



# MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

## महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

Circular No. 47 /2024

No. MahaRERA/Secy/File No./27/ 614 /2024

Date:- 26/08/2024

**Subject: Training Workshops for MahaCRITI (MahaRERA Complaint and Regulatory Integrated Technology Implementation)**

Whereas, Government of India has enacted the Real Estate (Regulation and Development) Act 2016 (the Act) and all sections of the Act have come into force with effect from 01.05.2017

And whereas, the Government of Maharashtra vide Notification No. 23 dated 08.03.2017 has established the Maharashtra Real Estate Regulatory Authority, hereinafter referred to as "MahaRERA" or as "the Authority".

And whereas, the Government of Maharashtra has notified the Maharashtra Real Estate (Regulation and Development) (Registration of Real Estate projects, Registration of Real Estate Agents, Rates of Interest and Disclosures on Website) Rules, 2017 (the Rules) for carrying out the provisions of the Act.

And whereas, the Authority has notified the Maharashtra Real Estate Regulatory Authority (General) Regulations, 2017 (the Regulations) to carry out the purposes of the Act.

And whereas, Chairperson, MahaRERA is vested with the powers of general superintendence and directions in the conduct of the affairs of MahaRERA under Section 25 of the Act.

And whereas, Section 4(3) of the Act mandates the Authority, to operationalize a web based online system for submitting application for registration of real estate projects.

And whereas some of the functions of the Authority under Section 34 of the Act is to publish and maintain a website of records as well as to maintain a database, on the website of the Authority.

WHEREAS, MahaRERA is launching Next Generation integrated Enterprise-wide Comprehensive IT Solution, incorporating Business Intelligence and Data Analytics for all its regulatory and complaint management functions, to be denominated as MahaCRITI (MahaRERA Complaint and Regulatory Integrated Technology Implementation), on 11:59 PM, 31<sup>st</sup> August 2024.

WHEREAS, The MahaCRITI solution aims to significantly enhance the user experience for all stakeholders, including allottees, agents, and promoters, by offering a truly integrated system with a single source of truth, ensuring that data captured at one point is consistently used across the platform. This solution provides personalized dashboards for stakeholders, system-driven reminders, and notifications, transforming processes like Quarterly Progress Reports (QPR), compliance, and complaint management. Additionally, it introduces new features such as a mobile application and AI chatbots for real-time assistance, making the MahaCRITI solution a comprehensive and efficient platform for all users.

### **MAHARERA HEADQUARTERS**

Housefin Bhavan, Plot No.C-21, E-Block, Bandra-Kurla-Complex, Bandra (E), Mumbai 400051

Tel. No. 022-68111600 • E mail : [helpdesk@maharera.mahaonline.gov.in](mailto:helpdesk@maharera.mahaonline.gov.in)

### **महारेरा मुख्यालय**

हाउसफिन भवन, प्लॉट नं. सी-21, ई ब्लॉक, वांद्रे-कुर्ला-कॉम्प्लेक्स, वांद्रे (पूर्व), मुंबई - ४०००५१.

दूरध्वनी. क्रमांक. ०२२-६८१११६०० ई-मेल : [helpdesk@maharera.mahaonline.gov.in](mailto:helpdesk@maharera.mahaonline.gov.in)

Therefore, to assist users in easily navigating the MahaCRITI system, MahaRERA will release video tutorials that can be accessed at any time. Additionally, MahaRERA is organizing both classroom and online training sessions, as detailed in the following schedule. Users are encouraged to participate in these sessions for hands-on experience with the new system.

## 1. Before Go-Live

<b>29th August 2024 - Day 1</b>			
<b>Training Topic</b>	<b>Mode</b>	<b>Time</b>	<b>Training For</b>
Introduction to MahaCRITI (User Login & Dashboards)	Classroom with PPT & Demo	10:00 AM - 11:00 AM	RERA Officials
Agent & Project - Scrutiny Process	Classroom with PPT & Demo	11:15 AM - 12:15 PM	RERA Officials
Internal Scrutiny Process (Correction, Extensions & Form 4)	Classroom with PPT & Demo	12:15 AM - 1:30 PM	RERA Officials
Introduction to MahaCRITI (User Login, Dashboards) Project Life Cycle (Registration, Correction, Extension, Compliances - QPR, APR, Form 4)	Classroom & Online (with PPT & Demo)	2:15 PM - 5:15 PM	Promoters & SROs
<b>30th August 2024 - Day 2</b>			
<b>Training Topic</b>	<b>Mode</b>	<b>Time</b>	<b>Training For</b>
Complaints Internal Process	Classroom with PPT & Demo	10:00 AM - 1:00 PM	RERA Officials
Introduction to MahaCRITI (Complaint Filing & Proceedings)	Classroom & Online (with PPT & Demo)	2:00 PM - 3:30 PM	Advocates
Agents Life Cycle (Registration, Correction, Compliance & Renewal)	Classroom & Online (with PPT & Demo)	3:30 PM - 5:00 PM	Agents

## 2. Post Go-Live

Post Go-Live, MahaRERA shall facilitate Trainings for 2 weeks as follows:

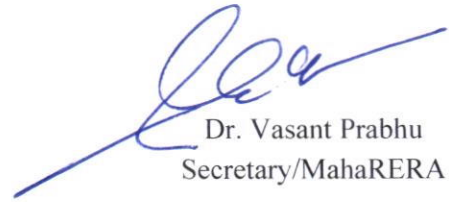
<b>Weekly Schedule for Training</b>				
<b>Training Topic</b>	<b>Day</b>	<b>Mode</b>	<b>Time</b>	<b>Training For</b>
Projects (Registration, Correction, Extension, QPR, APR, Form 4)	Monday	Classroom & Online (with PPT & Demo)	2:00 PM - 4:30 PM	SROs & Promoters
Projects (Registration, Correction, Extension, QPR, APR, Form 4)	Tuesday	Classroom & Online (with PPT & Demo)	2:00 PM - 4:30 PM	SROs & Promoters
Agents (Registration, Correction, Regular Updates, HPR, Renewal)	Wednesday	Classroom & Online (with PPT & Demo)	2:00 PM - 4:30 PM	Agents

Complaints (Registration, Filing, Proceedings)	Thursday	Classroom & Online (with PPT & Demo)	2:00 PM - 4:30 PM	Advocates & Allotees / complainants
Complaints (Registration, Filing, Proceedings)	Friday	Classroom & Online (with PPT & Demo)	2:00 PM - 4:30 PM	Advocates & Allotees / complainants

Note:

1. Physical Location for all Trainings: MahaRERA, Housefin Bhavan, Plot No. C - 21, E - Block, Bandra Kurla Complex, Bandra (E), Mumbai 400051
2. Online Links for the Demo shall be updated on the website.

As approved by Authority



Dr. Vasant Prabhu  
Secretary/MahaRERA