

CONSUMER PROTECTION IN REAL ESTATE SECTOR

OVERVIEW:

Every human being in our country has the dream of owning a house for himself. The real estate sector is one of the most globally recognized sectors. It is the second largest employment providing sector after agriculture in our country. The customers have very few knowledge about this sector. This is the reason behind them getting cheated and victimized in this sector.

GROUNDS FOR COMPLAINTS:

- False assurances about provision of various amenities
- Delays in handing over possession even after making full and final payments.
- Clandestine sale of disputed properties which do not have a clear title.
- Wrong measurements and usage of sub- standard materials.
- Charging of more money than agreed.
- Construction not completed within the promised duration.
- Not providing the promised booked plot or flat.

COMPLAINT REGISTRATION:

National Consumer Helpline

Consumers can register their complaints with National Consumer Helpline with the help of the link given below

<http://www.nationalconsumerhelpline.in/ComplaintFile.aspx>

Confederation of Real Estate Developers' Association of India

CREDAI is a non-profit organisation registered under Section 25 of Companies Act, 1956. It is the apex body of all registered real estate builders and developers in India. It has adopted a voluntary code of conduct ensuring highest ethical standards among its members. CREDAI insists on setting up of Consumer Redressal Forums through all its city level associations in order to safeguard the consumer interest. Consumers can file complaint with CREDAI with the help of the link given below

<https://credai.org/register-your-complaint>

ACTS:**THE REAL ESTATE (REGULATION AND DEVELOPMENT) ACT, 2016**

This Act brings fair practices in real estate sector that would protect the interests of the buyers. It also imposes penalties on errant builders.

<http://www.indiacode.nic.in/acts-in-pdf/2016/201616.pdf>

The Real Estate (Regulation and Development) Act, 2016 establishes the Real Estate Regulatory Authority (RERA) in each State for regulation of the real estate sector and also acts as an adjudicating body for speedy Redressal of disputes.

PROCEEDING IN ACCORDANCE WITH THE CONSUMER PROTECTION ACT 1986:

One can file a case in the respective consumer forums /Commission either in case of getting relief or to appeal

http://clap.nls.ac.in/?page_id=102

REFERENCE:

<http://www.nationalconsumerhelpline.in/Realestate.aspx>

<http://www.indiacode.nic.in/acts-in-pdf/2016/201616.pdf>

<https://credai.org/about-credai>