

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

Complaint No.WBRERA/COM000859

Uddalak Biswas and Tanudeepa Biswas..... Complainant

Vs.

Zodino Omnichannel Merchandise Private Limited..... Respondent 1

Mrinal Kumar De..... Respondent 2

Shantanu Das..... Respondent 3

Rabindra Nath Das..... Respondent 4

Sl. Number and date of order	Order and signature of Authority	Note of action taken on order
06 28.04.2026	<p>The Complainant, Uddalak Biswas appeared through online mode, filing the Hazira online.</p> <p>The Respondent, Zodino Omnichannel Merchandise Private Limited, is absent in the hearing despite due service of hearing notice to the Respondent, which should be kept on record. The respondent you are represented by their learned during the last hearing held on 23rd 12 2025 Where the Learned Counsel further time as he newly appointed and the Respondent has not yet handed over any documents regarding the instant matter so he prayed for short time to defend the instant Complaint.</p> <p>The Complainant stated that that they want to have refund of money along with interest and the Respondent in the earlier hearing as stated that they will refund the money and made a proposal for amicable settlement but no effective steps have been taken by the Respondent as on date. Respondents number 2 and 3 were physically present on the 4th hearing held on 16th October 2025 and are aware of the complaint matter and the relief been sought by the complainants in their complaint. They also promised to refund the Rs.5,00,000/- payment received from the complainants within three months thereby acknowledging receipt of the money from the complainants. Respondents were being registered agents vide The Registration No. of the project is HIRA/A/KOL/2020/000389.</p> <p>After hearing the complainant and going through all the documents and the submissions made by parties the Authority grant the relief as prayed by the complainants of refund of their money and hereby directs upon</p> <p>A). the respondent shall refund to the Complainant the principal</p>	

amount of Rs.5,00,000/- as received from the complainant along with interest at the rate SBI PLR plus two percent to be calculated from the date of payment of the principal amount by the complainant till the date of refund of the same by the respondent through bank transfer **within 45 days** as per provision of section 18 of RE(R&D) Act 2016 Read with Rule 18 of WBRERA Rules 2021, of receipt of the instant order.

B). The complainants shall submit their bank account details **within 7(seven) days** to the respondent for refunding the money to the complainant.

C). The respondents shall submit their compliance of RERA Act 2016 and WBRERA Rules 2021.

To fix next date of hearing on 22nd June 2026.



(JAYANTA KR. BASU)
Chairperson

West Bengal Real Estate Regulatory Authority



(TAPAS MUKHOPADHYAY)
Member

West Bengal Real Estate Regulatory Authority