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.
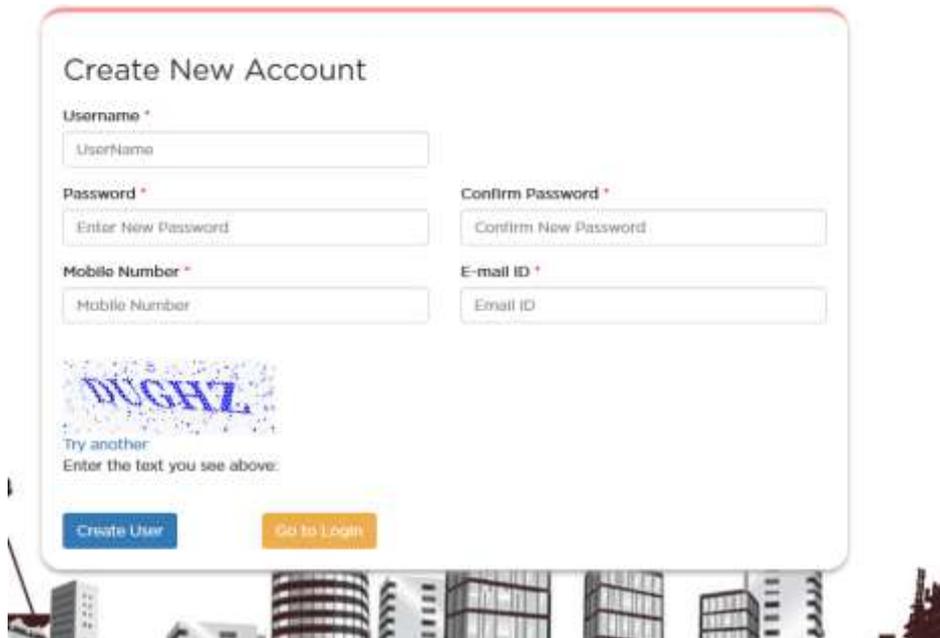
Step1: User Registration

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"
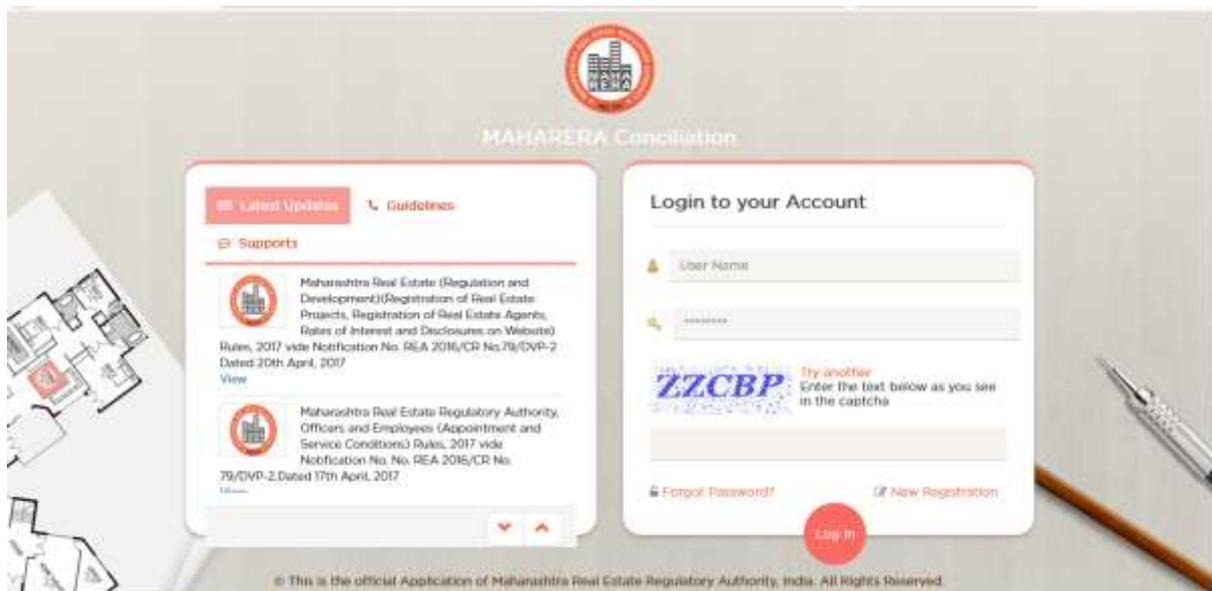
2. Next, following window will open then select appropriate details such as
    2.1. User Name: ***This should be a unique name, which you will use later to enter into the online portal**
    2.2. Password and Confirm Password: **This should be a key to enter your password which must contain:**
        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**

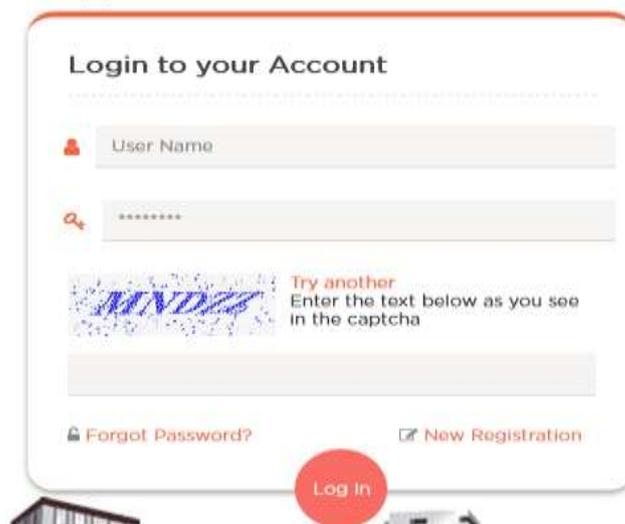2.4. Mobile Number: **This mobile number will be used to communicate for future official communications**

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**.

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 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:
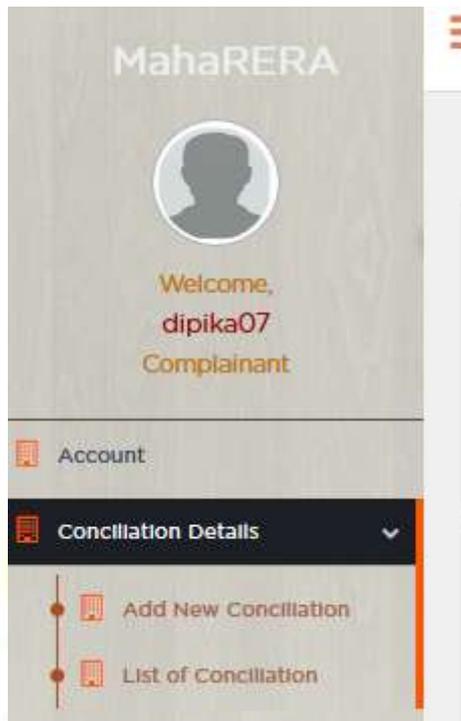
2. Adding First Party can be done in 4 easy steps, if you have all the details ready as mentioned in the <u>introduction section</u>.

   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.

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.

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

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: | PS500001362 | 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] *		Browse... No file selected.	Upload + 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] *		Browse... No file selected.	Upload
3	Declaration part for first party,Whether he/she has filed any complaints.[Not more than 100 words]		Browse... No file selected.	Upload

Back to Dashboard   Submit

O Back

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.