

CITIZEN CHARTER

Obligation of Public Authorities: -

The Real Estate (Regulation & Development) Act, 2016 has been enacted and the same is being implemented with effect from 01.05.2017 (herein referred as said act). In accordance with the provisions of Section 20 of the said Act Maharashtra Real Estate Regulatory Authority has been established by the Government. Under Section 4 (3) of the said Act, the Authority shall operationalize a web based online system for submitting applications for registered projects. Accordingly, web based online system is established in MahaRERA and all the work of the MahaRERA is online. The website of the MahaRERA is <https://maharera.mahaonline.gov.in/>.

The details of the Hon'ble Chairperson and Hon'ble Members of the MahaRERA Authority are published on the website. In addition to that no hard copies are accepted and all correspondence, complaints, etc. will have to be made online only. The Authority is maintaining all the details on its website such as number of complaints received, details of the same, number of complaints disposed of, orders passed by the Authority are also uploaded on the website. The said Act along with the Rules and Regulations made thereunder have been uploaded on the website. In addition to that the standard operative procedures; FAQs are also uploaded on the website for public viewing. All the records are available on the MahaRERA website except

which are not permissible under its Regulation. Thus, the entire information of the Authority; Maharashtra Real Estate Appellate Tribunal, etc. is available on the website for public viewing.

The said Act has been enacted to establish Real Estate Regulatory Authority for regulation and promotion of the real estate sector and to ensure sale of plots; apartment of buildings as the case may be or of sale Project in an efficient and transparent manner and to protect the interest of consumers in the real estate sector and to establish adjudicating mechanism for speedy dispute Redressal and to establish appellate tribunal to hear appeal from the decision, direction or orders of the real estate authority or the adjudicating officers for the matter connected therewith or incidental thereto.

Following are Officers appointed and working in the MahaRERA:

1. Secretary - is the Secretary of the Authority and to conduct authority meetings; preparation of agenda; recording minutes and pursuing the orders passed by the Authority are the important functions.
2. In addition to that he is also looking after administrative work of the staff.
3. The Authority is facilitating conciliation proceeding in order to settle disputes amicably between the parties. The Secretary is the Chairman of the Core Committee of the conciliation.

4. To issue registration certificates of the project with the approval of the Hon'ble Chairperson.

2. Chief Technical Officer -

1) To look after and examine all registered projects from technical point of view such as sanctioned plans of the proposed building; layout; updating the information complaints regularly as per the provisions of the Act.

2) To take necessary action for non-registration of projects based on source information and to take steps to register the projects.

3) He is also looking after the work of First Appellate Officer under the provisions of RTI Act (Technical).

4) To take necessary action for not updating the registered housing projects.

3. Finance Controller

1) To maintain all the records pertaining to accounts.

2) Preparation of annual budgets

3) Regarding Audit of accounts

4) Drawing salary and also making payments as empowered to him.

5) To supervise the Income tax deduction of the staff.

6) To assist prepare Audit reply

4. Legal Adviser

- 1) To supervise the work of hearing of complaints.
- 2) To vet the Item Note from legal point of view
- 3) To prepare draft of important correspondence with Govt. organizations, etc.
- 4) To suggest draft amendments in the Rules and Regulations framed under the said Act.
- 5) To draft/vet agreements pertaining to the work of authority.
- 6) To record legal opinion whenever if referred.
- 7) To guide the legal consultants, legal assistants working in the legal department.
- 8) To supervise the work of certified copies of the orders.
- 9) Working as a First Appellate Officer under RTI pertaining to Legal wing.
- 10) To look after also High Court litigations.
- 11) To scrutinize the applications received under Sec. 15 of the said act for the purpose of transfer of projects.

5. Legal Consultants/Legal Assistants

- 1) To look after the work of hearing of complaints.
- 2) Issuing notices of hearing
- 3) Placing all the papers pertaining to complaints before the respective members of the Authority.
- 4) Maintaining Roznama of the matters
- 5) To issue certified copies of the orders of the Authority
- 6) Legal Consultant is also working as Public Information Officer

Technical Officer/Executive Engineer

- 1) To look after the Technical work
- 2) To scrutinize the proposals received for Registration of Housing Projects.
- 3) To supervise Technical compliances of the registered projects.
- 4) For the purpose of unregistered projects work of Source Information.
- 5) Administrative work
- 6) To Act as Public Information Officer of Technical Wing.

