

Date of Filing: 02.05.2025

Date of Order: 03.09.2026



BEFORE THE DISTRICT CONSUMER DISPUTES REDRESSAL
COMMISSION - I, HYDERABAD

Present

HON'BLE MRS. B. UMA VENKATA SUBBA LAKSHMI, PRESIDENT
HON'BLE MRS. C. LAKSHMI PRASANNA, MEMBER
HON'BLE MR. B. RAJI REDDY, MEMBER

On this the Thursday, the 03rd day of September, 2026

C.C.No. 106/2025

Between:-

Mrs. Manaswini Gorthi, W/o. Mr. Aneesh Ravishankar,
Aged: 28 years, Occ: Business,
R/o. 33-95/18, Sri Venkateshwara Officers Colony,
Sadguru Colony, Tirumalagiri, Secunderabad, Telangana-500056.
....Complainant

AND

1. M/s. Interior Company by Square Yards,
Represented by its authorised representative,
Having a branch office at Lower Ground Floor,
Sanali Spazio, Inorbit Mall Rd, Software Units Layout,
Madhapur, Hyderabad-500081.

2. M/s. Interior Company by Square Yards,
Represented by its authorised representative,
Situated at 3B, Rajendra Nagar, Pusa Road,
New Delhi, Central Delhi-110060.

Having its office at: Smart Works,
Prestige Zeenath, Raja Ram Mohan Roy Road, Bangalore-560001.

3. SY Interior Pvt Ltd.,
Represented by its authorised representative,
Situated at 3B, Rajendra Nagar, Pusa Road,
New Delhi, Central Delhi-110060.

....Opposite Parties

Counsel for the Complainant	: M/s. DMA
Counsel for the Opposite Party No.1	: None
Counsel for the Opposite Parties No.2 & 3	: B. Anvesh

ORDER

(By HON'BLE MRS. B. UMA VENKATA SUBBA LAKSHMI, PRESIDENT
on behalf of the bench)

1. The present complaint is filed under Section 35 of the Consumer Protection Act, 2019, alleging breach of trust, deficiency in service and unfair trade practice on the part of opposite parties No. 1, 2 & 3, with a prayer that is reproduced in the verbatim of the complainant as under.

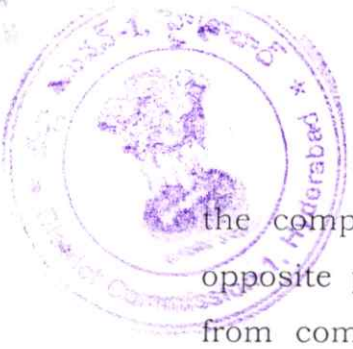
"It is prayed that the Hon'ble Court may be pleased to pass an order in favour of the complainant and against the opposite parties as under.

- Direct the opposite parties to complete the interior works as per the approved 3D renders at their cost and handover the same to the complainant;
- Direct the opposite parties to pay Rs. 1,92,000/- (Rupees One Lakh and Ninety Two Thousand Only) towards compensation till the date of filing of suit i.e. 05.04.2025 – for 384 days, delay @ Rs. 500/- per day along with pendente lite compensation @ Rs. 500/- from the date of filing of the complaint till completion of work as per approved 3D renders;
- Direct the opposite parties to pay Rs. 36,000/- (Rupees Thirty Six Thousand Only) as reimbursement towards electricity charges being paid by the complainant till the date of filing the suit;
- Direct the opposite parties to pay Rs. 2,00,000/- (Rupees Two Lakhs Only) towards the damages and expenses, incurred in covering up the opposite parties' discrepancies and mistakes which the complainant had to compromise with;
- Direct the opposite parties to pay Rs. 4,00,000/- (Rupees Four Lakhs Only) for the deficiency of services causing mental agony and harassment to the complainant;
- Cost of the complaint be awarded.

And pass such other order or orders as this Hon'ble Court deems fit in the interest of justice."



