

West Bengal Real Estate Regulatory Authority
Calcutta Greens Commercial Complex (1st Floor)
1050/2, Survey Park, Kolkata- 700 075

Complaint No.WBRERA/COM001575

Sutapa Dholey..... Complainant

Vs.

Reshma Gayen..... Respondent

Sl. Number and date of order	Order and signature of the Authority	Note of action taken on order
01 <hr/> 11.03.2026	<p>Complainant represented by Subhabrata Dholey and Learned Advocate, Joy Bhattachraya are present in the hearing through online mode. They are directed to file hazira ,authorization letter from the complainants and vakalatnama immediately.</p> <p>Respondent is absent in the hearing despite due service of hearing notice to the Respondent.</p> <p>Let the track record of due service of hearing notice to the Respondent be kept on record.</p> <p>Complainant Representatives stated that, Mrs. Sutapa Dholey ,the complainant and her daughter in law Smt. Sneha Dakal are drawing the Authority's attention of serious issues regarding their agreement with Mrs. Reshma Gayen, Proprietor of Shanvi Buildwells (Address: 442, Garer Dhar, Khalisani, P.O. & P.S. Chandannagar, Dist. Hooghly, Pin-712316), for purchase of two flats (C1 & C3) at "Shanvi Pride" (Address: 250 A, Surer Pukur Main Road, Ward No. 2, Chandannagar Municipality, Dist. Hooghly). Smt. Sutapa Dholey and her daughter-in-law, Smt. Sneha Dakal made advance payments of Rs. 5 lakhs and Rs. 10 lakhs, respectively, with the understanding that the flats would be handed over in 2023. However, despite the lapse of two years, the flats have not been handed over to them. A legal notice was served to the proprietor, but she has shown reluctance to comply. They suspect that the flats may have been sold to another buyer, and they may have been cheated.</p> <p>They request immediate intervention to resolve this matter seeking relief by either:</p> <ol style="list-style-type: none">a) handing over the flats as per their agreements.b) Or refund the amount paid @ interest rate mentioned in the agreement along with compensation of Rs.10 lakhs for the delay and mental harassment caused.	

The Complainant Representatives seeks interim order as there is high chance that respondent might liquidate or transfer the other assets by not handing over the proposed property in this case to avoid the refund and compensation.

After hearing the Complainant, the Authority is pleased to admit this matter for further hearing and order as per the provisions contained in Section 31 of the Real Estate (Regulation and Development) Act, 2016 read with Rule 36 of the West Bengal Real Estate(Regulation and Development) Rules, 2021 and give the following directions: -

A. The Complainant shall submit her total submission regarding the ComplaintPetition on a Notarized Affidavit either mentioning of inclusion of Smt. Sneha Dakal to be heard jointly been authorized by Smt. Sneha Dakal through Power of Attorney annexing there with notary attested/self-attested supporting documents and a signed copy of the Complaint Petition and send the Affidavit (in original) to the Authority serving a copy of the same to the Respondent, both in hard and soft copies, within **3(three) weeks** from the date of receipt of this order of the Authority by email.

B. The Respondent shall submit her Written Response on notarized affidavit regarding the Complaint Petition and Affidavit of the Complainant, annexingtherewith notary attested/self-attested supporting documents, if any, and send the same (in original) to the Authority serving a copy to the Complainant, both in hard and soft copies, within **3(three) weeks** from the date of receipt of the Affidavit of the Complainant either by post or by email whichever is earlier.

Fix after **8(eight)weeks** for further hearing and order.

(JAYANTA KR. BASU)
Chairperson

West Bengal Real Estate Regulatory Authority

(BHOLANATH DAS)
Member

West Bengal Real Estate Regulatory Authority