

A REVIEW PERFORMANCE OF REAL ESTATE REGULATORY AUTHORITIES OF INDIA

Pramod Bhagwant Chobhe*

Department of Commerce and Research Centre PDEA
Annasaheb Waghire Arts, Science & Commerce College, Pune, Maharashtra

Dr.M.B. Khandare*

Department of Commerce and Research Centre PDEA
Annasaheb Waghire Arts, Science & Commerce College, Pune, Maharashtra

*Corresponding authors | Received: 05/07/2022 | Accepted: 20/08/2022 | Published: 10/09/2022

Abstract: *The Central Govt of India has enacted and enforced the RERA Act, 2016 on 1st May, 2016 in all over India to stabilize equalize and to increase efficiency, transparency and accountability and financial discipline in the Indian Real Estate Sector. After the completion of one year to implementation of RERA Act, it was made mandatory and obligatory for every Indian states to establish their own Real Estate Regulatory Authority under the strict provision of RERA Act. There are 36 states including 08 union territories. The purpose of this very 'Research Article' is take review of performance of regulatory authorities all the states of India. From the study of above facts it is most importantly found that, despite the Nagaland state only. Almost every states in India have accepted and notified the general rules of RERA. There are 31 states have established the regulatory authority and 28 states have established appellate tribunal of their own. Where as 27 states of all regulatory authority setup the web portal. The regulatory authorities of 21 states have appointed their own official adjudicating officer. And 26 states regulatory authorities have stated to register real estate projects and agents. The process of complaints and cases disposal is started by the regulatory authorities of 22 states. The main aim and objective of this vary Research Article is to take a brief and precise review of performance of regulatory authorities of all the states in India and form the study of these above facts, some of the important points and conclusion can be drawn as below. The overall performance of regulatory authorities in union territories India is gradually slower the expectation of work performance. And the work performance of major states and their real estate regulatory authorities in India is expectably satisfying and acceptable on the other hand. In short, the performances real estate regulatory authorities in overall India states is slower. It is futuristically told that, it the RERA act, 2016 in India Implemented and utilized in proper manner. Then this Act can being a sweeping changes in real estate sector of India. And it every state is in expectation to develop this real estate sector then each and in India should accept, notify and implement RERA Act, 2016 positively and whole heartedly, and then and then only the dream goals, aims and objectives of RERA Act in India would be achieved.*

Keywords: *RERA.RERA Act, RERA Act, 2016, Real Estate Regulatory Authority, Regulatory Authority, Transparency, Accountability, Efficiency, Financial Discipline,*

Introduction

Real estate sector is the second largest sector after agricultural sector to create large scale job opportunities in the world. However to utilize and witness the transparent transactions then there should formulated some nation, norms and financial discipline moreover to create awareness about accountability among Promoters and agents of real estate sector., In the Government of India has enacted the Central Model RERA Act.

The Rera Act come into force into actual practice on May 1st 2016 all over India

(including Jammu and Kashmir). As well all know, the RERA Act is being central model Act, and almost all the states in India are obliged to established real estate regulatory authority in the related and respective states till the 1st May, 2017 according to the Act. For this form and regulations should also be formulated .in short , every state should form the real estate regulatory authority and should formulate norms, notions and regulatory discipline for that and should be brought into effect and practice in every state keep and being control over transactions of real estate sector.

Every states in India should form and established real estate regulatory authority and should form controlling the regulations.to increase the registration of new projects and agents. The authority should design the online web portal, appellate Tribunal should formulated then Adjudicating Officer should also appointed by the Authority. The Authority should also and resolve the complaints received about real estate sector. All these are the works of real estate regulatory authority.

There are about 36 states in India including 28 states and 08 Union Territories. According to the authority and Central Model RERA Act. Almost all states in India should established real estate regulatory authority. And all of them are mandatorily obliged to do this. Thou there passed about 06 years since the RERA Act has been established. Can we see the actual utilization of works, bestowed on real estate sector state Regulatory Authorities? To find out main and rout cause of this malfunction the observatory committee should be formulated to big out the lacunas.

The ground finding close investigation about the works of RERA. The parameters should be formulated.

