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 source information 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://maharerait.mahaonline.gov.in](https://maharerait.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://maharerait.mahaonline.gov.in](https://maharerait.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 – Maharashra 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.
**Step 2: 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**
**Step 3: 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. Adding Complaint can be done in 5 easy steps, if you have all the details ready as mentioned in the introduction section.

2.1. **STEP 1:** Add Complaint with following details:

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

   2.1.2. **Registration Number:** You will find this number using steps mentioned in the introduction section.

   2.1.3. **Project/Agent Name** and **Promoter Name** will appear automatically.
2.2. **STEP 2: Add Complainant** (Individual who wants to file complaint) with following details:

2.2.1. **Complainant Name:**

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

2.2.3. **Please state your nature of interest in this project**

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

2.2.5. **Contact Number:** Mobile Number, Office Number and Email id
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 / Allotee / 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
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.
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).

**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.