



# MAHARASHTRA REAL ESTATE REGULATORY AUTHORITY

## महाराष्ट्र स्थावर संपदा नियामक प्राधिकरण

Order No. 59/2024

No. MahaRERA/Secy/File No. 27/495/2024

Date: 09.08.2024

Sub: In the matter of non-availability of the existing MahaRERA IT System, complaint module for users / stakeholders between 11.59 pm, 20.08.2024 to 11.59 pm, 31.08.2024.

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, denominated as MahaCRITI (Maharashtra Complaint and Regulatory Integrated Technology Implementation) which shall **Go Live at 11.59 pm, 31.08.2024.**

And whereas, in the course of transitioning from the old system to the new MahaCRITI system, for the period commencing from 11.59 pm, 20.08.2024 to 11.59 pm, 31.08.2024, the existing old system of complaints module shall not be available for users/stakeholders.

And whereas, considering that between the aforesaid time and dates the existing complaint module in the old system shall not be available for users / stakeholders for filing any new complaints or any applications in pending complaints, though online hearing of pending complaints shall continue, the following advisory / directions are issued:

- The period of limitation if any, expiring during the period from 11.59 pm, 20.08.2024 to 11.59 pm, 31.08.2024, shall stand extended until 10am, 01.09.2024.
- During the time and dates ie 11.59 pm, 20.08.2024 to 11.59 pm, 31.08.2024, for urgent orders in pending complaints, applications can be filed on the following email [urgentapp.maharera@gmail.com](mailto:urgentapp.maharera@gmail.com).
- The cause lists, roznama of the complaints fixed for hearing and final orders that may be delivered between 21.08.2024 to 31.08.2024 shall be uploaded at MahaRERA Website <https://maharera.maharashtra.gov.in/>.

(As approved by the Authority)

(Dr. Vasant Prabhu)  
Secretary / MahaRERA

### **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)