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UP-Rera bets on conciliation panel to resolve builder-buyer disputes

5 Members From RWAs, 5 From Credai & 1 Official To Be Part Of Forum

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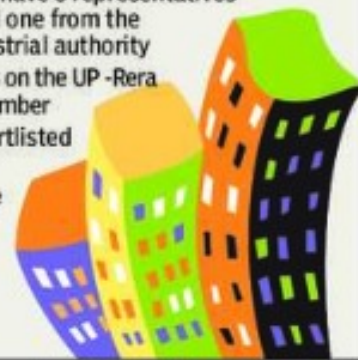
Ghaziabad: In a fresh initiative to settle disputes between builders and homebuyers in the state, the Uttar Pradesh Real Estate Regulatory Authority (UP-Rera) has proposed forming a conciliatory forum comprising residents, builders and officials.

According to UP-Rera officials, the 11-member forum will comprise five members from residents welfare associations like Fed AOA in Ghaziabad, five members from Confederation of Real Estate Developers' Association of India (Credai), and one member from the respective development or industrial authority. The members will change according to region. A software has also been developed by UP Rera which will become operational in the first week of December.

The development and industrial authorities have also

HERE'S HOW IT WORKS

- The 11-member forum will have 5 representatives from RWAs, 5 from Credai and one from the respective development/industrial authority
- Buyers can lodge complaints on the UP-Rera website from first week of December
- The complaints will be shortlisted and the builder called
- The builder and buyer have to appear before the forum in their respective area
- The decision taken at the forum will be communicated to the UP-Rera secretary



been asked to submit names of representatives which will comprise the forum. The forum is expected to provide relief to more than 12,000 homebuyers in Ghaziabad alone who have been caught up in the builder-buyer tangle.

A letter in this regard has been sent by secretary, UP-Rera, Abrar Ahmed to vice-chairpersons and CEOs of 15 development authorities and three

industrial authorities in the state. The new software will have the option for the complainant to register their grievances stating the location and nature of the issue, said an official. "The UP-Rera secretary will then shortlist the complaints and contact the builder against whom the complaint has been made through the development or industrial authority of the concerned area," said the

official. "Then a mutually agreed date and time will be fixed for the developer and builder to appear before the 11-member forum in their respective jurisdiction," he added. The decision arrived at the forum will be communicated to the UP-Rera which will be binding on the parties as well.

"In the state, there will be 18 such forums under Ghaziabad, Meerut, Moradabad, Saharanpur, Barilly, Hapur-Philikhwa, Agra, Aligarh, Kanpur, Jhansi, Allahabad, Varanasi, Gorakhpur and Faizabad development authorities and under the three industrial development authorities namely Noida, Greater Noida and Yamuna expressway," added the official.

Manoj Gaur, national vice-president of Credai, said a similar forum has been formed in Maharashtra and it is producing encouraging results. "Given the fact that UP Rera is flooded with complaints pertai-

ning to builder-buyer issues, this will take off the load from UP-Rera. The decision taken at the forum, which have representatives from builders and buyers alike, with an official from development authority overseeing the proceedings, will help expedite individual issues," he said.

Alok Kumar, president, Federation of Apartment Owners Association, has also welcomed the move saying that it would provide the much-needed relief to homebuyers who have been running from pillar to post. "We will extend all support to forum if we are called to be the part of it," said Kumar.

The GDA is all set to send the names of the representatives to UP-Rera. "We are in the process of sending the names from RWAs, Credai and from GDA who will constitute the forum," said Ishtiaq Ahmed, chief architect and town planner, GDA.