



USER MANUAL – COMPLAINANT

INTRODUCTION

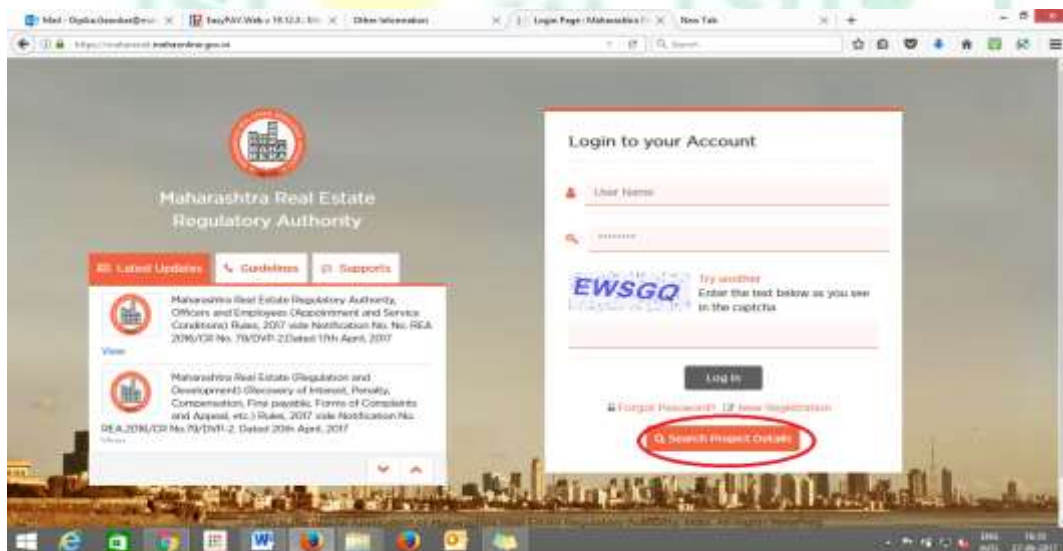
Government of Maharashtra established Maharashtra Real Estate Regulatory Authority (MahaRERA), vide Notification No. 23 dated 8 March 2017, for regulation and promotion of real estate sector in the State of Maharashtra

This document is a guide for Allotees/Promoter/Agent for filling up complaint to Maharashtra Real Estate Regulatory Authority (MahaRERA).

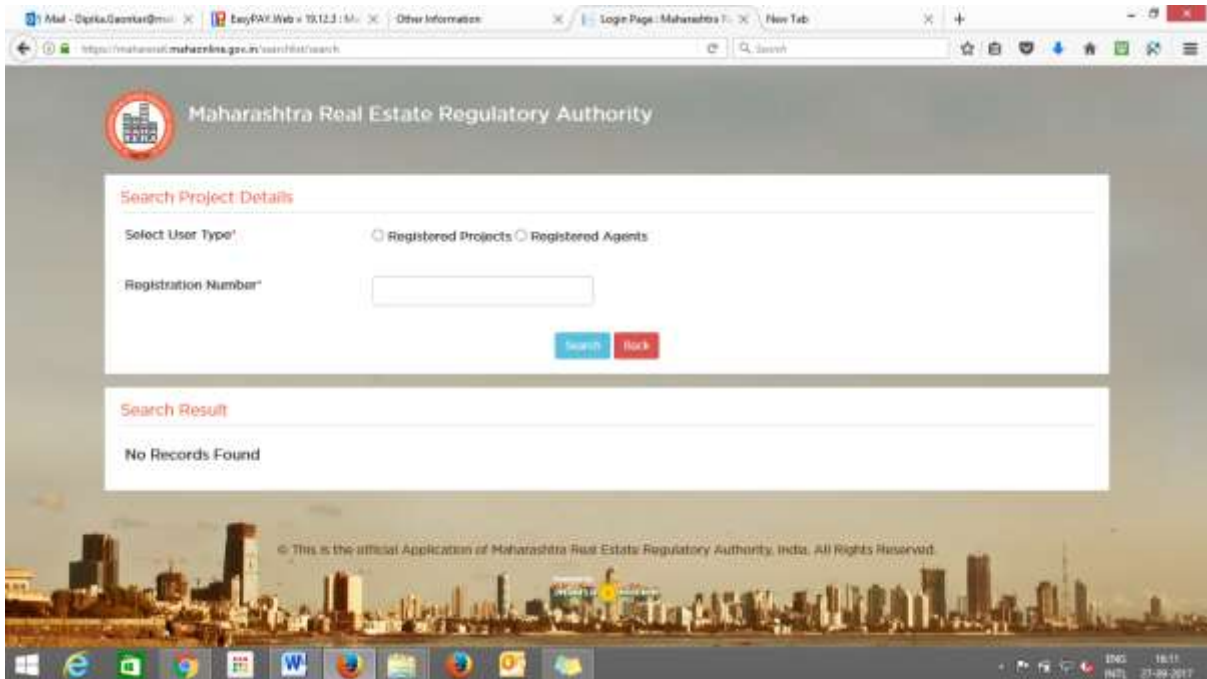
Please take a note of following instructions before moving ahead:

