



# MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

## महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

No. MahaRERA/Secy/File No. 1110/2018

Date : 26/11/2018

### Circular No: 23 /2018

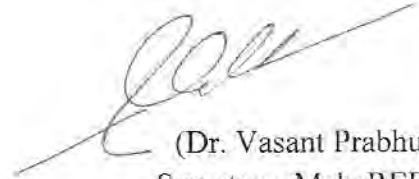
Subject: Standard Operating Procedure (S O P) for handling complaint on Non-Registered Projects

Whereas, Maharashtra Real Estate Regulatory Authority ( MahaRERA) had issued Circular No: 18/2018 dated 17<sup>th</sup> July 2018, laying down the SOP for handling complaints against registered projects and for source information of projects, which ought to have been registered but have not registered.

Whereas based on inputs received from various stakeholders, it has been decided to simplify the procedure for providing complaint on Non-Registered Projects.

Therefore, the revised procedure for handling complaint on non-registered projects is annexed to this circular.

As approved by Chairperson, MahaRERA



(Dr. Vasant Prabhu)  
Secretary, MahaRERA

## Annexure

### Standard Operating Procedure (S O P) for handling information on Non-Registered Projects: -

For project, which ought to be registered but have not been registered, MahaRERA requests information from informant in the following manner:

Steps	Description	Details
Step 1	Informant are requested to submit details of the said projects online at “Non-Registration” Tab of MahaRERA portal- <a href="https://maharera.mahaonline.gov.in">https://maharera.mahaonline.gov.in</a>	<ul style="list-style-type: none"> <li>-If the informant wants a hearing with the authority to present the facts of the case, they would have to pay a fees of 5000 Rupees.</li> <li>- The mobile number of the informant will be verified through an OTP</li> <li>- Informant can also view the status of their application on real time basis by using the mobile number and SC number generated</li> </ul>
Step 2	Once application is received online, it is assigned automatically by the software to Technical Officers	— Technical Officers shall scrutinize the project details on the basis of information received / meeting with promoter / Site visit etc.
Step 3	<p>Following this, the technical wing shall undertake the following steps:</p> <p style="margin-left: 20px;">A. Source Complaint</p> <p style="margin-left: 40px;">i. The Technical Officer shall directly schedule hearing with the authority</p> <p style="margin-left: 40px;">ii. On the hearing date, the complainant shall provide the declaration that copy of the complaint along with hearing details has been duly served upon the respondent.</p> <p style="margin-left: 40px;">iii. After hearing, Ruling of the authority shall be uploaded on the website</p>	<ul style="list-style-type: none"> <li>— The informant can view the details on his/her dashboard</li> <li>— Providing email Id of the respondent is mandatory for Source Complaints</li> </ul>