

# MAHARASHTRA REAL ESTATE CONCILIATION FORUM

## USER MANUAL – FIRST PARTY



## INTRODUCTION

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

Please take a note of following instructions before moving ahead:

1. The Conciliation Request can be filed only against Real Estate Projects or Agents Registered under **MahaRERA**. If your project is not registered under MahaRERA please write an Email to MahaRERA about the same as a source information.
2. The First Party must have following details (documents) ready before filling up the complaint:
  - 2.1. Give a concise statement of facts and grounds for case
  - 2.2. In view of the facts mentioned above, the first party 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]
  - 2.3. Declaration part for first party, Whether he/she has filed any complaints
3. First Party **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.

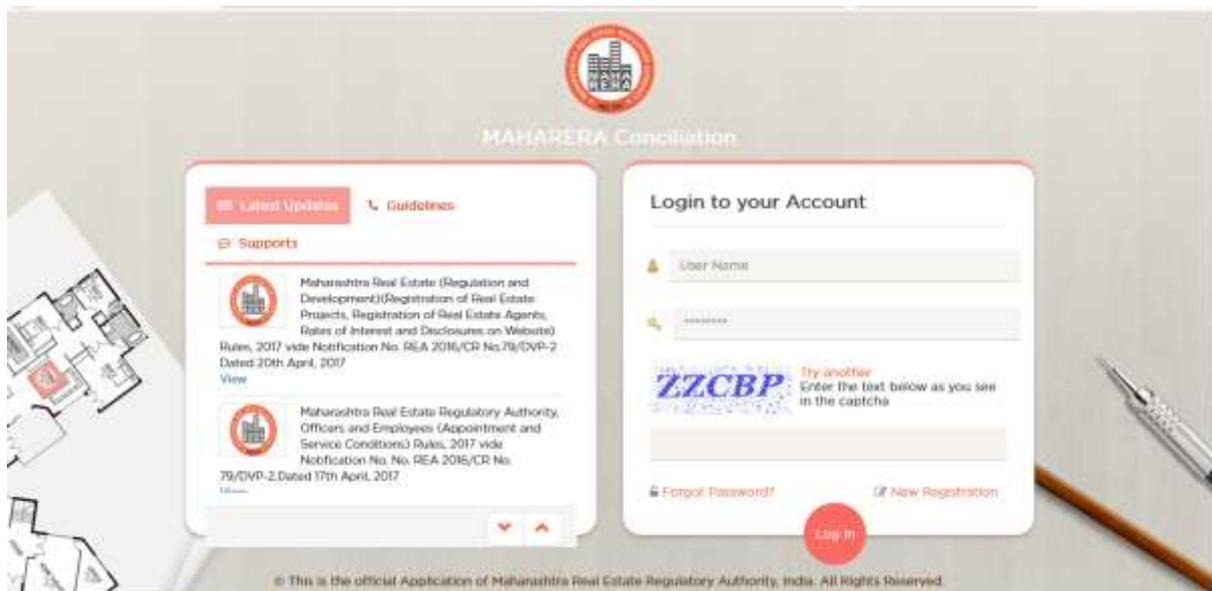
## HOW TO FILE A CONCILIATION REQUEST?

MahaRERA has developed an online portal for registration of Conciliation Request as mentioned above. This portal takes all the required information pertaining to the Conciliation Request from First Party for its redressal.

### **Step1: User Registration**

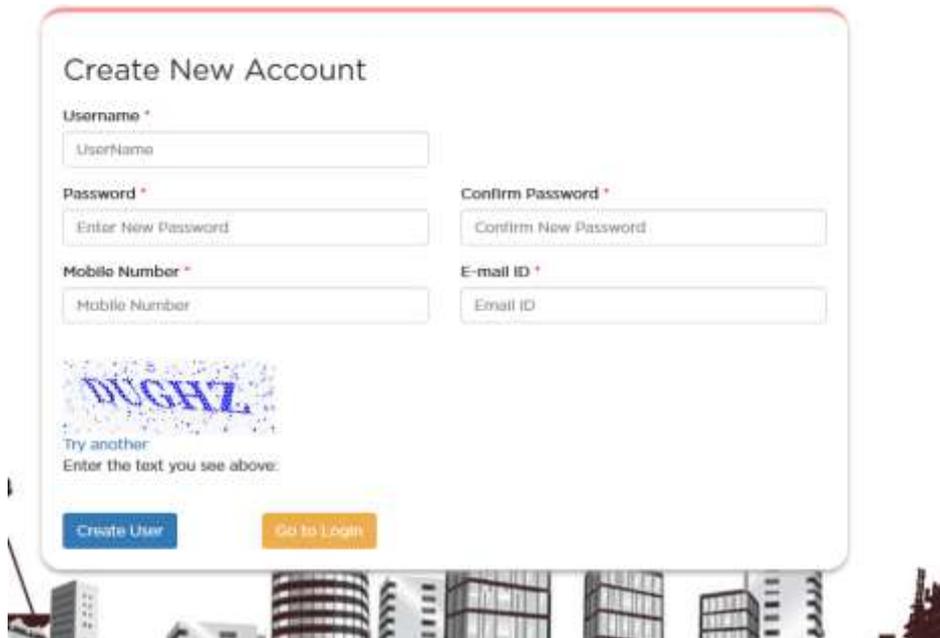
The First Party must register himself/herself on the online portal by creating his/her unique Username and Password. For this:

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



2. Next, following window will open then select appropriate details such as
  - 2.1. User Name: **\*This should be a unique name, which you will use later to enter into the online portal**
  - 2.2. Password and Confirm Password: **This should be a key to enter your password which must contain:**
    - 2.2.1. Minimum 8 characters
    - 2.2.2. One Upper case letter
    - 2.2.3. One Numerical
    - 2.2.4. One Special Character
  - 2.3. Email ID: **This Email id will be used to communicate for future official communications**

2.4. Mobile Number: [This mobile number will be used to communicate for future official communications](#)

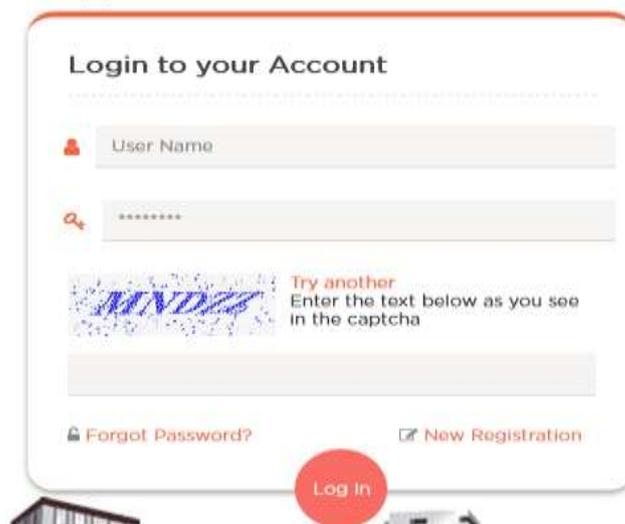


The screenshot shows a registration form titled "Create New Account". It contains the following fields: "Username" (with a placeholder "UserName"), "Password" (with a placeholder "Enter New Password"), "Confirm Password" (with a placeholder "Confirm New Password"), "Mobile Number", and "E-mail ID" (with a placeholder "Email ID"). Below the fields is a CAPTCHA image showing the word "DUGHZ" in blue letters. Underneath the CAPTCHA, it says "Try another" and "Enter the text you see above:". At the bottom of the form, there are two buttons: "Create User" (blue) and "Go to Login" (orange).

Once all the details are correctly filled, user will be created and you will move one step ahead. An SMS will be sent to you for successful registration.

**Step2: Login to the System**

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



The screenshot shows a login form titled "Login to your Account". It contains the following fields: "User Name" (with a user icon), a password field (with a lock icon and a placeholder "\*\*\*\*\*"), and a CAPTCHA image showing the word "MNDZZ" in blue letters. Below the CAPTCHA, it says "Try another" and "Enter the text below as you see in the captcha". At the bottom of the form, there are two links: "Forgot Password?" and "New Registration". A red circular button labeled "Log In" is positioned at the bottom center of the form.

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



MahaRERA Maharashtra Real Estate Regulatory Authority

My Profile

General Information (All \* Mark field are mandatory)

Individual

First Name \*  Middle Name

Last Name \*

Address For Official Communication

House Number \*  Building Name \*

Street Name \*  Locality \*

Landmark \*  State/UT \* MAHARASHTRA

Division \* Select Division  District \* Select District

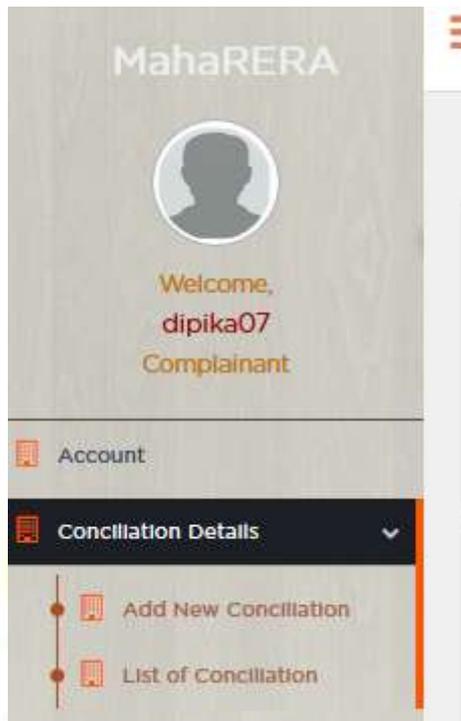
Taluka \* Select Taluka  Village \* Select Village

### 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 First Party**

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



2. Adding First Party can be done in 4 easy steps, if you have all the details ready as mentioned in the [introduction section](#).