1. The Complaint can be filed only against Real Estate Projects or Agents Registered under MahaRERA. If your project is not registered on MahaRERA then you can send an email on sourceinformation about the same. MahaRERA will look into the matter. (Please note this will be treated as Source Information and not a Complaint)

- 1.1. To check if your concern project or agent is registered under MahaRERA, please visit <https://maharera.mahaonline.gov.in>, click on “**Search Project Details**” button at the right hand side corner below login panel.



1.2. On Click, a new window will open up and you can find required information by selection of criteria:



2. Complainant must have following details (documents) ready before filling up the complaint:
 - 2.1. Facts of the Case
 - 2.2. Relief(s) sought In view of the facts mentioned in paragraph 4 above, the complainant prays for the following relief(s)
 - 2.3. Interim order, if prayed for: Pending final decision on the complaint the complainant seeks issue of the following interim order
3. Complainant **must have an Email ID and Mobile Number for registration** on MahaRERA, these contact details will be used by MahaRERA officials in future to communicate with you.

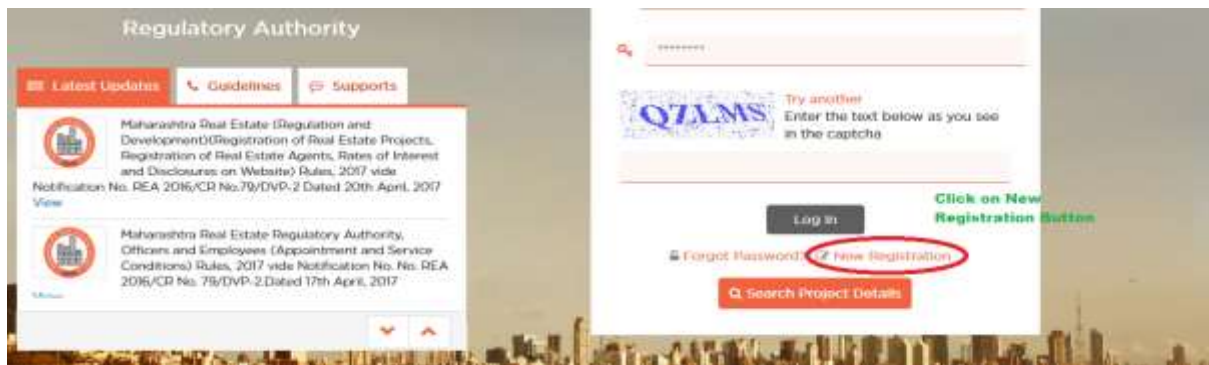
HOW TO FILE A COMPLAINT?

MahaRERA has developed an online portal for registration of Complaints as mentioned above. This portal takes all the required information pertaining to the Complaint from Complainant for its redressal.

Step1: User Registration

The Complainant must register himself/herself on the online portal by creating his/her unique Username and Password. For this:

