



GOA REAL ESTATE REGULATORY AUTHORITY

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F. No: 1/RERA/Off.Ord/2018/1101

Date: 19/08/2025

OFFICE ORDER

Sub: Regarding disposal of the petitions submitted through Centralised Public Grievance Redress and Monitoring System (CPGRAMS) under the category of Complaint as defined under Section 31 (1) Real Estate (Regulation and Development) Act, 2016 read with Rule 6 of The Goa Real Estate (Regulation and Development) (Recovery of Interest, Penalty, Compensation, Fine payable, Forms of Complaints and Appeal, etc) Rules, 2017 in public interest.

Whereas, Section 31 (1) Real Estate (Regulation and Development) Act, 2016 prescribes filing of complaints with the Authority or the Adjudicating Officer, whereby any aggrieved person may file a complaint with the Authority or the adjudicating officer, as the case may be, for any violation or contravention of the provisions of this Act or the rules and regulations made thereunder against any promoter allottee or real estate agent, as the case may be. Its sub-section (2) prescribes the form, manner and fees for filing complaint under sub-section (1) shall be such as may be specified by regulations, and

Whereas, Rule 6 of The Goa Real Estate (Regulation and Development) (Recovery of Interest, Penalty, Compensation, Fine payable, Forms of Complaints and Appeal, etc) Rules, 2017 prescribes the manner of filing a complaint with the Authority and the manner of holding an inquiry by the Authority.

Whereas, there is a system of online filing of complaint before the Authority or the Adjudicating Officer to enable the persons to approach the Authority or the Adjudicating Officer and to streamline the process, there is a possibility that it may restrict those who are not aware of this system and facility, and

Whereas, this matter was deliberated upon during the meeting with MOHUA, Government of India and It was emphasized that the mandate and spirit of the RERA Act was explicit that any aggrieved person may be given opportunity to be heard following principles of natural justice, and

Whereas, it seems fair and logical that those aggrieved persons who approach the Authority or the Adjudicating Officer, indirectly through forum like CPGRAMS, in case such eligible grievances have not previously been registered as a complaint under Section 31 (1) of Real Estate (Regulation and Development) Act, 2016, instead of declining their petition, they need to be given an opportunity to be heard following principles of natural justice, and



Whereas, it is pertinent to ensure that the petitioners who are approaching Goa RERA, through CPGRAMS are genuine and that their grievances or complaints are about the contravention of the provisions of the Act or the rules and regulations made thereunder, and

Whereas, Centralized Public Grievance Redress and Monitoring System (CPGRAM) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery, under Ministry of Personnel, Public Grievances & Pensions, Government of India, where the status of the grievance can be tracked with the unique registration ID provided at the time of registration of the complainant.

Therefore, in public interest it has been decided that the petitions pertaining to Goa RERA, submitted through Centralised Public Grievance Redress and Monitoring System (CPGRAMS), where their grievances or complaints are about the contravention of the provisions of the Act or the rules and regulations made thereunder and which hitherto have not been registered as a complaint case Section 31 (1) of Real Estate (Regulation and Development) Act, 2016, will also be treated as a source of complaint under the category of Complaint as defined under Section 31(1) Real Estate (Regulation and Development) Act, 2016 read with Rule 6 of The Goa Real Estate (Regulation and Development) (Recovery of Interest, Penalty, Compensation, Fine payable, Forms of Complaints and Appeal, etc) Rules, 2017.



However, in cases where petitions received through CPGRAMS have not earlier been registered as complaint with the Authority or the Adjudicating Officer, as the case may be, the Petitioner concerned would be requested to deposit, online, the requisite fees for further processing of the petition, as required under the Goa Real Estate (Regulation and Development) Rules, 2017.

Upon receipt of requisite fees, such petitions would be treated as a complaint, and complaint number would be allotted. The Authority or the Adjudicating Officer, as the case may be, shall issue a notice along with particulars of the alleged contravention to the respondent mentioning the date, time and place for the hearing. Complainant may also be communicated to appear on the date so fixed, along with the requisite documents and details of evidence about the contravention alleged to have been committed in relation to any of the provisions of the Act or the rules and regulations made thereunder.

This order shall come into force with immediate effect.

This is issued with the approval of the Competent Authority.


Paresh Fal Dessai
Secretary, (RERA)

Copy to:

- 1) All members of Goa RERA
- 2) Legal Section (Goa RERA)
- 3) Technical Section (Goa RERA)