1. Notified General Rules
2. Establishment of Real Estate Regulatory Authority
3. Establishment of Appellate Tribunal
4. Should Setup Web Portals
5. Appointed Adjudicating Officer
6. Registration of Projects
7. Registration of Agents
8. Complaints Disposed by Regulatory Authority

By using the above parameters the study of Indian different real estate regulatory authority and there work was done form that whole study some of the conclusive main points were drawn out. Almost all states in India excluding Nagaland has formulate the RERA rules are

also formulated for them. 25 states in India has established regular real estate regulatory authority were 06 states made interim establishment. 27 states of all have designed their own online Web – Portals. 24 States established regular Appellate Tribunal and 04 states established interim Appellate Tribunal. According to the Implementation Progress Report of RERA done on 05th February 2022. there are 74544 registrations of new projects for real estate sector form all over India. Were as the authority found registrations 59227 new Agents. The Authority has disposed of 83847 complaints till no's w. The state of Haryana has established two regulatory authorities at two different places the one being at Gurugram and the other at Panchkula for rest of Haryana. The functionality and work performances of real estate regulatory authorities in different states of India is considerably good pleasing start up. The regulatory authority is taking the progressive hard effect to reach and accomplish the goal and objective which had kept and demand of every big and small states are trying to achieve the goal. The work performance of big states regulatory authorities are considerably fast as compare to average progress of small states.

In short, real estate regulatory authority established in India before 06 years however despite the state Nagaland the remaining 35 states has notified general rules. Here the research work is being done to do take close observations of work performances of various real estate regulatory authority and tried state the present situation of work performances of real estate sector. Real estate sector is the biggest sector in India and it should brought under close surveillance and strict control every state regulatory authority in India is performing their duties responsibly and honestly. The work progress of regulatory authority is pleasing but the rate of work performances of some of the states and Union Territories are under average and unpleasant. It /unless every state regulatory authority works harder with positive view then and then only the purpose and objective Union Government to bring RERA Model Act would be accomplished. It will bring transparency in transactions will create awareness about responsibility will bring strict discipline and at last it will win the trust of people for real estate regulatory authority.

Literature Review

Meghwant Singh Thakur (2018)

The Research Paper *aims* Effect of RERA on profitability ratios of Indian Real Estate Developers. Descriptive method and convince sampling used in this study. *The sample* is of top ten listed developers ranked by market capitalization. The data can be classified as ratio data. The researcher study and findings this act is *the negative impact* of profit margin of real

estate developers. Thus description caused by introduction of regulation in the real estate industry has impacted the profitability of Indian real estate developers significantly in *the short term*. But they also medium and long term impact of RERA can be gauged once enough time passes post implementation of RERA.

Dr. Bhargav S. Joshi (2019), This research paper *focuses* and study on implementation, concomitant and denouncement of the Maharashtra Real Estate Regulatory Authority (MAHARERA) descriptive research design was used in this study. To get the primary data a well-structured questionnaire was developed and administrated. The researcher finding thus it can be concluded that RERA Act, 2016 a step toward reforming the real estate sector in India and MAHARERA also helps in encouraging greater transparency, citizen *Centricity*, accountability and financial discipline for the builders/promoters. The objective of this study, whether implementation of MAHARERA is *effectively* in Mumbai and useful to the homebuyers the answer is yes and thus MAHARERA is a *blessing* for the homebuyers in Mumbai region.

Anita Choudhary (2018), The researcher studied the title of *a research paper* of RERA: A Reform to support *the real estate sector*. Primary data collected of RERA provisions made by the government and secondary data collected from Journals, Books, Government Publication related to RERA. This study *finding* the *RERA, is a regulation* that was much required for the industry. It will bring more transparency and *organized* quality focus approach in the business functions. Builders are now required to warrant to the premises, they sell which ensures that quality will certainly get a good push *into* the building material sector including other linked industries. The initial obstacle in the implementation of *RERA, is* unavoidable, but the holistic impact of this revolutionary Act will defiantly be positive and beneficial for the homebuyer's community. *It* can be said that the implementation of this act is *a fact* a win to win situation for stakeholders in the real estate industry.

Sainand Khot, Afzal Shaikh (2019), The main objective of *research studies* to help understand the effects of RERA Act, 2016. This study tries to showcase how important *RERA, is* for the construction sector right now. This study is produced to give the *readers a brief* idea about the some of the most important laws the RERA has introduced and will also talk about the things that RERA missed. There is no strict compliance from the RERA authority.

Research Methodology

The nature of this research study is statistical, comparative, analytical and descriptive. In this research study the secondary data which is collected and shown in Real Estate (Regulation and Development) Act, 2016 (RERA) Implementation Progress Report (as on 05th February, 2022) this report was published Ministry of Housing and Urban Affairs, relevant books and various real estate regulatory authorities web side. Form which the few sample are used. Mostly secondary statistical data used to bring the satisfying conclusion.