1. Visit <https://maharera.mahaonline.gov.in> and click on “New Registration”

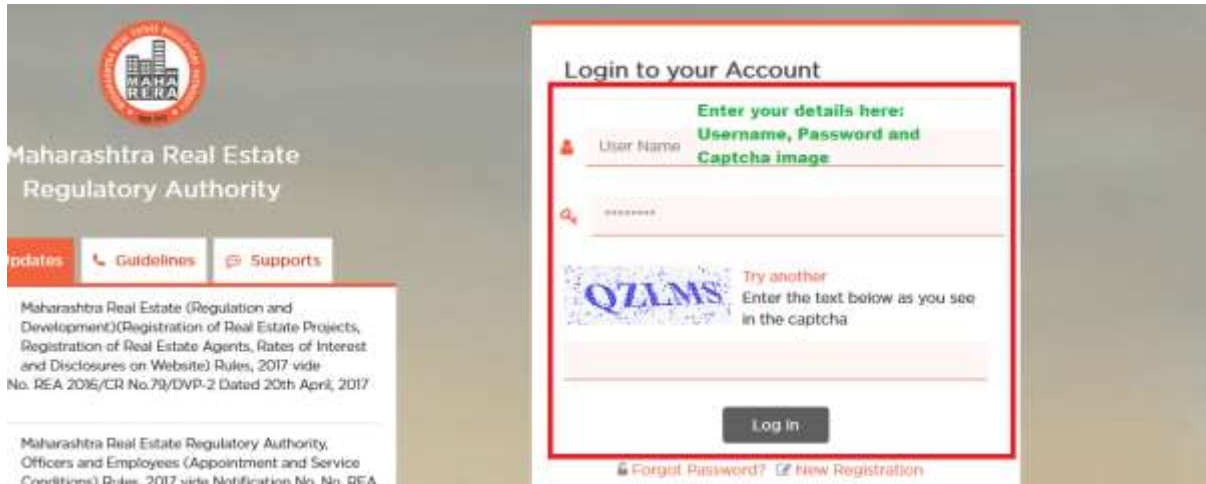


2. Next, following window will open then select appropriate details such as
 - 2.1. User Type: **Complainant**
 - 2.2. State/UT: Either – **Maharashtra or Dadra Nagar Haveli or Daman and Diu**
 - 2.3. User Name: ***This should be a unique name, which you will use later to enter into the online portal**
 - 2.4. Password and Confirm Password: **This should be a key to enter your password which must contain:**
 - 2.4.1. Minimum 8 characters
 - 2.4.2. One Upper case letter
 - 2.4.3. One Numerical
 - 2.4.4. One Special Character
 - 2.5. Email ID: **This Email id will be used to communicate for future official communications**
 - 2.6. Mobile Number: **This mobile number will be used to communicate for future official communications**

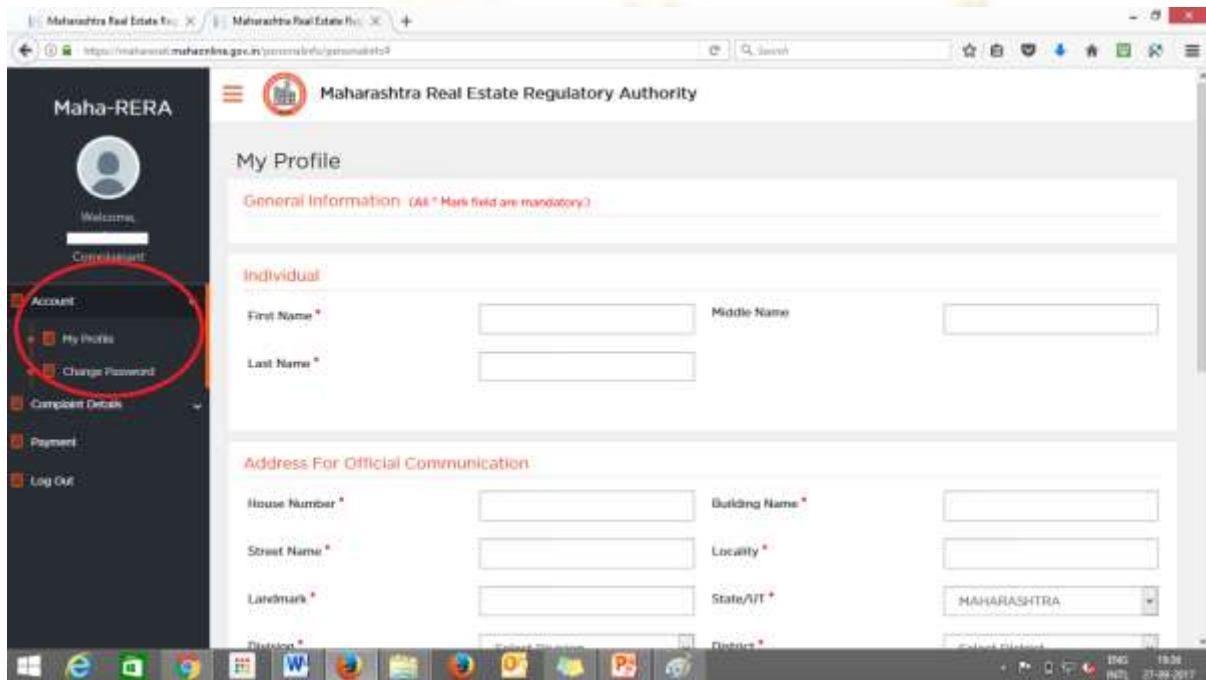
Once all the details are correctly filled, user will be created and you will move one step ahead. A verification link will be sent to your given email id for confirmation.

