

**IN THE SUPREME COURT OF INDIA
CIVIL APPELLATE JURISDICTION**

CIVIL APPEAL NO.8994/2026

SHALINI KOTHAKONDA

APPELLANT(S)

VERSUS

OCASA DESIGN STUDIO PVT LTD

RESPONDENT(S)

O R D E R

1. The National Disputes Redressal Commission¹, New Delhi, was not justified in opining that it did not have the power and the wherewithal to determine the alleged deficiency in service by undertaking the recording of evidence and by permitting cross-examination of witnesses apart from evaluation of architectural drawings, quality and quantity of specialized equipment and specialist works services. The conclusion drawn to the effect that such evaluation was not feasible in proceedings before the NCDRC, is, therefore, incorrect.
2. However, we may also note that the appellant filed its counter claim before the Arbitral Tribunal and the learned counsel appearing for the appellant fairly admitted before the NCDRC that the said counter claim would have a bearing on the consumer complaint.
3. That being so, we find no grounds to interfere with the

1 “NCDRC”, for short

impugned direction of the NCDRC leaving it open to the appellant and the respondent to take appropriate legal recourse towards their grievances, if warranted. The appellant is, therefore, not remediless.

4. The appeal is, accordingly, dismissed.

5. Pending application(s), if any, shall stand disposed of.

.....J.
(SANJAY KUMAR)

.....J.
(SANJEEV SACHDEVA)

NEW DELHI;
JULY 24, 2026.

S U P R E M E C O U R T O F I N D I A
RECORD OF PROCEEDINGS

Civil Appeal No. 8994/2026

SHALINI KOTHAKONDA

Appellant(s)

VERSUS

OCASA DESIGN STUDIO PVT LTD

Respondent(s)

FOR ADMISSION

Date : 24-07-2026 This appeal was called on for hearing today.

CORAM :

HON'BLE MR. JUSTICE SANJAY KUMAR
HON'BLE MR. JUSTICE SANJEEV SACHDEVA

For Appellant(s) :

Dr. Maneka Guruswamy, Sr. Adv.
Mr. Rahul Krishna, AOR
Mr. Pranaya Sahoo, Adv.
Ms. Bhumika Yadav, Adv.
Ms. Shashwati Parhi, Adv.
Mr. Anmol Gupta, Adv.

For Respondent(s) :

Mr. Sukumar Pattajoshi, Sr. Adv.
Mr. Ankit Yadav, AOR
Mr. Utkarsh Khandelwal, Adv.
Ms. Raina, Adv.
Mr. Chaitanya Sonkeria, Adv.
Ms. Shivangi Gulati, Adv.
Ms. Aastha Harshwal, Adv.

UPON hearing the counsel, the Court made the following
O R D E R

The appeal is dismissed in terms of the signed order.

Pending application(s), if any, shall stand disposed of.

(BABITA PANDEY)

Astt. Registrar-cum-PS

(PREETI SAXENA)

Court Master (NSH)

(Signed order is placed on the file)