

**DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION**

**DF-II**

**CONSUMER COMPLAINT NO. DC/AB1/44/CC/107/2025**

NARINDER VERMA W/o. S.K.VERMA  
PRESENT ADDRESS - SECTOR 21 , CHANDIGARH , CHANDIGARH ,  
CHANDIGARH,CHANDIGARH.

.....Complainant(s)

Versus

THE CORTIZA HOLIDAYS P LTD  
PRESENT ADDRESS - SCO 147 , CHANDIGARH , SECTOR 34 ,  
CHANDIGARH,CHANDIGARH.

.....Opposite Party(s)

**BEFORE:**

**AMRINDER SINGH SIDHU , PRESIDENT  
BRIJ MOHAN SHARMA , MEMBER**

**FOR THE COMPLAINANT:**

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**DATED: 26/08/2025**

**ORDER**

DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION-II, U.T. CHANDIGARH

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Consumer Complaint No : 107 of 2025

Date of Institution : 02.04.2025

Date of Decision : 26.08.2025

Narinder Verma, age 47 years, w/o Sh.S.K.Verma, R/o House No.3002, SBI  
Officers Society, Sector 49-D, Chandigarh-160047.

... .. Complainant

Versus

1. The Cortiza Holidays (P) Ltd., Registered Address: House No.53, Floor First, Pocket 9, Sector 21, Rohini, North West Delhi, Near Petrol Pump, New Delhi-110086.

Also at

SCO 146-147, 2nd Floor, Sector 34-A, Chandigarh-160022.

Also at

through its Directors Ms.Deepa Pundir & Sudeep Batra, A-15A, Third Floor, Pratap Nagar, Mayur Vihar, Phase I, Delhi-110091.

2. Deepa Pundir, Additional Director, The Cortiza Holidays (P) Ltd., A-15A, Third Floor, Pratap Nagar, Mayur Vihar, Phase I, Delhi-110091.

3. Mr.Sudeep Batra, Director, The Cortiza Holidays (P) Ltd., A-15A, Third Floor, Pratap Nagar, Mayur Vihar, Phase I, Delhi-110091.

4. Mr.Girish Ranjan, Sales Head at Chandigarh, Restaurant at First Floor, Hotel Turquoise, Industrial Area, Phase-II, Chandigarh- 160022.

... .. Opposite Parties

**BEFORE: MR.AMRINDER SINGH SIDHU,      PRESIDENT**

**MR.B.M.SHARMA,                      MEMBER**

**Argued by:** Sh.S.K.Verma, Counsel for Complainant.

OPs ex-parte.

**ORDER BY AMRINDER SINGH SIDHU, M.A.(Eng.),LLM,PRESIDENT**

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1] The complainant has filed the present complaint pleading that on receiving the phone call from associates of OPs on 18.02.2024, the complainant, her husband & son visited the restaurant at Hotel Turquoise, Industrial Area, Phase II, Chandigarh, where OP No.4 alongwith some another staff member explained about 5 years membership of OP Company. The complainant paid Rs.1,25,000/- through credit card to OP No.4 in the name of OP No.1 on 18.02.2024. Copy of the credit card statement has been annexed with the complaint as Annexure C-1. The complainant was provided some freebees like Dr.Batra's Gift Voucher for Rs.5000/-, one 3 days/2 nights complementary stay free voucher, orane free coupon for Rs.500/-, gift of glitter voucher of Rs.5000/ which have not been used by the complainant. Copies of the Vouchers and Membership Application Form cum Agreement dated 18.02.2024 duly signed by OP No.4 have been annexed with the complaint as Annexure C-2 & C-3 respectively.