2. For convenience, the parties are addressed as arrayed in the cause title of the complaint.
3. Brief facts as stated in the complaint are that, the complainant, with the dream of living in her dream house, purchased a flat in a newly constructed residential society. Having known about the construction of new residential society, the opposite party, a company engaged in the business of interior designing, approached the complainant to undertake the interior works of her residential flat. The complainant, after knowing the scope of work from the opposite parties and believing their words of providing top notch services, best quality of material and clean interior designing, agreed to hire them for the interior designing of her flat. The complainant and the opposite parties had several discussions to discuss regarding the designs, quality, execution of work, payment schedule etc. Trusting the words of the opposite parties, the complainant, after a few discussions, approved the 3D renders shared by the designer and finalised the same for installation. Basing on the 3D renders approved by the complainant, the opposite parties gave a quotation of Rs. 12,75,632=65 for the interiors. On 30.12.2023, the complainant paid an advance amount of Rs. 6,10,000/-, vide Ref No. 0774754766 (Ex.A2). After finalising the designs, the opposite parties requested the complainant to pay the balance amount. Accordingly, the complainant paid the balance amount of Rs. 6,35,533/- on 08.03.2024, vide Ref No. 0808675680 (Ex.A3). As per the terms discussed between the parties, the opposite parties were obligated to share the e-sign contract after receipt of the advance amount. In spite of receiving the advance amount on 30.12.2023, the opposite parties shared a proposal document on 02.02.2024 after several persuasions and reminders. The complainant raised objections and concerns over the delay in sending the e-sign document. But, to avoid further delay in the work,



the complainant signed the contract digitally on 08.02.2024. The opposite parties, with a malafide intention and to save themselves from compensating the complainant, shared the e-sign document after a month and made the complainant face hardships. The proposed document clearly stated that the project would be completed by 03.03.2024. When the opposite parties started the work, the complainant noticed discrepancies in the execution of the work. The designs and colours did not match with the approved 3D renders. The complainant, through e-mails, enquired as to why the interiors were not being done as per the 3D renders approved by her. The opposite parties, in their reply e-mail dated 28.06.2024, stated that there was a technical glitch in the designs and that there were discrepancies in the 3D renders and production drawings. The opposite parties informed the complainant that their production team followed the production drawings and the same was different from the approved 3D renders. However, the opposite parties blamed the complainant for not pointing out the discrepancies, even though they were well aware that the production drawings were for the understanding of the technical experts and their production team. Since the production drawings sent by their designer to the production team did not match with the approved 3D renders, there were discrepancies in the designs and colours. The 3D renders in the e-signed document were exactly as approved, therefore, the complainant did not raise any concerns at the time of signing the document (Ex.A14). The complainant also noticed discrepancies in the rolling shutters, frosted glass, colour codes of the cabinet and fixing of the entire cabinet including soft closures and wheels and the same was brought to the notice of the opposite parties, who in turn, admitted that it was the fault of their designer who left the company. The opposite parties promised to replace the same, but asked the complainant to bear the costs. After several representations and persuasions through phone calls and e-mails, the opposite parties agreed to replace the units and make them as per the 3D renders approved by the complainant. After multiple follow-ups, the





opposite parties informed the complainant on 30.10.2024 that the production was complete and that the materials would be delivered to the site on the same date. However, there was a delay, and even when the material was delivered on 06.11.2024, there were various discrepancies in the rolling shutter, kitchen open box unit, tall units and frosted glass, pencil drawers in the children's bedroom, crockery unit including gola profile, TV unit etc. Even after delaying the work for months and after agreeing to make everything as per the 3D renders, the opposite parties failed to execute and complete the work as per the approved 3D renders. As per the terms and conditions uploaded on the opposite parties' website <https://www.interiorcompany.com/in/terms-and-conditions>, the delivery time of the project valued between 12 to 15 lakhs was mentioned as 80 days from the time of placing the order. Thus, as per the terms and conditions reflecting on the website, the opposite parties ought to have completed the works by 20.03.2024. But the opposite parties did not complete the work within the timelines assured by them. Further, as per the terms and conditions reflecting on the website, a penalty clause @ Rs. 500/- per of day for delay of the project beyond 15 days working from the confirmed date was stipulated. It is further stated that, as per the agreed terms, the opposite parties agreed to clean the premises after completing the installation. But the opposite parties failed to remove the debris, causing inconvenience in the painting process. As the opposite parties failed to handover the premises to the complainant in time and the interior works were not reported as completed, the complainant continued to pay Rs. 3,000/- per month for electricity as per the terms of the agreement with the builder (Ex.A10). The opposite parties, on various occasions, had taken defense of 'client service agreement' which was never shared to the complainant. In fact, the complainant was not aware of the existence of such an agreement. When the complainant did not receive any such agreement, the question of agreeing to the terms of the agreement would not arise. The entire