In addition to the above, Administrative Officer and other clerical staff have also been appointed to look after the day to day routine administrative work.

5. Rules/Regulations made under RERA Act.

These Rules and Regulations have been duly approved by the Govt. and also published on the website of MahaRERA <https://maharera.mahaonline.gov.in/>.

- ❖ The Maharashtra Real Estate Regulatory Authority, Chairperson, Members Officers and Other Employees (Appointment and Service Conditions) Rules, 2017.
- ❖ The Maharashtra Real Estate Appellate Tribunal (Members Officers and Employees) (Appointment and Service Conditions) Rules, 2017.
- ❖ The Maharashtra Real Estate (Regulation and Development) (Recovery of Interest, Penalty, Compensation, Fine Payable, Forms of Complaints and Appeal, etc.) Rules, 2017.
- ❖ Maharashtra Real Estate Regulatory Authority (Form of Annual Statement of Accounts and Annual Report) Rules, 2017.
- ❖ The Maharashtra Real Estate Regulatory Authority (General) Regulations, 2017.
- ❖ The Maharashtra Real Estate Regulatory Authority (Recruitment and Conditions of Service of Employees) Regulations, 2017

6. Provisions of the RERA Act and above stated Rules & Regulations are the basis for discharge of the functions by the employees.

7. Statement of the categories of documents:

- 1) All the important Rules and Regulations, Circulars, reply to the frequently asked questions, various forms of compliances, instructions are uploaded on MahaRERA website.
- 2) In addition to these documents the following documents are maintained.
 - (i) Inward Register
 - (ii) Register of receipt of application for certified copies of the orders.
 - (iii) Accounts documents.
- 9) The particulars of any arrangement that exists for consultation with, or representation by, the members of the public in relation to the formulation of its policy or implementation thereof;

The main functions under the provisions of RERA Act is to determine the complaints filed by the allottees of the registered properties and if aggrieved the allottees can prefer appeal before the Maharashtra Appellate Tribunal. Even if they are not satisfied with the orders of the Maharashtra Appellate Tribunal, they can certainly approach to the Hon'ble High Court for their grievances. This is the machinery available under the Act.
- 10) A statement of the boards, councils, committees and other bodies consisting of two or more persons constituted as its part for the purpose of its

advice, and as to whether meetings of those boards; councils, committees and other bodies are open to the public, or the minutes of such meetings are accessible for public;

11) There is a provision of conducting meeting to determine the issues provided under RERA Act by the Authority and accordingly minutes are maintained.

12) A directory of its officers and employees;

The names and numbers of all the Officers of MahaRERA have been uploaded on its website <https://maharera.mahaonline.gov.in/>.

13) The monthly remuneration received by each of its officers and employees, including the system of compensation as provided in its regulations;

Necessary registers have been maintained thereby giving details of the documents of payments towards remuneration to the Officers and staff of the Authority.

14) The budget allocated to each of its agency, indicating the particulars of all plans, proposed expenditures and reports on disbursements made;

15) Details in respect of the information, available to or held by its, reduced in an electronic form; the particulars of facilities available to citizens for

obtaining information, including the working hours of a library or reading room, if maintained for public use.

The Authority has maintained its own website bearing <https://maharera.mahaonline.gov.in/> and all the applications, complaints, replies, details of the project registration, etc. are only on online basis and anybody can avail the facility to see the details of the project, name of the builder, time for completion of the project, etc.

16) The names, designations and other particulars of the Public Information Officers;

- (1) Shri Vasant G. Wani, Technical Officer - Public Information Officer for Technical matters.
- (2) Shri D.R. Hadadare, Chief Technical Officer is Appellate Officer for deciding the appeals against the orders of the Public Information Officer, Technical.
- (3) Mrs. Nalini Sathe, Legal Consultant, Public Information Officer for Legal and other information.
- (4) Shri C.M. Vachasundar, Legal Adviser is Appellate Officer for deciding appeals against the orders passed by the Public Information Officer, Legal.