

**DISTRICT CONSUMER DISPUTES REDRESSAL COMMISSION  
CHANDIGARH DISTRICT COMMISSION  
CONSUMER COMPLAINT NO. DC/AB1/44/CC/139/2025**

RAJNI

PRESENT ADDRESS - HOUSE NO. 1336/A , CHANDIGARH , SECTOR 39B ,  
CHANDIGARH,CHANDIGARH.

.....Complainant(s)

Versus

THE BOUTIQUE CLUB

PRESENT ADDRESS - B 43 BASEMWNT, OLD DLF, , CHANDIGARH , SECTOR 14, GURGAON  
, CHANDIGARH,CHANDIGARH.

.....Opposite Party(s)

**BEFORE:**

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

**FOR THE COMPLAINANT:**

**FOR THE OPPOSITE PARTY:**

**DATED: 15/10/2025**

**ORDER**

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

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Consumer Complaint No : 139 of 2025

Date of Institution : 27.04.2025

Date of Decision : 15.10.2025

Rajni wife of Sh.Pardeep

Kumar, aged 37 years, Resident of House No.1336/A, Sector 39-B,  
Chandigarh.

... .. Complainant

Versus

1. The Boutique Club, B-43, Basement, Old DLF Colony, Sector 14, Gurgaon through its Authorized Person.
2. The Cortiza Holidays, SCO No.146-147, Level II, Sector 34-A, Chandigarh through its Authorized Person.
3. M/s Reva Incentives Private Limited, SCF No.07, Central Market, Karan Gate, Karnal, Haryana through its Authorized Person.
4. Musa Trip Pvt. Ltd. Shop No.G-10 Part of A-1/b, Mayur Vihar-1, East Delhi, Delhi 110091 through its Authorized Person.

... .. Opposite Parties

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

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

**Argued by:** Complainant in person.

None for OP No.1 & 2 (defence already struck off)

OP No.3 & 4 already ex-parte.

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

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1] The complainant has filed the present complaint through her counsel pleading that she is resident of Chandigarh and on 16.12.2022, she booked a holiday package for her family with the OPs by paying Rs.15,000/- and family

package was valid from 16.12.2022 to 16.12.2023. Complainant received coupon from OP No.3 in which the last date for the submission was 20.02.2024 and hotel expiry date was 25.03.2024. Further complainant deposited a sum of Rs.65,000/- with OP No.4 and copy of Bank Statement of S.B.I. has been attached with the complaint. On 18.01.2024, the complainant sent an e-mail for the booking to Dubai for 15.03.2024. On 20.01.2024, the OP No.3 sent an e-mail to the complainant that there is some payment dispute with OP No.2. Despite repeated requests of the complainant through e-mails to the OPs, OPs did not confirm the booking dated 15.03.2024 at Dubai and delayed the matter on one pretext or the other. On 15.03.2024, OP No.1 promised to update the 3N/4D voucher and requested a fresh voucher. On 28.03.2024, the complainant again requested for booking of Dubai Trip for 25.04.2024 on the basis of fresh voucher but in vain. On 04.09.2024, OP No.1 replied that 3N/4D voucher was already sent and package has expired and refused to refund the amount paid by the complainant. Hence, the present complaint is filed because OPs failed to either provide tour of Holiday Package despite receiving amounts of Rs.15,000/- and Rs.65,000/- or refund the same with interest amount which amounts to deficiency in service and unfair trade practice which created harassment and agony to the complainant, for which she should be compensated.

2] After service of notice of complaint upon the OPs, OP No.1 & 2 appeared before this Commission through advocate but did not file the written version to the complaint within stipulated period as per mandate of the Consumer Protection Act, 2019 despite providing opportunity to them. Hence, their right to file written version was struck off by order dated

02.09.2025 relying upon the case “ ***New India Assurance Company Ltd. vs. Hilli Multipurpose Cold Storage Pvt. Ltd.***” AIR 2016 SC 86.

Moreover, OP No.3 & 4 did not appear before this Commission despite service, hence, they were proceeded against ex-parte vide orders dated 08.07.2025 and 07.08.2025.

3] Complainant led evidence in support of her contention.

4] We have heard the complainant in person and gone through the entire documents on record.

5] The main issue involved in the present complaint is whether there is any deficiency in service or unfair trade practice adopted by OPs or not?

6] In order to find out answer to this question, it is necessary to discuss the following facts and circumstances of the present complaint.

7] The complainant has proved on file that she paid an amount of Rs.15,000/- to OP No.1 vide Annexure C-1 for booking of Holiday Package. Further, she paid Rs.65,000/- to OP No.4 through her account of S.B.I. which is placed on record as Annexure C-2. The OPs neither provided the complainant/consumer the holiday package nor refunded her amount with interest which amounts to not only deficiency in service but also unfair trade

practices adopted by them. Certainly, it caused physical harassment and mental agony to the complainant for which she deserves to be compensated adequately.

8] Moreover, OPs did not file any written version to the complaint as they have nothing to say in order to rebut the genuine complaint of the consumer. Therefore, the assertions of the complainant go unrebutted and uncontroverted.

9] Taking into account the above said facts and circumstances, this complaint is partly allowed with the following directions:-

- i) OP No.1 & 4 are directed to refund Rs.15,000/- and Rs.65,000/- respective to the complainant.
- ii) All the OPs (jointly & severally) are directed to pay lump-sum compensation of Rs.20,000/- to the complainant for causing her harassment and mental agony including litigation expenses.

This order be complied with by the OPs within 45 days from the date of receipt of its certified copy, failing which, the amounts, mentioned at Sr.No.(i) & (ii) above, shall carry interest @ 9 % per annum from the date of this order till the date of its actual realization to the complainant.

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**

15.10.2025

**Sd/-**

**(AMRINDER SINGH SIDHU)**

**PRESIDENT**

**Sd/-**

**(B.M.SHARMA)**

**MEMBER**

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

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