Research Question

The central government of India had enacted and enforced the RERA Act, 2016 in all over India on 1st May, 2016. And accordingly to the provision of RERA Act each and every states in India should make it mandatory to establish their own real estate regulatory authority to keep a close watch surveillance and to keep control over the transactions works of real estate sector. The RERA Act has been implemented in India since last 06 years.

1. Is the regulatory authorities of each state working honestly to fulfil the purpose of the law a success?
2. How is the performance of regulatory authorities from the beginning?
3. Is it essential to study the performance of regulatory authorities from the beginning?
4. Is the regulatory authorities fulfilling the purpose for which it was enacted?

To study the performance of regulatory authority in each state “A Review Performance of Real Estate Regulatory Authorities of India” is the subject selected to prepare some most essential and important research question as above.

Objective of Research Study

1. To study concept of Real estate regulatory authority.
2. To review the performance of Real estate regulatory authorities in India.
3. To Comparative review of the performance of Real estate regulatory authorities in India.
4. To evaluate the performance of Real estate regulatory authority.

Statements of Hypothesis

- H1.** The performance of larger states Regulatory Authorities of India is a satisfactory.
- H2.** The performance of the Real Estate Regulatory Authorities in the Union Territories in India at a slow pace.
- H3.** The overall performance of the Real Estate Regulatory Authorities of India has been slow.

Sample Design

To prepare the research article here RERA Act, 2016 implementation progress report. This report was published Ministry of Housing and Urban affairs as on 05th February, 2022 as source of secondary data. Following are the research sample which are chosen to design the research article

1. Notified General Rules
2. Establishment of Real Estate Regulatory Authority
3. Establishment of Appellate Tribunal
4. Should Setup Web Portals
5. Appointed Adjudicating Officer
6. Registration of Projects
7. Registration of Agents
8. Complaints Disposed by Regulatory Authority

Data Collection

The Data is collected by using RERA Act, 2016 implementation progress report. This report was published Ministry of Housing and Urban affairs as on 05th February, 2022. The collected Data is used as secondary data source to prepare research article. This secondary data is a statistical. so it is used for comparative study.

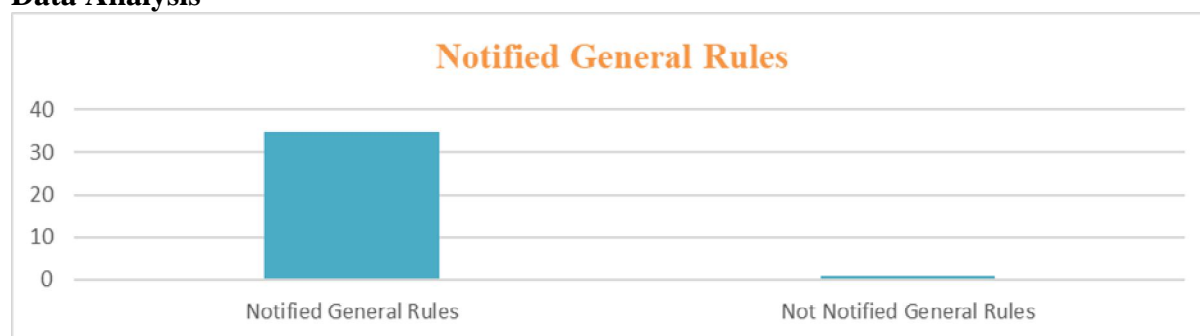
Data Analysis and Interpretation

In this research article the secondary data used which the RERA Act, 2016 implementation progress report for the data analysis of this research article. I have used above samples and comparative study of the statistical data is done and numerical comparison consider fruitfully.

Table No 01: Notified General Rules

Total States (States plus UT)	Notified General Rules	Not Notified General Rules
36	35	01

Data Analysis



Interpretation

There are 36 states including Union Territory in India of which 35 states have notified an general rules of RERA Act, 2016. and Nagaland is the only state which no's t yet notified

the general rules of RERA Act, 2016. So 97.22% of all states in India have whole heartedly notified rules, whereas only 02.78% state namely Nagaland hasn't yet notified the general rules of RERA.

Finding

Six years have passed since then the RERA Act was enacted and implemented in all over India states though the Nagaland may not have notified the general rules of RERA.

