



# MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

## महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

Date : 24/08 / 2021

Circular No: - 37 /2021

No. MahaRERA / Secy / File No. 27 / 173/2021

**Subject:** Launch of MahaRERA Citizen Call Centre / Helpdesk

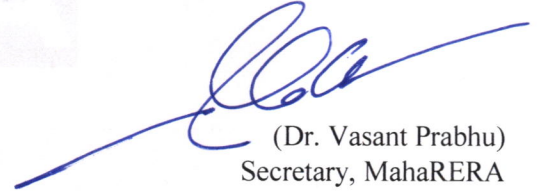
Whereas Section 4(3) of the Act mandates the authority to operationalise a web based online system for submitting applications for registration of projects. Accordingly, MahaRERA has digitized all its services including Project Registration, Agent Registration, Complaints Management, Project Extensions, Project Corrections etc.

Whereas MahaRERA had established in-house Helpdesk to handhold citizens and resolve queries related to various services. However, there was a need to enhance the capacity and systems of the Help Desk System.

Therefore, MahaRERA has established a Toll-Free and a fully equipped Citizen Helpline as follows:

- Citizen Helpline shall function from 07:00 am to 11:00 pm – except on Government Holidays & Sundays.
- Citizens can call on following numbers:
  - Toll Free: 1800 210 3770
  - PRI Line: 022 - 69157100
- Citizen are requested to take advantage of this facility provided by MahaRERA.

(As approved by Hon'ble Chairperson)

  
(Dr. Vasant Prabhu)  
Secretary, MahaRERA

### MAHARERA HEADQUARTERS

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

Tel. No.: 022 68 111 600 • E mail : helpdesk@maharera.mahaonline.gov.in

### महारेरा मुख्यालय

हाऊसफिन भवन प्लॉट नं. सी-२१ ई-ब्लॉक, वांद्रे- कुर्ला कॉम्प्लेक्स, वांद्रे (पूर्व), मुंबई - ४०० ०५१.

फोन नं.: ०२२ - ६८ १११ ६०० • ई मेल : helpdesk@maharera.mahaonline.gov.in