It is pleaded that on 16.04.2024, the complainant through her husband had sent an e-mail to the OP No.1 for booking of 2 rooms at Mussoorie for 2 nights i.e. for 10<sup>th</sup> and 11<sup>th</sup> May 2024 and also spoken with the OP No.4 regarding the same. A screenshot of the e-mail was also shared on whatsapp with the OP No.4. Copies of the e-mail and screenshot dated 16.04.2024 have been annexed with the complaint as Annexure C-4 & C-5 respectively. Thereafter the complainant contacted severally seeking confirmation of booking. All the communications were made with the OP No.4 and he

informed every time that needful is being done. When the OPs did not provide any confirmation till the morning of 10.05.2024, the complainant had no option but to cancel the program. On 10.05.2024 at 12.52 PM, the complainant received an e-mail from OP No.1, which was read later on, in which certain queries were raised but booking was not done. A copy of the e-mail dated 10.05.2024 has been annexed with the complaint as Annexure C-6. It is pleaded that the complainant had spent an amount of Rs.1,25,000/- and tried to avail the first stay at Mussoorie but the OPs failed to provide the same. It is pleaded that OP No.1 is a private limited Company and the OP No.2 & 3 are their directors and OP No.4 is responsible for collecting the funds from the complainant on behalf of OP No.1. A legal notice dated 15.05.2024 was sent by the complainant to the OPs to refund Rs.1,25,000/- but all in vain. Copies of the legal notice and returned envelopes have been annexed with the complaint as Annexure C-7 (colly). Alleging the aforesaid act of OPs amounts to deficiency in service and unfair trade practice on their part. Hence, the present consumer complaint has been filed by the complainant with a prayer to direct the OPs to refund the amount of Rs.1,25,000/- alongwith interest; compensation for loss, mental agony & harassment and cost of litigation expenses.

2] The OP No.1 to 3 did not turn up despite service of notice, hence, they were proceeded against ex-parte vide order dated 10.06.2025.

3] Since notice sent to OP No.4 was received back with the remarks 'refused' and none put in appearance before this Commission on behalf of

OP No.4, he was proceeded against ex-parte vide order dated 08.05.2025.

4] Complainant led evidence in support of her contention.

5] We have heard the learned counsel for the complainant and gone through the entire documents on record.

6] Perusal of the record reveals that the complainant took membership of OP Company by paying an amount of Rs.1,25,000/- on 18.02.2024 (Annexure C-1) and Membership Application Form cum Agreement Copy (Annexure C-3) was provided to the complainant. The grouse of the complainant is that when she planned vacations/holidays and requested the OPs to book 2 rooms at Mussorie for 10.05.2024 and 11.05.2024, the OPs failed to provide the same which is evident from e-mails (Annexure C-4 & C-6). The act and conduct of the OPs amounts to grave deficiency in service and unfair trade practice as they failed to provide services to the complainant as promised by them.

7] The OPs did not appear to contest the claim of the complainant and preferred to be proceeded ex-parte. This act of the OPs draws an adverse inference against them. The non appearance of the OPs shows that they have nothing to say in their defence against the allegations made by the complainant. Therefore, the assertions of the complainant go unrebutted and uncontroverted, as such, the same are accepted as correct

8] The act of the OPs for not providing the services to the complainant & retaining her hard earned amount of Rs.1,25,000/- till date and non

appearance during the proceedings of the present case certainly proves deficiency in service and unfair trade practice on the part of OPs.

9] In view of the above discussion, the present consumer complaint deserves to succeed. The same is accordingly partly allowed and the OPs are directed as under:-

- i) to refund Rs.1,25,000/- to the complainant alongwith interest @ 6% per annum from the date of its deposit i.e. 18.02.2024 till the date of its actual realization.
- ii) to pay lump sum compensation of Rs.10,000/- to the complainant on account of mental agony & harassment including litigation expenses.

This order shall be complied with by the OPs within 45 days from the date of receipt of certified copy of this order.

10] The pending application(s) if any, stands disposed of accordingly.

The Office is directed to send certified copy of this order to the parties, free of cost, as per Rules under The Consumer Protection Rules, 2020. After compliance file be consigned to record room.

**Announced**

26.08.2025

**Sd/-**

**(AMRINDER SINGH SIDHU)**

**PRESIDENT**

**Sd/-**

**(B.M.SHARMA)**

**MEMBER**

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**AMRINDER SINGH SIDHU**  
**PRESIDENT**

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**BRIJ MOHAN SHARMA**  
**MEMBER**