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* **IN THE HIGH COURT OF DELHI AT NEW DELHI**

\+ CONT.CAS(C) 474/2026

SHRUTI VERMA AND ANR .....Petitioners

Through: Mr. Atharv Joshi, Adv. along with Petitioners-In Person i.e. Shruti Verma, Ms. Kavya Verma, Advs.

versus

RICHES (A UNIT OF TOMTECH SOLUTION PRIVATE LIMITED) AND ORS .....Respondents

Through: Ms. Ramya Aggarwal, Adv. for R2 Mr. Sandeep Kumar Mahapatra (CGSC) along withMs. Mrinmayee Sahu, Mr. Tribhuvan, Mr. Shubham Gill, Advs. for R5 to R7

CORAM:
HON'BLE MR. JUSTICE SACHIN DATTA

O R D E R

% 23.03.2026

CM APPL.18067/2026 (Exemption)

1. Allowed, subject to all just exceptions.

2. The application stands disposed of.

CONT.CAS(C) 474/2026

3. The present petition has been filed by the petitioner alleging wilful, deliberate and contumacious disobedience of the directions contained in the judgment dated 28.03.2025 passed by this Court in W.P.(C) 10683/2022 and connected matters.

4. By way of the said judgment, this Court upheld the guidelines dated 04.07.2022 issued by the Central Consumer Protection Authority (CCPA). These guidelines explicitly prohibit hotels and restaurants from levying service charges automatically or by default in food bills. The direction in the

said judgment was categorical *viz*. the service charges, (sought to be charged under whatsoever head) must be entirely voluntary; the consumer must be informed that such charges are optional and no establishment may compel payment or include such charges as a fixed component of the invoice.

5. In the present case, the invoices raised by the respondent no.2 and 4 are in the following terms:-

Guest Copy

RICHES
(A UNIT OF TOMTECH SOLUTION PRIVATE LIMITED)
BUILDING NO.3, LOCAL SHOPPING CENTRE,
MASJID MOTH, GREATER KAILASH PART-II,
NEW DELHI-110048
CONTACT- 01126383693
GST No.07AALCT0958N1ZO

RESTAURANT
Bill : B002212 Time : 18:22

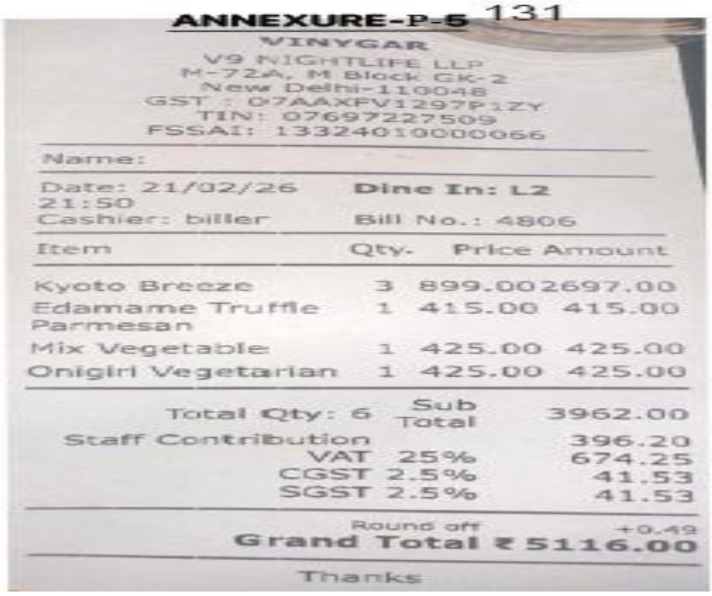
Date	Table Cvr	Stw	UID
15/02/26	C48 4	RAJIV	ashish

Item Name	Qty.	Rate	Amount
COLD COFFEE	3	350.00	1050.00
Truffle Parmigiano Fries	1	700.00	700.00
GARDEN DELIGHT V	1	1250.0	1250.00

Sub Total	3000.00
Gratuity(Optional)10%	300.00
CGST@2.5%	82.51
SGST@2.5%	82.51
Gross Amount	3465.00

KOT No. : G013583\G013584\G0135

ANNEXURE-P-5 131



VINYGAR
V9 NIGHTLIFE LLP
M-72A, M Block GK-2
New Delhi-110048
GST : 07AAXFV1297P1ZY
TIN: 07697227509
FSSAI: 13324010000066

Name:

Date: 21/02/26 21:50 Dine In: L2
Cashier: biller Bill No.: 4806

Item	Qty.	Price	Amount
Kyoto Breeze	3	899.00	2697.00
Edamame Truffle Parmesan	1	415.00	415.00
Mix Vegetable	1	425.00	425.00
Onigiri Vegetarian	1	425.00	425.00

Total Qty: 6 Sub Total	3962.00
Staff Contribution	396.20
VAT 25%	674.25
CGST 2.5%	41.53
SGST 2.5%	41.53
Round off	+0.49
Grand Total ₹	5116.00

Thanks

6. It is apparent that the sum has been sought to be charged from the consumer under the guise of 'Staff Contribution'. The invoice does not indicate that the same is optional or voluntary. Instead, the said charge has been included as part of the final bill, thereby inducing the consumer to pay the entire amount. *Prima facie*, the manner in which the final invoice has been raised is not in consonance with the directions contained in the judgment dated 28.03.2025, read with the guidelines dated 04.07.2022 issued by the CCPA.

7. Issue notice.

8. Learned counsel, as aforesaid, accept notice on behalf of the respondent no.2, 5, 6 & 7.

9. Issue notice to the remaining respondents through all permissible modes, including electronically.

10. Let reply be filed within a period of two weeks from today.

11. List on 13.04.2026 in the category of "***Supplementary Matters***".

SACHIN DATTA, J

MARCH 23, 2026/*uk*