delay, from sharing the e-signed document to still not finished works as per the approved designs, caused mental harassment to the complainant. Left with no other alternative, the complainant issued a legal notice dated 20.01.2025 to the opposite parties, calling upon them to finish the interior works as per the approved 3D renders and handing over the possession to the complainant within 7 days of the receipt of the legal notice (Ex.A11). Even after the receipt of the legal notice, the opposite parties neither replied nor completed the interior work as per the approved 3D renders. Hence, alleging breach of trust, deficiency in service and unfair trade practice on the part of opposite parties, the complainant filed the present complaint with a prayer to grant the reliefs as stated supra.

4. Despite receipt of the notice from the Commission, the opposite party No. 1 neither appeared nor filed written version within the statutory period of $30+15=45$ days prescribed under the Consumer Protection Act, 2019, hence, the right to file written version of the opposite party No. 1 was forfeited vide docket proceedings dated 14.07.2025.
 5. Upon receiving the notice from the Commission, the opposite party No. 3 appeared through their counsel and contested the consumer complaint by filing written version on behalf of opposite parties No. 2 & 3. The board resolution filed with Vakalatnama of the counsel had the signatures of opposite parties No. 2 & 3.
 6. In the written statement filed by the authorized representative on behalf of the opposite parties No. 2 & 3, while denying the contents in the complaint, it is contended that the present complaint is malafide, misconceived, devoid of any merit, and is clearly an attempt by the complainant to misuse the process of the Commission. It is further contended that the complainant appears to be selectively interpreting facts in a manner that supports a pre-conceived narrative of deficiency, without any objective basis. It is stated that the opposite party is engaged in the business of providing consultancy and
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execution of residential/commercial interior work/designing services and other incidental services, and has maintained a long-standing reputation for professionalism, customer satisfaction and ethical business conduct. It is further stated that, it is the complainant and not the opposite party who has approached to carry out the interior designing in her residential flat. The complainant has approached due to the goodwill and presence of the opposite party in the industry and not vice-versa as alleged in the complaint. The opposite parties follow a well-defined and systematic process for executing the projects, which includes multiple stages of planning, design approval and implementation. The procedures are designed to ensure that the consumers of the opposite parties do not face any inconvenience or ambiguity throughout the service period. The same structured process has been meticulously followed in the case of the complainant also when she has engaged the opposite parties for an interior makeover of her residential property. As part of their standard process, the opposite parties have commenced work on the complainant's project; initially, by sharing 3D renderings of the proposed interior modifications, which have been prepared based on the specific requirements and requests of the complainant. After thorough vetting of the renderings, the complainant has duly approved the same without any objections or reservations. The opposite parties have also shared the production drawings with the 'Sign-Off' documents via e-mail. The said documents containing the finalized designs and specifications have been explicitly reviewed, acknowledged and approved by the complainant at the time of signing the contract. The opposite parties have commenced the work after obtaining the explicit approval by the complainant. Thus, there has been complete disclosure, mutual agreement and transparency at all times. The complainant's allegations in the present consumer complaint are contrary to the informed consent previously given and constitute an after-thought. It is averred that the opposite parties were not under any legal or contractual obligation to share the contract document

