Circular No. 38A/2026

No. MahaRERA/Secy/L- 66/550/2026
Date: 05.11.2026

Sub: Revised timeline for disposal of complaints referred for conciliation.

Ref: MahaRERA Circular No. 38/2021 dated 08.11.2021.

Whereas, by MahaRERA Circular No. 38/2021 dated 08.11.2021, the timelines for disposal of complaints referred for conciliation was prescribed.

And whereas, it is considered necessary to expediate resolution of complaints by updating the prescribed conciliation timelines.

Hence the following amended timelines are prescribed for disposal of complaints referred for conciliation.

a) On complaints being assigned, the Conciliation Bench concerned shall issue notice and fix the complaint for first hearing within fifteen (15) days;
b) Once the first hearing is conducted the conciliation process should be completed within a further period of thirty (30) days; and
c) If during the conciliation process it is felt that the matter is not progressing towards settlement, or if finalized settlement terms are not submitted on record, then such complaints should be closed and referred back to MahaRERA within the said further period of thirty (30) days, either as conciliation "settled" or "failed".

The timelines prescribed under MahaRERA circular No. 38/2021 dated 08.11.2021, shall be considered as substituted by the timelines prescribed under this Circular.

This Circular shall come into force with immediate effect.

(*As approved by the Hon'ble Chairperson (i/c) & Member I, MahaRERA*)

(Prakash Sabale)
Secretary / MahaRERA