2.1. **STEP 1: File Conciliation Request** with following details:

2.1.1. **Division:** Konkan, Amravati, Aurangabad, Pune, Nagpur and Nashik

2.1.2. **MahaRERA Project/Agent Registration Number (Certificate Number):**

Here you need to add MahaRERA Certificate Number and then click on Verify

2.1.3. **Project/Agent Name** and **Promoter Name** will appear automatically.

MahaRERA Maharashtra Real Estate Regulatory Authority

Application for Conciliation Proceedings

1 File Conciliation Request 2 Details of First Party 3 Details of Other Party 4 Details of the Case

Conciliation Details All \* mark fields are mandatory.

Division \*

Registration Number \*

Project/Agent Name

Promoter Name

## 2.2. **STEP 2: Add First Party** (Individual who wants to file Conciliation Request)

with following details:

2.2.1. **First Party Name:**

2.2.2. **First Party Type:** Promoter/ Real Estate Agent / Allotee / Other – If other specify the same.

2.2.3. **Authorised Representative Name:**

2.2.4. **Authorised Representative Mobile Number:**

2.2.5. **Authorised Representative Email ID:**

2.2.6. **Please State reason for the conciliation:**

2.2.7. **Address for official communication/Address for service of all correspondence:** House Number, Building Name, Street Name, Locality, Landmark, State/UT, Division, District, Taluka, Village, Pin Code

2.2.8. **Contact Number:** Mobile Number, Office Number and Email id

2.2.9. You can Add more than one First Party if required.

The screenshot displays a progress bar at the top with four steps: 'File Conciliation Request', 'Details of First Party' (highlighted in red), 'Details of Other Party', and 'Details of the Case'. Below the progress bar, the form is titled 'Add Details Of First Party :'. It shows pre-filled values for 'Project Registration Number' (P5150000362) and 'Conciliation Request Number' (CR00300000000074). The form fields include:

- Name of the First Party\* (text input)
- First Party Type\* (dropdown menu with 'Select Number Type' selected)
- Authorized Representative Name (text input)
- Authorized Representative Mobile Number (text input)
- Authorized Representative Email ID (text input)
- Please state the reason for the conciliation.\* (large text area)

A note at the bottom right of the form states: 'All \* mark fields are mandatory.'

2.3. **STEP 3: Details of Other Party** (Individual/Project/Promoter against whom you want to file a Conciliation Request) with following details:

2.3.1. **Name of the Other Party:** Details of the respondent to the Conciliation Request

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

2.3.3. **Address for official communication/Address for service of all correspondence:** House Number, Building Name, Street Name, Locality, Landmark, State/UT, Division, District, Taluka, Village, Pin Code



Add Details Of Other Party : All \* mark fields are mandatory.

Project Registration Number: PSIS00001362      Conciliation Request Number: CR003000000000174

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Details Of Other Party

Name of the Other Party \*       Other Party Type\*

Is Address same as that of Registered Details

Address for official communication/Address for Service of all correspondence

House No./Flat No.       Building

Street       Locality

Land Mark       State/UT \*

Division \*       District \*

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

2.4.1. **Give a concise statement of facts and grounds for case** [not more than 500 words].

2.4.2. **In view of the facts mentioned above, the first party 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]

2.4.3. **Declaration part for first party,Whether he/she has filed any complaints.**[Not more than 100 words].

**Upload Documents** All \* mark fields are mandatory.

Project Registration Number: P550000362      Conciliation Request Number: CRD03000000000174

Sr. No.	Document Name	Description (short summary is required)	Upload Document (document size is 1 MB per document)	Action
1	Give a concise statement of facts and grounds for case [not more than 500 words] *	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.	<input type="button" value="Upload"/> <input type="button" value="Add"/>
2	In view of the facts mentioned above, the first party 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] *	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.	<input type="button" value="Upload"/>
3	Declaration part for first party,Whether he/she has filed any complaints.[Not more than 100 words]	<input type="text"/>	<input type="button" value="Browse..."/> No file selected.	<input type="button" value="Upload"/>

### **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.