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immediately after receiving the advance amount. The opposite parties were required to undertake preparatory work, including but not limited to the formalization and generation of customized 3D renders, which were integral to the finalization of the documentation done by the opposite parties. Accordingly, the opposite parties duly shared the contract document with a minimal and commercially reasonable delay of a few days, which was consistent with standard industry practice. The opposite parties, vide e-mail communication dated 28.08.2024, duly addressed the queries raised by the complainant and provided necessary clarifications. The opposite parties had been in regular communication with the complainant throughout the duration of the engagement. The issues or concerns that arose during the pendency of the work were promptly addressed and resolved by the opposite parties in a timely and diligent manner. The glitch mentioned in the e-mail was solely in relation to the 3D renders of crockery unit and not regarding the other works. The scope of execution was determined solely on the basis of the signed and approved production drawings, and not the initial 3D renders, which were merely conceptual in nature. The complainant wilfully disregarded the production drawings duly shared by the opposite parties. The delays, if any, were solely due to the complainant's own omission and negligence. The entire work was undertaken and executed by the opposite parties in accordance with the terms and conditions mentioned on their website <https://www.interiorcompany.com/in/terms-and-conditions>. As per the explicit stipulations contained in clause 4.2 of the terms and conditions governing the contractual arrangement between the parties, certain 'Pre-Conditions for On-Time Delivery (Delivery Guarantee)' were clearly enumerated. It is submitted that the opposite parties undertook site cleaning operations in a phased and systematic manner. Certain tools and materials belonging to the opposite parties were temporarily left at the residential site due to the fact that the entire scope of work was not finalized, and some installation tasks remained pending due to the consistent changes requested by the





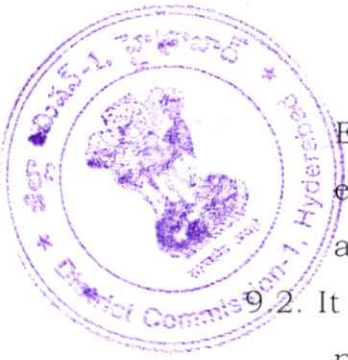
complainant. Therefore, the residential flat could not be fully cleared at that stage. It is further submitted that the opposite parties duly completed all the agreed works in accordance with the approved production drawings, which were expressly acknowledged and accepted by the complainant. Hence, denying the allegations of breach of trust, deficiency in service and unfair trade practice on their part, the opposite parties No. 2 & 3 prayed the Commission to dismiss the complaint.

7. During the course of enquiry, the complainant (PW-1) filed the evidence affidavit and got marked the documents at Ex.A1 to Ex.A.16. Mr. Kundum Teja, Authorized Representative (DW-1) filed evidence affidavit on behalf of the opposite parties No. 2 & 3 and got marked the document at Ex.B1. The learned counsel for the complainant submitted written arguments and advanced oral submissions. The learned counsel for the opposite parties No. 2 & 3 submitted written arguments and orally submitted to treat their written arguments as oral submissions. Thereafter, the matter was reserved for orders.
8. Based on the facts and material available on the record, and written and oral submissions/arguments of the complainant and opposite parties No. 2 & 3, the following points have emerged for consideration.
 - (a) Whether the complainant has established breach of trust, deficiency in service and unfair trade practice on the part of opposite parties No. 1, 2 & 3?
 - (b) Whether the complainant is entitled for the reliefs as prayed in the complaint?
 - (c) If so, to what relief/s?

9. Point 'a':

- 9.1. Admittedly, the complainant availed the services of the opposite parties for doing interior works at her residential property (Ex.A1). It is also an admitted fact that the opposite parties received the amounts to the tune of Rs. 12,75,372=65 (Ex.A2,

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Ex.A3, Ex.A4, Ex.A6) before starting the works/project and the e-sign document was shared and executed after receiving the advance payment (Ex.A5, Ex.A14).

- 9.2. It is the case of the complainant that the opposite parties did not provide the assured services and the works executed were not in accordance with the approved renders. It is also the case of the complainant that the delay was evident at every stage of the project.
- 9.3. It is the version of the opposite parties No. 2 & 3 that the complainant deliberately overlooked the fact that the execution of the project was undertaken through a structured process comprising conceptual 3D renders, detailed production drawings and final sign-off documents. It is also the version of the opposite parties No. 2 & 3 that the delayed approvals and continued fresh requirements from the complainant made the project practically impossible to execute strictly in accordance with the original timelines.
- 9.4. The oral submissions advanced by the learned counsel for the complainant were in line with the pleadings/averments made in the complaint, evidence affidavit and written arguments.
- 9.5. In the written arguments, it is contended by the learned counsel for the complainant that, despite receiving the entire consideration amount and giving the estimated completion date as 03.03.2024, the opposite parties failed to complete the works within the promised period. It is further contended that the discrepancies noticed by the complainant were brought to the notice of the opposite parties, but the opposite parties failed to rectify and execute the work complete the project as per the 3D renders. It is stated that, despite repeatedly assuring the complainant that the defective units would be replaced and the works would be rectified in accordance with the approved renders, the opposite parties continuously delayed the rectification works and failed to complete the project even till the



