017. Nevertheless, such entitlement shall be subject to the Respondent producing cogent and substantive documents demonstrating both the stage-wise progress of construction and the corresponding default, and not merely based on unilateral assertions.

85. The Complainants are, in turn, directed to discharge any balance amounts due under the agreed payment schedule, if not already paid. Mutual compliance is essential to ensure timely completion and delivery of the project.

G. Directions of the Authority:

86. In view of the findings and observations recorded hereinabove, this Authority proceeds to issue the following directions:

- a. The preliminary objection raised by the Respondent regarding the maintainability of the complaint on account of the Dispute Resolution Clause in the Agreement of Sale stands rejected. The complaint is maintainable before this Authority.
- b. The Respondent's reliance on the Covid-19 pandemic as a ground of force majeure is held untenable, since the Agreement of Sale was executed after the subsiding of the pandemic and with full knowledge of the prevailing circumstances.
- c. The extension of registration taken by this Respondent cannot dilute the contractual rights of the Complainant under the Agreement of Sale. The date of possession as stipulated in the Agreement shall prevail.
- d. The Respondent is held liable for failure to hand over possession of the subject flat by the agreed date i.e., 28.02.2024 (inclusive of grace period).
- e. The Complainants are entitled to interest at the rate of 10.85% per annum (being SBI MCLR + 2% as per Rule 15 of the TG RE(R&D) Rules, 2017), computed on the amounts actually paid by the Complainants, with effect from 01.03.2024 until actual handing over of lawful possession. The exact computation shall be subject to verification of such payments by the Respondent at the stage of effecting payment. The Respondent shall pay the arrears accrued up to the date of this Order within sixty (60) days, and shall thereafter continue to pay the accruing interest on a monthly basis, on or before the 10th day of each succeeding month, until possession is delivered.
- f. Insofar as compensation is concerned, the Complainant is at liberty to pursue appropriate proceedings before the Learned Adjudicating Officer under "Form N".
- g. The Respondent is hereby directed to complete the project forthwith and hand over possession to the Complainants within the statutory timelines.
- h. The Complainants are directed to pay the balance consideration strictly in accordance with the agreed payment schedule. In the event of any default in adhering to such schedule, the Respondent shall be at liberty to claim interest on the delayed amounts, as provided under Rule 15 of the Telangana Real Estate (Regulation and Development) Rules, 2017. However, such claim shall be substantiated by valid documentary evidence demonstrating that the default is aligned with the actual stage-wise progress of construction, and not merely on the basis of unilateral assertions.

87. Having regard to the repeated defaults and the large number of complaints already pending against this Respondent in the same project, this Authority sternly warns the

Respondent that any further delay, non-compliance, or grievance brought to notice by allottees shall invite section 63 of the RE(R&D) Act.

88. The complaint is accordingly allowed in part, in terms of the above directions.

89. Failure to comply with above said directions by the Respondent shall attract penalty in accordance with Section 63 of the RE(R&D) Act, 2016

90. As a result, the complaint is disposed of accordingly. No order as to costs.

Sd/-
Sri. K. Srinivas Rao,
Hon'ble Member
TG RERA

Sd/-
Sri. Laxmi NaryanaJannu,
Hon'ble Member
TG RERA

Sd/-
Dr. N. Satyanarayana, IAS (Retd.),
Hon'ble Chairperson
TG RERA