Step2: Login to the System

On successful user registration, you can enter the system using your **User name** and **Password**.



1. Once logged into the system click on **Accounts**, then click on **My Profile**.

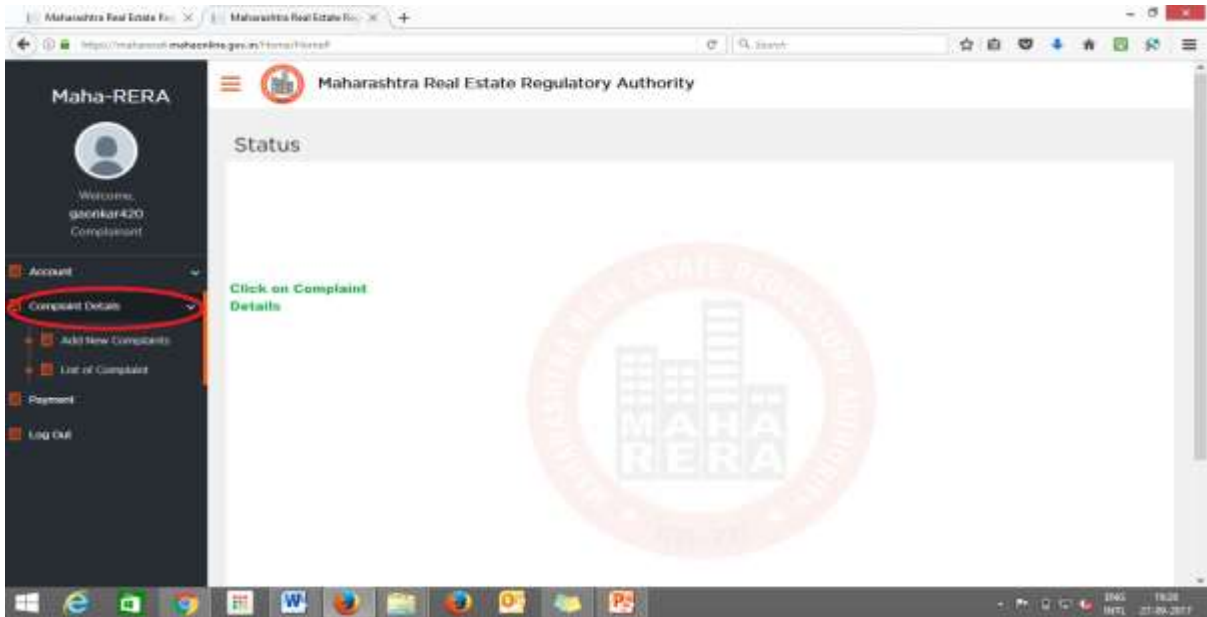


1.1 Enter Details as given:

- 1.1.1 Individual details: **First Name, Middle Name and Last Name**
- 1.1.2 Address for Official Communication: House Number, Building Name, Street Name, Locality, Landmark, State/UT, Division, District, Taluka, Village, Pin Code.
- 1.1.3 Contact Details: **Mobile Number and Email Id**

Step3: Adding Complaint

1. Now for Complaint registration, click on the **Complaint Details** tab will expand in two more sub tabs as **Add New Complaints** and **List of Complaints**. To add your complaint, click on **New Complaints** and start filling up the details as instructed below.



2.3. **STEP 3: Add Respondent** (Individual against whom you want to file a complaint) with following details:

2.3.1. **Respondent Name:**

2.3.2. **Respondent Type:** Promoter/ Real Estate Agent / Allottee / Other – If other specify the same.