date of filing the present complaint. It is further stated that the material used and services provided were of poor quality. It is submitted that the opposite parties failed to submit any documentary evidence on the record evidencing completion of the project or satisfactory completion of the interior works. It is further submitted that the opposite parties did not submit completion certificate, work completion acknowledgement or any other document to establish that the works were completed in accordance with the approved renders.

- 9.6. Per contra, it is contended by the learned counsel for the opposite parties No. 2 & 3 that throughout the execution of the project, they maintained continuous communication with the complainant through e-mails, meetings and other modes of correspondence. It is further contended that the complainant, after carefully reviewing the finalized production drawings and sign-off documents, expressly approved and accepted the same before the commencement of the execution. Having voluntarily granted the approvals, the complainant was estopped from subsequently alleging that the work ought to have been executed differently or in accordance with the preliminary conceptual renders. It is submitted that every alteration sought by the complainant required corresponding modifications in manufacturing, procurement and installation, therefore, any delay in execution of the work was the direct consequence of the repeated interventions and changing requirements of the complainant. It is further submitted that the contractual relationship between the parties was governed not only by the approved drawings but also by the terms and conditions governing the services of the opposite parties, which were duly accepted by the complainant while availing the services.
- 9.7. Before delving on the merits of the case, it is pertinent to mention excerpts of the e-mail communications transpired between the parties and the same are reproduced as under.



“Ex.A7

From: Kundum Teja <kundum.teja@interiorcompany.com>

Date: Friday, 5 July, 2024, 13.05

Subject: Re: Your interior Design Proposal is ready!

To: Aneesh Ravi <aneesh.ravishankar@gmail.com>

Dear Aneesh Sir,

Regarding the concerns raised by you for production drawings, the supply of the material and installation of the same will be done as per the production drawings. The 3D renders which were provided to you along with the production drawings in the e-sign document is to give you both a technical detail and also a visual detail before as to how a particular unit will be looking like.

Before giving the sign off on the e-sign documents, if you would have raised the concerns to the designer, regarding the change of shade of the laminate or any missing unit which was mentioned in the 3D render and not mentioned in the production drawing, the solution would have been given by changing the production drawings by the designer.

With regard to the issues raised during our last meeting at office:

1. Living Room TV unit - The TV unit has been installed as per the approved design. Cleaning is pending from our side. Final alignment is ending and will be done after the cleaning is completed.
 2. Crockery Unit - The installation has been done as per the drawing. Since there is a technical glitch (top drawers have Gola Profile, opening of bottom shutters is not possible), hence we have not installed the knobs for the shutters. The best solution that we can give here is cutting the facia for the drawers and giving knobs for all the drawers and bottom shutters.
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3. Guest Bedroom Glass Profile Shutter - Installation has been done as per the production drawings, but as per the discussion we had, the 3D render which was shared with you during the e-sign drawing is showing aluminium profile shutter with frosted glass. The process followed in Square Yards is that all the supply and installation is done as per the production drawings + Kushalappa KS requesting your input here.
4. Kitchen - Installation of the kitchen units have been done as per the production drawings. There are 2 open boxes which are mentioned in the drawing and are installed as per the specified colour code mentioned in the production drawing. But as per the e-sign render view, its been depicted as grey colour. +Kushalappa KS requesting your input here.

With respect to the rolling shutter damage - as you are aware, the designer is not in Square Yards system, and our management can't help in replacing the two expo panels, but still the two expo panels can be supplied by Square Yards, if you are willing to pay the material cost."

