



MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

Order No. 58 /2024

No.MahaRERA/Secy/File no.27/ 482 /2024

Date:- 07/08/2024

Subject: Guidelines for Go-Live of MahaRERA CRITI (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, the Authority under Section 37 of the Act and Regulation 38 of the Regulations is vested with the powers to issue directions to the promoters, real estate agents and allottees from time to time as it may consider necessary.

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.

And whereas, Regulation 48 of the Regulations empowers the Authority by an Order to fix standard fees, annual fees, to be levied on promoters or real estate agents or allottees for inspection of documents, certified copies of documents, updating of website, database management and maintenance of website.

WHEREAS, the extant IT system is more than seven years old, necessitating a comprehensive overhaul to enhance user-friendliness for all stakeholders, improve functionalities for all users, introduce Data Analytics and Dashboards, and ensure speed, efficiency and convenience.

MAHARERA HEADQUARTERS

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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

WHEREAS, MahaRERA has developed 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).

WHEREAS, in the course of transitioning from the old system to the new MahaCRITI system, it is imperative to clearly define the processes and schedule to be adhered to by MahaRERA for the implementation of the new system and the migration of data from the old system to the new system.

In light of the foregoing, the following advisories and procedures are hereby issued for all users of the system:

- Go-Live Schedule of MahaCRITI:
 - i. Track 1: Project Lifecycle & Agent Lifecycle Modules
 - ii. Track 2: Complaint Management & Conciliation Management Module

- Track 1: Go-Live of Project Lifecycle and Agent Lifecycle Modules
 - a. The Project Lifecycle module encompass all applications related to projects including Project Registration, Project Correction, Project Extension, Project Quarterly Updates and so on. Similarly, the Agent Lifecycle Module includes applications related to agents, including Agent Registration, Agent Correction, Agent Renewal, Agent Half Yearly Updates and so on.
 - b. These modules shall go live on MahaCRITI on 11:59 PM, 31st August 2024.
 - c. Consequently, Promoters and Real Estate Agents will be unable to submit any applications from 11:59 PM, 13th August 2024 in the old system. Between 14th and 20th August, MahaRERA officers will process all pending applications.
 - d. In the event of incomplete applications, they shall be returned to the Promoters/Agents. Subsequently, the Promoters/Agents must resubmit their applications using the new system, MahaCRITI. In such instances, the MahaRERA application fees will be adjusted accordingly, and Promoters/Agents will not be required to pay any additional fees, to the extent of fees already paid. However, Promoters/Real Estate Agents shall be liable to pay the convenience fees associated with the new system, MahaCRITI. Therefore, all Promoters/Real Estate Agents are strongly urged to ensure the completeness and accuracy of their applications to expedite processing.
 - e. From 11:59 PM, 20th August 2024 onwards, the process of data migration from the old system to the new system shall be initiated, and the new system shall be prepared for Go-Live. Post Go-Live on 11:59 PM, 31st August 2024, all Promoters/Real Estate Agents shall be able to submit applications for both old and new projects in MahaCRITI.

- Track 2: Go-Live of Complaints and Conciliation Modules
 - a. Complaint Module consists of all applications from Complaint Filing, Online Hearings, Online Orders, Miscellaneous applications etc. Conciliation Module consists of all applications including conciliation hearings, orders etc.
 - b. These modules shall go live on MahaCRITI on 11:59 PM, 31st August 2024.
 - c. Accordingly, Complainants and Respondents will not be able to submit any applications from 11:59 PM, 20th August 2024 in the old system. Between 21st August to 31st August, all data of

complaints and conciliation shall be migrated from old system to the new MahaCRITI application. During this period, while new complaints / applications cannot be filed, however online hearings shall continue.

d. From 11:59 PM, 31st August 2024, Complainants and Respondents shall be able to access complaints and conciliation module in new system - MahaCRITI

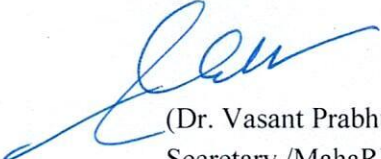
- The proposed MahaCRITI solution aims to significantly enhance the user experience for all stakeholders, including allottees, agents, and promoters, by offering a truly integrated system with a single source of truth, ensuring that data captured at one point is consistently used across the platform. 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.
- Further, due to introduction of next generation MahaCRITI system, the following convenience fees shall be levied in the new system - MahaCRITI. The convenience fees payable by users as more specifically listed in Column III of the Table hereunder drawn for the services as listed in Column II shall be as per the charges listed in Column V in place of the charges listed in Column IV at the milestone as listed in Column VI of the said Table.

S.No	Service	Applicable Users	Existing Service Charges (exclusive of taxes and Bank Charges)	Revised Service Charges (exclusive of Bank Charges)	Payment Milestone
(I)	(II)	(III)	(IV)	(V)	(VI)
1.	New Project Application Form per Project	Real Estate Promoter	1050	4425	Per Transaction
2.	Project Extension Request Form	Real Estate Promoter	700	2065	Per Transaction
3.	Project Status update fees per project	Real Estate Promoter	700	4425	
4.	Project Transfer Request Form	Real Estate Promoter	Manual	118	Per Transaction
5.	Project Correction Request Form	Real Estate Promoter	Manual	1062	Per Transaction
6.	New Agent registration Form	Real Estate Agent	700	1121	Per Transaction
7.	Agent renewal request Form per request	Real Estate Agent	700	1121	Per Transaction
8.	Agent Correction Request Form	Real Estate Agent	Manual	118	Per Transaction
9	Complaint registration Form per complaint	Real Estate Promoter/ Real Estate Agent / Citizen	70	118	Per Transaction

10.	Online Request for Certified Copies	Real Estate Promoter/ Real Estate Agent / Citizen	Manual	59	Per Transaction
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This directive is intended to provide comprehensive guidance to all stakeholders involved in the transition process.

As approved by Authority



(Dr. Vasant Prabhu)
Secretary /MahaRERA