



MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

Circular No. 34A/2025

No. MahaRERA/Secy/File No. 27/ 245 /2025

Date: 08.04.2025

Sub: Hearing of complaints as per seniority.

Ref: MahaRERA Circular No. 34, dated 21.06.2021 bearing No.
MahaRERA/Secy/File No. 27/86/2021.

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 vide Notification No. 23 dated 08.03.2017, has established 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 and Development) (Registration of Real Estate Projects, Registration of Real Estate Agents, Rates of Interest and Disclosures on Website) Rules, 2017 for carrying out the provisions of the Act.

And whereas, the Authority has notified the Maharashtra Real Estate Regulatory Authority (General) Regulations, 2017 to carry out the purposes of the Act.

And whereas, the Authority under Section 37 of the Act, and Regulation 38 of the Regulations is vested with the powers to issue directions to the promoters, real estate agents and allottees from time to time as it may consider necessary.

And whereas, Hon'ble Chairperson, MahaRERA is empowered with the powers of general superintendence and directions in the conduct of the affairs of the MahaRERA under Section 25 of the Act.

And whereas, Section 31 of the Act, enables any aggrieved person to file a complaint with MahaRERA for any violation or contravention of the provisions of the Act or the Rules and Regulations made thereunder.

And whereas by and under MahaRERA Circular No. 34 dated 21.06.2021, subject to the exception carved out therein, in the interest of justice, equity and good conscience, MahaRERA has issued guidelines that complaints filed under Section 31 of the Act, shall be heard and disposed of on merits in accordance with and as per their seniority.

And whereas, it has been noticed that there are complaints filed where the issue of maintainability of such complaints arise or there are complaints filed for review / rectification / non-compliance of orders passed or there are complaints which have been remanded for de-novo

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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

hearing are disposal by the Appellate Tribunal / Courts, or where the disputes raised in complaints are settled between the contesting parties or the complainant seek withdrawal of the complaint after filing of the same.

And whereas in the above cases early disposal of complaints is expected, hence it is necessary to revise the guidelines prescribed under MahaRERA Circular No. 34 dated 21.06.2021.

And whereas, in the interest of justice, equity and good conscience, it is necessary that complaints filed under Section 31 of the Act are heard and disposed of on merits in accordance with and as per their seniority.

Hence, complaints filed under Section 31 of the Act shall be heard and decided on merits by the respective benches of MahaRERA or the Adjudicating Officer, as the case may be, as per the seniority of the complaint which shall be decided as per the date of filing / registration of the complaint before MahaRERA except in the following cases:

- (a) Where the complainant is suffering with serious life-threatening illness and an application in that regard submitted along with Doctors' certificate.
- (b) Where the complainant / respondent has filed a complaint for review / rectification of the orders passed or a complaint is filed for non-compliance of the order passed by Authority or the Adjudicating Officer, as the case may be.
- (c) Where the Appellate Tribunal / Court directs that the complaint is to be disposed of in a fixed time or remands back the complaint for de-novo hearing and disposal.
- (d) Where disputes have been settled between the parties before the Conciliation Bench or where the disputes between the contesting parties are settled after the complaint is filed.
- (e) Where the complainant seeks withdrawal of the complaint.
- (f) Where the issue of maintainability of the complaint arises.
- (g) Where complaints in respect of same project are clubbed together for hearing, then in that event seniority of the clubbed complaints shall be the date of filing / registration of the complaint filed first in point of time from amongst the clubbed complaints.

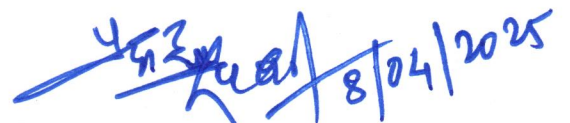
Besides the above if due to unavoidable circumstances or in special circumstances if the seniority of any complaint has to be changed, in that event, a proper reason / justification shall be submitted before the Hon'ble Chairperson, MahaRERA and only on approval of the Hon'ble Chairperson, MahaRERA, the seniority of such complaints could be changed.

All concerned shall adhere to the above guidelines and shall comply with the same.

This Circular shall supersede MahaRERA Circular No. 34 dated 21.06.2021.

This Circular shall come into force with immediate effect.

(As approved by the Authority)



(Prakash Sabale)
Secretary / MahaRERA