- 9.8. We have carefully perused the record and have given thoughtful consideration to the contentions raised by the complainant and the opposite parties No. 2 & 3.
- 9.9. The opposite parties No. 2 & 3, vide memo dated 07.04.2026 submitted that they would submit the colour photographs of Ex.B1, but did not submit the same. The complainant submitted the colour photographs along with pen drive and the same were marked at Ex.A14 & Ex.A16.
- 9.10. On perusal of the documentary evidence submitted by the complainant, it is evident from the document at Ex.A6 that the expected project completion date is mentioned as 03.03.2024. It is further evident from the e-mail communications at Ex.A7, whats app chats at Ex.A8 & Ex.A15 and pen drive at Ex.A16 that the opposite parties have failed to complete the project by the

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completion date mentioned in Ex.A6 and that there are discrepancies in the work agreed and the work executed. It is also evident from the e-mail communication dated 20.08.2024 at Ex.A7 that the complainant has raised the grievance regarding not discussing about the production drawings to be final at the time of initial discussions as the complainant has paid the advance amount and availed the services of interiors in her residential property on the basis of the renders.

9.11. In the case at hand, there are contradictions in the statements of the opposite parties No. 2 & 3. On one hand, in para 6 of the written statement of the opposite parties No. 2 & 3, it is stated that, in adherence to the standard process, the opposite parties have commenced the work on the complainant's project initially by sharing 3D renderings of the proposed interior modifications that are prepared based on the specific requirements and requests of the complainant and the complainant has duly approved the same without any objections or reservations, and on the other hand, in para 22, it is stated that the entire scope of work has been duly completed by the opposite parties in accordance with the agreed production drawings.

9.12. The contention of the complainant is two fold; firstly, that the opposite party has collected an amount of Rs.6,10,000/- against the quotation of Rs.12,75,532/- before sending the e-sign document; secondly, that the approval has given on the basis of the 3D renders shared by the opposite party and the production designs and colours have not matched with the approved 3D renders.

9.13. With regard to the first contention, admittedly, the opposite parties have collected an amount of Rs.6,10,000/- against the quotation of Rs.12,75,532/- and the e-sign document along with production drawings have been shared almost a month after receiving the advance payment.

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9.14. With regard to the second contention, admittedly, the approval has been given by the complainant on the basis of the 3D renders shared by the opposite party. Further, the e-mail communications and the contents in the written version prove that the complainant has raised the grievance regarding the work and material not matching with the renders.

9.15. The opposite parties, except stating that the 3D renders are merely illustrative and conceptive in nature and the actual execution is always intended to be carried out strictly in accordance with the final production drawings duly approved by the complainant, has not submitted cogent documentary evidence to establish that the said information has been shared with the complainant either before collecting the advance payment or at the time of sharing the 3D renders for approval at the time discussing the project. The material evidence on the record reveals that the information regarding renders being merely illustrative is provided after the complainant has raised concerns about discrepancies in the work executed at the site. We are unable to understand when the approval has been given and the advance amount is paid on the basis of renders, how can the execution be based on production drawings without intimating that the production drawings shall be final. There is no iota of material to show that the information regarding renders and production drawings is provided at the time of sharing renders or at the time of collecting the advance. Further, except submitting Ex.B1, the opposite parties have not submitted rebuttal evidence to Ex.A16. The colour photographs and the content in the pen drive corroborate the defects mentioned in para 21 of the complaint. The colour photographs and the content in the pen drive clearly establish that the tasks entrusted to the opposite parties are incomplete. In so far as opposite party No.1 is concerned the documentary evidence submitted by the complainant has remained unchallenged and

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unrebutted. In our considered opinion, collecting the amounts without sharing true and accurate information regarding the 3D renders before finalizing the project and not informing the complainant that the renders are only for the visual reference and production drawings are considered for the final production and installation amounts to breach of trust, deficiency in service and unfair trade practice on the part of opposite parties No. 1, 2 & 3. Hence, point 'a' is answered accordingly.

10. Points 'b' & 'c':

10.1. In the present case, the material evidence placed on the record establishes that the opposite parties have not informed the complainant that the renders shared are only for visual reference and the installation will be carried out on the basis of the production drawings. It is also established from Ex.A15 that the completed work is not as per the agreed and terms and conditions. The clause No.4.2 of the terms and conditions at Ex.A9 relied upon by the opposite parties does not apply in the present case as none of the terms from 'a' to 'j' mentioned in the said clause exist in the case of the complainant.

