



# MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

## महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

Circular No. 49/2025

No. MahaRERA/Secy/File No. 27/509/2025

Date: 12.09.2025

**Subject : Hearing of complaints / non-compliance applications through hybrid mode - Standard Operating Procedure.**

Whereas, the Maharashtra Real Estate (Regulation and Development) Act, 2016 (the Act) was enacted so as to establish the Real Estate Regulatory Authority, having amongst others some of its objectives as being, protection of the interest of the consumers in real estate sector and to establish an adjudicating mechanism for speedy dispute redressal.

And whereas, Government of Maharashtra has established the Maharashtra Real Estate Regulatory Authority ("MahaRERA" or "the Authority") with a view to ensure compliance and achieve the objectives of the Act.

And whereas, the Government of Maharashtra has notified the Maharashtra Real Estate (Regulation & Development) (Recovery of Interest, Penalty, Compensation Fine Payable, Forms of Complaints and Appeal etc.) Rules, 2017, for carrying out the provisions of the Act.

And whereas, Section 31 of the Act, enables any aggrieved person to file a complaint with the Authority for any violation or contravention of the provisions of the Act or the Rules and Regulations made thereunder against any promoter, allottee or real estate agent as the case may be.

And whereas, Section 38(2) of the Act, mandates that the Authority shall be guided by the principles of natural justice and subject to the other provisions of the Act and the Rules made thereunder, the Authority has the powers to regulate its own procedure.

And whereas, the Hon'ble Division Bench, of Bombay High Court, by its Judgment dated 24.07.2025, delivered in Writ Petition (L) No.11502 of 2025 has been pleased to issue directions to implement hybrid mechanism for hearing of complaints and to have in place a hybrid mode for mentioning of matters for urgent listing, circulation, production and for such other reasons.

### **MAHARERA HEADQUARTERS**

Housefin Bhavan, Plot No.C-21, E-Block, Bandra-Kurla-Complex, Bandra (E), Mumbai 400051

Tel. No. 022-68111600 • E mail : [helpdesk@maharera.mahaonline.gov.in](mailto:helpdesk@maharera.mahaonline.gov.in)

### **महारेरा मुख्यालय**

हाउसफिन भवन, प्लॉट नं. सी-21, ई ब्लॉक, वांद्रे-कुर्ला-कॉम्प्लेक्स, वांद्रे (पूर्व), मुंबई - ४०००५१.

दूरध्वनी. क्रमांक. ०२२-६८१११६०० ई-मेल : [helpdesk@maharera.mahaonline.gov.in](mailto:helpdesk@maharera.mahaonline.gov.in)

Therefore, in compliance of the directions of the Hon'ble Division Bench, Bombay High Court, its subsequent order dated 04.09.2025 and accordingly, in supersession of MahaRERA Circular No. 48, dated 11.08.2025, MahaRERA hereby prescribes the following procedure in the matter of hybrid mode of hearing of complaints / non-compliance applications and hearing of praecipes / application filed for urgent listing, circulation, production and for such other reasons:

- 1) As per the Rule 6(1) of the Maharashtra Real Estate (Regulation & Development) (Recovery of Interest, Penalty, Compensation Fine Payable, Forms of Complaints and Appeal etc.) Rules, 2017, the web-based online filing of complaints/ non-compliance applications and filing of replies/rejoinders/ written submissions, shall be continued.
- 2) The present system of publishing a daily online cause list of complaints/ non-compliance applications, including pronouncement of orders by listing of the matters before the respective bench of MahaRERA, shall be continued.
- 3) The present system and the procedure adopted by MahaRERA of assigning the fixed date for hearing and, in the event of an adjournment, assigning the next fixed date of hearing by recording the same in the roznama, shall be continued.
- 4) Physical as well as virtual hearing of complaints and non-compliance applications shall be allowed before all Benches of MahaRERA, by adopting a hybrid mode of hearing. Parties / legal representatives can either appear physically or virtually in the hearing of the all the Benches of the MahaRERA.
- 5) Praecipes / applications requesting for urgent listing of complaints / execution of non-compliance of orders (non-compliance application), circulation, production and / or for any other reasons shall be heard and disposed of in a hearing that shall be conducted in hybrid mode, parties / legal representatives can opt to appear physically or virtually as per their convenience.
- 6) Mentioning of matters (complaints & non-compliance applications) shall be allowed physically or virtually at the beginning and the end of every session of the bench concerned of MahaRERA.
- 7) The sitting place of all MahaRERA benches shall be mentioned in the daily cause list.
- 8) Each Bench of MahaRERA shall maintain a register of praecipes submitted for circulation, production, or urgent listing.

- 9) The decision on the application/praecipis filed shall be recorded in the roznama, which shall continue to be uploaded in the portal and also made available to the parties in their respective login.
- 10) The orders passed by MahaRERA in the complaints/ non-compliance applications are currently made available on the official website of MahaRERA. All the orders passed by all the benches of MahaRERA shall henceforth indicate the time stamp and date.
- 11) The necessary changes in the existing MahaRERA online complaint module shall be developed, tested and implemented.
- 12) Notwithstanding anything stated to the contrary in any previous MahaRERA Orders or Circulars, the provisions of this Circular shall prevail insofar as it relates to the hybrid mode of hearing of complaints / non-compliance applications, mentioning of matters for urgent listing, circulation, production and for such other reasons.

This Circular shall come into force immediately.

*(As Approved by the Authority.)*



(Prakash Sabale)  
Secretary / MahaRERA