

## **UPDATE ON REAL ESTATE (REGULATION & DEVELOPMENT) ACT , 2016**

### **ONLINE MODULE FOR COMPLAINTS HEARING :-**

Maharashtra Real Estate Regulatory Authority has made dynamic changes to prevailing system of hearing complaints filed u/s 31 of the Act. This has been done looking at prevailing conditions of COVID 19 outbreak and to achieve the objective of social distancing and speedy disposal of complaints.

MahaRera vide its circular No. 27/2020 dated 12th June , 2020 has prescribed the process of filing new complaints and also process of handling old complaints by mentioning SOP .

With the introduction of hearing through Video Conferencing , MahaRera has become first regulator in India to tackle all matters through online mode giving benefit of ease of doing to developers, allottees etc

These will result in saving of lots of human time and physical intervention and also aims to achieve the Preamble of the Act i.e speedy disposal of complaints.

For complaints already filed and for new complaints also , respondent shall submit its reply/counter reply etc with in 15 days. Complainant can also its counter reply and rejoinder accordingly.

Before actual hearing both the parties shall complete all written pleading using online portal facility.

Hearing shall be done through video conferencing (VC) and both the parties shall be given login credential and specific time slot shall be made available to both the parties.

Both the parties shall upload in short arguments points i.e Synopsis of arguments done in hearing in 2-3 pages only and maximum size allowed is 1 MB. The Synopsis shall be uploaded with in 7 days of conclusion of hearing.

Login Credential shall not be disclosed to others by both the parties. No recording of VC shall be allowed. Documents shall be uploaded in legible format.

MahaRera shall proceed to pass the final order.

This facility of online submission and hearing through VC shall also apply to Review and Rectification by way of Misc Application.

MahaRera has set up an example across the country by adapting to changed scenario i.e use of VC for hearing by which entire proceedings becomes transparent , speedy and hassle free.