10.2. It is true that the interior works are not done as per the approved 3D renders and that there are discrepancies in the agreed and executed work. It is also equally true that the opposite parties have carried out the work as per the production drawings and not as per the renders basing upon which the advance amount has been paid by the complainant. Although the deficiency in service is writ at large in the case of the complainant, the execution of work cannot be lost sight of. The complainant has filed estimate for interior rectification and finishing works along with the written arguments. Since the opposite parties, except denying the non-completion of the work, have not rebutted the additional documents filed by the complainant at Ex.A15 & Ex.A16. Therefore, in the absence of



clarity regarding the amounts for completing the incomplete tasks, the estimate submitted by the complainant is deemed to be true and correct. Hence, looking to the facts and circumstances of the case, we are of the considered view that the complainant is entitled for the estimate amount along with just and reasonable compensation and costs.

10.3. In the result, the complaint is allowed in part and the opposite parties No. 1, 2 & 3 are jointly and severally liable and are directed to

- (i) Pay an amount of Rs.3,50,000/- (Rupees Lakhs Fifty Thousand Only);
- (ii) Pay compensation of Rs.50,000/- (Rupees Fifty Thousand Only);
- (iii) Pay costs of Rs.25,000/- (Rupees Twenty Five Thousand Only);
- (iv) Pending IAs, if any stand disposed of.

Time for compliance 45 days. In case of non-compliance, the amount mentioned at Sr.No.(i) shall attract interest @ 9% p.a. from the date of filing the complaint till its actual payment.

Dictated to steno and typed by her, pronounced by us on this the 03rd day of September, 2026.

3/9/2026
MEMBER

[Signature]
MEMBER

[Signature]
PRESIDENT
3/9/2026

APPENDIX OF EVIDENCE

WITNESS EXAMINED FOR THE COMPLAINANT:

Mrs. Manaswini Gorthi (PW1)

WITNESS EXAMINED FOR THE OPPOSITE PARTY NO.1:

None

WITNESS EXAMINED FOR THE OPPOSITE PARTIES NO.2 & 3:

Mr. Kundum Teja



EXHIBITS FILED ON BEHALF OF THE COMPLAINANT:

- Ex.A1: Copy of welcome email from opposite parties dated 18.08.2023.
 Ex.A2: Copy of bank excerpt showing payment ref No. 0774754766 dated 30.12.2023.
 Ex.A3: Copy of bank excerpt showing payment ref No. 0808675680 dated 08.03.2024.
 Ex.A4: Copy of proposal document along with email confirmation dated 01.02.2024.
 Ex.A5: Copy of e-sign document along with email dated 31.01.2024.
 Ex.A6: Copy of excerpt of opposite parties' website showing expected completion dated.
 Ex.A7: Copy of email thread between the complainant and opposite parties.
 Ex.A8: Copy of whatsapp chat (12 Nos).
 Ex.A9: Copy of terms and conditions as per the opposite parties' website.
 Ex.A10: Copy of apartment handing over authentication.
 Ex.A11: Copy of legal notice sent to opposite party along with 4 postal receipts.
 Ex.A12: Copy of tracking report (3 Nos).
 Ex.A13: Copy of return envelope and acknowledgement card.
 Ex.A14: Copy of e-sign document.
 Ex.A15: Copies of photographs (10 Nos) and screenshots of whatsapp chats (7 Nos).
 Ex.A16: pendrive.

EXHIBITS FILED ON BEHALF OF THE OPPOSITE PARTY NO.1:

Nil

EXHIBITS FILED ON BEHALF OF THE OPPOSITE PARTIES NO.2 & 3:

- Ex.B1: Copy of proof of interior work done by opposite parties.

3/9/2026
MEMBER

3/9/2026
MEMBER

3/9/2026
PRESIDENT

GOVERNMENT OF TELANGANA

District Consumer Disputes
Redressal Commission-1, Hyderabad

Order Pronounced on: 03/9/2026

Order Made Ready on: 11/9/2026

Order Delivered to the Complainant on: 11/9/2026

Order Delivered to the Opposite Party on:

Dis No: 1763
Dt: 11/9/2023

R. Chubbala
SUPERINTENDENT 11/9/2026