2.3.3. **Address of existing office/residence of the Respondent:** House Number, Building Name, Street Name, Locality, Landmark, State/UT, Division, District, Taluka, Village, Pin Code

The screenshot shows the 'MahaRERA' web portal interface for filing a complaint. The page title is 'Citizen Complaint' and it features a progress bar with five steps: Complaint, Add Complaint, Add Respondent (highlighted in red), Upload Document, and Discontinue. Below the progress bar, there are fields for 'Project Registration Number' and 'Complaint Number'. The 'Particulars of the Respondent' section includes a 'Respondent Name' field and a 'Type of Respondent' dropdown menu. The 'Address of the existing office/residence' section contains multiple fields for 'House No./Flat No.', 'Building', 'Street', 'Locality', 'Land Mark', 'State/UT', 'Division', 'District', 'Taluka', and 'Village', each with a corresponding dropdown or input field. The interface also shows a sidebar with navigation options like 'Account', 'Complaint Status', 'History', and 'Logout'. The bottom of the page displays a Windows taskbar with various application icons and a system tray showing the date and time.

2.4. **STEP 4: Upload Documents** – Add short description of the mentioned details and upload the documents.

2.4.1. **Facts of the Case** [give a concise statement of facts and grounds for complaint] [not more than 250 words] (You can add more than one file here). Also note it a mandatory document.

2.4.2. **Relief(s) sought In view of the facts mentioned** in paragraph 4 above, the complainant prays for the following relief(s)[Specify the relief(s) claimed explaining the grounds of relief(s) and the legal provisions (if any) relied upon][Not more than 100 words] (You can add more than one file here). Also note it a mandatory document.

2.4.3. **Interim order**, if prayed for: Pending final decision on the complaint the complainant seeks issue of the following interim order: [Give here the nature of the interim order prayed for with reasons] [not more than 100 words] (You can add more than one file here). Also note it a mandatory document.

The screenshot shows the 'MahaRERA' portal interface. The main heading is 'Citizen Complaint'. Below it is a progress bar with five steps: Complaint, Add Complaint, Add Documents, Upload Documents, and Dispute. The 'Upload Documents' step is currently active. Below the progress bar, there is a section titled 'Upload Documents' with a red warning message: 'All *mark fields are mandatory'. The section contains a table with the following data:

Sl. No.	Document Name	Description	Upload Document	Action
1	Facts of the Case (give a concise statement of facts and grounds for complaint) [not more than 250 words] *	Facts of the Case (give a concise statement of facts and grounds for complaint) [not more than 250 words] *	Application has been submitted to department, can not be modified	View
2	Facts of the Case (give a concise statement of facts and grounds for complaint) [not more than 250 words] *	File	Application has been submitted to department, can not be modified	View
3	Facts of the Case (give a concise statement of facts and grounds for complaint) [not more than 250 words] *	File	Application has been submitted to department, can not be modified	View
4	Relief(s) sought in view of the facts mentioned in paragraph 4 above, the complainant prays for the following relief(s) [Specify the relief(s) claimed explaining the grounds of relief(s) and the legal provisions (if any) relied upon] [not more than 100 words] *	Relief(s) sought	Application has been submitted to department, can not be modified	View
5	Interim order, if prayed for: Pending final decision on the complaint the complainant seeks issue of the following interim order: [Give the nature of the interim order prayed for with reasons] [not more than 100 words] *	File	Application has been submitted to department, can not be modified	View

2.5. STEP 5: Declaration – This declaration contains disclaimer that all the information is true and is not pending before any court of law or any other Authority or any other Tribunal(s).

Project Registration Number: P50300000001

Complainant Number: CC00200000000020

In case of individuals please write first complainant name, and in case of Organization please write Authorized Signatory's name

I, [Name] son / daughter of [Name] the complainant do hereby verify that all information provided by me are true to my personal knowledge and belief and that I have not suppressed any material fact(s).

I further declare that the subject matter of the claim falls within the jurisdiction of the Authority

I further declare that the matter regarding which this complaint has been made is not pending before any court of law or any other Authority or any other Tribunal(s).

Name: murtulu

Date: 08/06/2017

Step4: Payment of Fees

Once all the steps are covered and completed successfully, click on Payment tab at the left hand side. A dashboard with all the details will appear and at the end a Payment button. Click on the payment button and make payment using – Online or offline mode.

Complainant Number: CC00200000000045

General Information

Complainant No. CC00200000000045

Deadline for submitting hardcopies 28/09/2017

Payment Date 14/08/2017

Total Amount Paid by User 5059.00

Individual

First Name fgh

Last Name ofgh

Address For Official Communication

House Number istaid

Building Name taded