

दिनेश कपिला
DINESH KAPILA

आर्थिक सलाहकार
ECONOMIC ADVISER

Tel.: 011-23061397

Fax: 011-23062170

email: dinesh.kapila@nic.in

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आज़ादी का
अमृत महोत्सव



भारत सरकार
आवासन और शहरी कार्य मंत्रालय
निर्माण भवन, नई दिल्ली-110011
GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN AFFAIRS
NIRMAN BHAWAN, NEW DELHI-110011

D.O. No. O-17024/34/2018-HOUSING-UD/EFS-9039325
15th April, 2024

Dear *Madam / Sir,*

I would like to draw your attention to the recent meeting held with the representatives of Homebuyers Associations on 29th February 2024 to deliberate upon the effectiveness of Real Estate (Regulation & Development) Act 2016 [RERA] across the key dimensions namely transparency, accountability, information dissemination, grievance redressal among others. The meeting was held under the Chairmanship of Additional Secretary (Housing), Ministry of Housing & Urban Affairs.

2. In the aforesaid meeting, certain concerns were highlighted by the representatives of Homebuyer associations. At the outset, the issue of non-uploading of Quarterly Progress Reports (QPRs) of registered projects by some Promoter/Developers in a timely manner on the Regulatory Authorities' website was pointed out by the homebuyers. You would agree that this hinders the homebuyers from keeping a proper track of the projects. In this regard, it becomes imperative that Real Estate Regulatory Authorities play a proactive role in addressing project delays and ensuring adherence to timelines. In this context, it was suggested in the meeting that an auto flagging mechanism may be developed on the Regulatory Authority's website, which would promptly alert or notify authorities of projects that fail to upload Quarterly Progress Reports (QPRs) timely. This would enable the Authorities to red flag projects that are behind schedule and take preventive action so that the projects do not get stalled or lapse.

3. Furthermore, certain prevalent malpractices were highlighted during the meeting that warrants immediate attention. For instance, there were allegations regarding diversion of funds from designated project accounts, allegedly as a result of collusion among promoters and affiliated professionals such as Chartered Accountants, Engineers and Architects. In this regard, I request you to direct the aforesaid professionals to carry stringent financial checks and follow effective certification processes while permitting withdrawals from these accounts. I would further request that you may also bring this to the notice of the banks concerned and take steps to ensure that they strictly monitor the withdrawal of funds from the RERA accounts.

4. Additionally, concerns were raised about the submission of falsified documents during project registration and publication of misleading advertisements across various

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news platforms. It was also brought to our attention that defaulter promoters in one State are getting approvals for registering projects in different states and some promoters are selling a single unit to multiple homebuyers. In this context, I request you to direct the officials concerned to exercise proper caution and carry out detailed checks during document verification prior to registration of the projects. Concerning the issue of misleading advertisements, it was suggested during the meeting that Regulatory Authorities develop stringent guidelines that can check such misleading advertisements and ensure that any claims in the advertisements regarding the project's amenities, approvals, completion timelines, among others are backed by concrete evidence and accurate documentation.

5. I would also like to direct your focus towards the issue pertaining to non-availability of updated annual reports on the Regulatory Authorities' websites. As you are aware, it becomes imperative that updated information is readily available on the websites so that homebuyers can make informed decisions. You may recall that this Ministry had earlier requested vide Letter dated 13th July 2022 (**copy enclosed**) to kindly ensure that annual reports are being updated regularly. In view of this, it is once again requested that updated annual reports are uploaded on the websites regularly for public viewing.

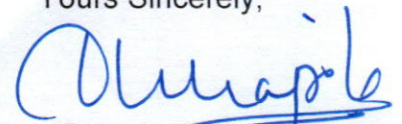
6. Moreover, it was also highlighted in the meeting that Conciliation Forums established by Maharashtra and Uttar Pradesh have been highly effective in facilitating the resolution of disputes through mutual agreements among stakeholders, ultimately benefiting homebuyers. In this context, I would recommend all the other RERA Authorities to emulate MahaRERA and UPRERA and take measures to facilitate amicable conciliation of disputes between the promoters and the allottees through setting up appropriately represented dispute settlement forums under section 32(g) of RERA. In cases where conciliation forums have already been established and are functional, I request you to kindly provide information on the success rate of Conciliation Forums in your State.

7. You would appreciate that addressing these grievances will go a long way in improving the effectiveness of RERA, thereby ameliorating the hardships of homebuyers. Therefore, I once again request you to kindly take necessary steps to address the aforementioned concerns.

Encl: As above.

With regards,

Yours Sincerely,


(Dinesh Kapita)

Chairpersons of all Real Estate Regulatory Authorities.