

## India MahaRERA Implements Hybrid Hearing Model for Homebuyers and Developers

August 20, 2025

— Categories: Real Estate



The Maharashtra Real Estate Regulatory Authority (MahaRERA) has introduced a hybrid hearing model, allowing homebuyers and developers the option to choose between physical or virtual hearings for complaints and non-compliance applications. This initiative aligns with guidance from the Bombay High Court in July 2025, which emphasized the importance of providing litigants with the option of a physical hearing.

In response to the court's order, MahaRERA issued a circular on August 11, 2025, detailing the standard operating procedure for the hybrid model. Under this system, parties involved in disputes can continue to file complaints and applications online. However, they now have the flexibility to request either a physical or virtual hearing before any MahaRERA bench. To opt for a physical hearing, complainants must submit a written request through their respective login on the MahaRERA portal. The daily cause list will indicate the seating arrangements of each bench, and all orders will be uploaded with timestamps to ensure transparency.

The move to a hybrid model addresses concerns from litigants regarding the accessibility and transparency of virtual-only hearings. Prior to the COVID-19 pandemic, MahaRERA conducted hearings physically. The shift to virtual hearings during the pandemic was initially seen as a necessary adaptation. However, the continued reliance on virtual hearings post-pandemic led to perceptions of procedural restrictions and systemic opacity. The Bombay High Court's intervention sought to rectify this by ensuring that litigants have the option to choose the mode of hearing that best suits their circumstances.

This development is expected to enhance the dispute resolution process within Maharashtra's real estate sector, providing greater flexibility and accessibility for all parties involved. Homebuyers and developers can now engage in hearings in a manner that aligns with their preferences and logistical considerations, potentially leading to more efficient and satisfactory outcomes.