



MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

No. MahaRERA/Secy./Order- 6/ 1126 /2018

Date: 29th November, 2018

MahaRERA Order No: 06 / 2018

Subject: Procedure for referring complaints to MahaRERA Conciliation and Dispute Resolution Forum by MahaRERA or Adjudicating Officer of MahaRERA.

Whereas, Maharashtra Conciliation and Dispute Resolution Forum was established vide Circular No: 15/2018 dated 29th January 2018, to facilitate resolution of disputes amicably.

Whereas it has been observed that in some complaints parties are desirous of undertaking conciliation process so as to ensure participative decision making, preservation of ongoing Relationships, and mutually win-win solution.

And whereas the Authority is duly empowered u/s 38(2) of the Real Estate (Regulation and Development) Act 2016 to regulate its own procedure.

Therefore, to facilitate alternate dispute resolution the following guidelines are issued with immediate effect.

- When a complaint is being heard by MahaRERA or an Adjudicating Officer of MahaRERA and the said authority is satisfied that there is a possibility of settlement by way of conciliation, then with the consent of both the parties involved, it may refer the complaint to a designated bench of the Maharashtra Conciliation and Dispute Resolution Forum.
- While referring the complaint, the said authority shall provide a time period before which the conciliation panel should submit its report.
- The conciliation panel shall make sincere effort to complete the conciliation proceedings before the deadline fixed in the matter and submit its report to the said authority.
- The said authority shall take that into record the report of the conciliation bench and decide the case.

(As approved by MahaRERA AUTHORITY)

(Dr. Vasant Prabhu)
Secretary, MahaRERA

Slum Rehabilitation Authority (SRA) Building,
'A' Wing, Prof. Anant Kanekar Road,
Bandra (East), Mumbai 400 051

झोपडपट्टी पुनर्वसन प्राधिकरण इमारत,
ए विंग, प्रो.अनंत काणेकर मार्ग,
वांद्रे (पूर्व), मुंबई ४०० ०५१