



GOA REAL ESTATE REGULATORY AUTHORITY

DEPARTMENT OF URBAN DEVELOPMENT

GOVERNMENT OF GOA

101, 1st Floor, 'SPACES' Building, Plot No. 40, EDC Patto Plaza, Panaji 403 001 GOA

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CITIZEN CHARTER

Obligation of Public Authorities:-

The Real Estate (Regulation & Development) Act, 2016 has been implemented in the State of Goa with effect from 01/05/2017 (herein referred as said act) for regulation and development of real estate sector and to protect the interest of consumers through dispute redressal, adjudication and appeals.

(2) Goa Real Estate Regulatory Authority has been established by the Government, as per provisions of Section 20 of the said Act. The details of the Authority are uploaded on website of the Authority.

(3) The Authority has operationalized a web based online system for submitting applications for registration of real estate projects, real estate agents and online complaint lodging.

(4) The website of the Goa RERA <https://rera.goa.gov.in/>

(5) The said Act along with Rules made there under have been uploaded on the website. Regulations issued by the Authority as and when would be uploaded on the website from time to time. FAQs are also uploaded on the website for public viewing.

(6) Government of Goa has designated Administrative Tribunal under the Goa Administrative Tribunal Act, 1965 to be the designated Real Estate Appellate Tribunal with effect from 11/09/2019. Further vide Gazette Notification No. 11/50/2017-DMA/RERA/2146 dt. 23/09/2021 designated Maharashtra Real Estate Appellate Tribunal to be the Appellate Tribunal for the State of Goa to hear appeals under the Act, 2016.

(7) Following are Officers appointed and working in the Goa RERA:

(i) **Officer on Special Duty (OSD)** – To co-ordinate authority meetings; preparation of agenda; recording minutes and pursuing the orders passed by the Authority; administrative work of the Authority; co-ordination and monitoring of Court cases; OSD is also designated as First Appellate Authority under Right to Information Act, 2005.

(ii) **Deputy Town Planner (DTP)** – Registration of real estate projects; real estate agents; extension of projects; co-ordinating and monitoring all complaints; technical and legal work pertaining to the Authority Goa Real Estate Appellate Tribunal and High Courts. Co-ordinator to supervise technical compliances of registered projects. He is also designated as Public Information Officer (PIO) of the Authority under Right to Information Act, 2005.

(iii) **Accounts Officer/Deputy Director of Accounts** – To maintain records pertaining to accounts; preparation of annual budgets; audit of accounts; salary and payments to staff and other agencies, deduction of income tax; audit reply.

(iv) **Draughtsman** – To scrutinize the proposals received for registration of real estate projects, real estate agents, extension, legal matters, technical compliances of the registered projects.

(v) **Head Clerk** – Co-ordination and supervision of office, administration, accounts, audits, purchase, maintenance of records.

(vi) **Technical Assistant** – To co-ordinate to scrutinize and provide IT support to online applications for registration of real estate projects, real estate agents, extension, renewal, technical compliances.

(vii) **Legal Assistant** – To co-ordinate legal matters in courts and other legal issues pertaining to the Authority.

(viii) The above Officers are supported by D.E.Os in administration, accounts, legal and technical section.

(8) **Rules/Regulations**

(8.1) The Rules duly approved by the Govt. are published on the website of Goa RERA www.rera.goa.gov.in. are as follows :

- (i) The Goa Real Estate (Regulation and Development) (Appellate Tribunal Members, Officers and Employees Appointment and Service Conditions) Rules, 2017.
- (ii) The Goa Real Estate (Regulation and Development) (Regulatory Authority Chairperson, Members, Officers and Other Employees Appointment and Service Conditions) Rules, 2017.
- (iii) The Goa Real Estate (Regulation and Development) (Regulatory Authority Form of Annual Statement of Accounts and Annual Report) Rules, 2017.
- (iv) The Goa Real Estate (Regulation and Development) (Registration of Real Estate Projects, Registration of Real Estate Agents, Rates of Interest and Disclosures on Website) Rules, 2017.
- (v) The Goa Real Estate (Regulation and Development) (Recovery of Interest, Penalty, Compensation, Fine Payable, Forms of Complaints and Appeal, etc.) Rules, 2017.

(8.2) The Regulations made under the Act will be published on the website from time to time.

(9) **Documents maintained:**

(i) All the important Rules and Regulations, Circulars, reply to the frequently asked questions, various forms of compliances, instructions are uploaded on Goa RERA website.

(ii) In addition to these documents the following documents are maintained.

(a) Inward Register

(b) Register of receipt of application for certified copies of the orders.

(c) Accounts documents


(10) There is a provision of conducting meeting to determine the issues provided under RERA Act by the Authority and accordingly minutes are maintained.

(11) The Authority has maintained its own website bearing www.rera.goa.gov.in and all the applications, complaints, replies, details of the project registration, etc. are on online basis and open to public view.

(12) The names, designations and particulars of the Public Information Officers;

(i) Deputy Town Planner (RERA) – Public Information Officer for Technical matters.

(ii) O.S.D.(RERA) – First Appellate Authority


S.Kumaraswamy, IAS(Retd.)
Chairperson, Goa RERA

Panaji-Goa.
Date: 19/10/2021