Suggestion

The Central Government of India should investigate the problem and barriers which Nagaland state is facing and should resolve the issues that struck in the way. The government should help support encourage and inspire Nagaland to notified general rules of RERA.

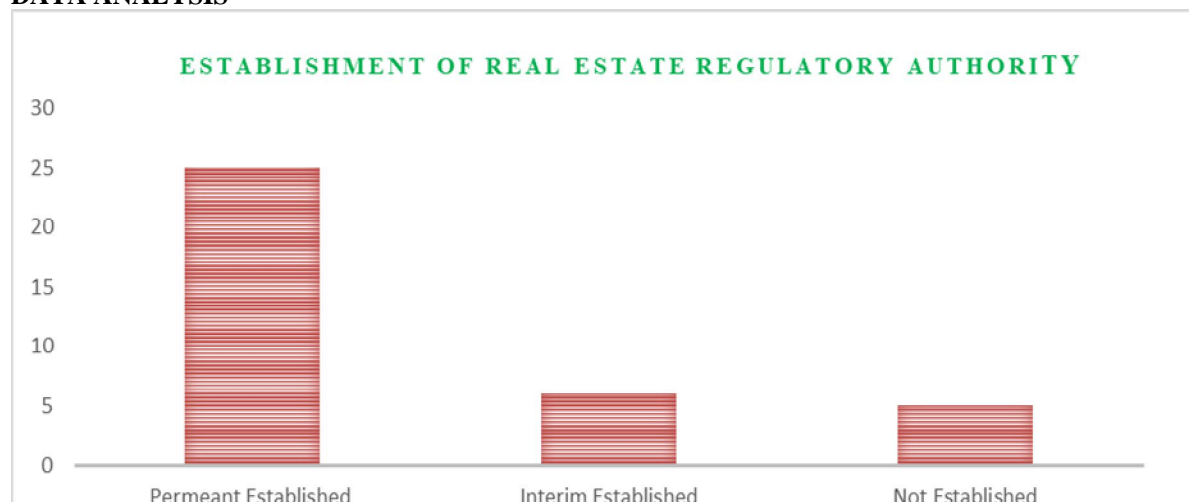
Conclusion

On the basis of study of above available information it can be concluded that the performance of all states in India except Nagaland in utilizing and implementing notified general rules of RERA considerably good and acceptable.

Table No 02: Establishment of Real Estate Regulatory Authority

Total States (States plus UT)	Permeant Established	Interim Established	Not Established
36	25	06	05

DATA ANALYSIS



Interpretation

On the basis of above available information it can be analyzed and drawn that out of 36 states in India total 25 states have established the regulatory authority permanently and remaining 06 states have established interim regulatory authority. 05 states haven't yet established their own regulatory authority even today. If we consider percentage establishment then there are 69.44% of states of all states in India have established their own permanent Regulatory authority. Whereas 16.67% of states in India have established Interim regulatory authority out of total states. 13.89% of states haven't yet established regulatory authority.

Finding

After the implementation of RERA Act, 2016 every states is mandatory obliged to establish their own permanent regulatory authority. The states who haven't yet established the regulatory authority are Meghalaya, Nagaland, Sikkim, West Bengal and Ladakh.

Suggestion

Those states which come under the central government are 06 such as Arunachal Pradesh, Manipur, Telangana, Jammu & Kashmir, Mizoram and Puducherry who have established interim regulatory authority. They should seek the help of central government to establish permanent regulatory authority or should change or transform their interim authority into permanent authority. On the other hand 05 states namely Meghalaya, Nagaland, Sikkim, West Bengal and Ladakh who haven't yet establish regulatory authority should establish their own regulatory authority as soon as possible. What are the problems and barriers in establishing regulatory authority? Those problems should be closely analyzed and solve and should provide and extend helpful and supportive guidance. It should be made obligatory and mandatory to establish permanent regulatory authority of their own as soon as possible.

Conclusion

After the close analysis of above available data and its deep interpretation it would be concluded that, 05 states of total Indian states haven't yet established and implemented regulatory authority of their own. These 05 states no's t accepting and obeying the rules of RERA Act, 2016. Those states who haven't yet established the regulatory authority does no's t come under supremacy of RERA Act.

However, the complaints issues and problems faced by those states which are unable to establish regulatory authority. The government should provide the eligible and required judiciary help to those weak states to establish regulatory authority. To observe and witness

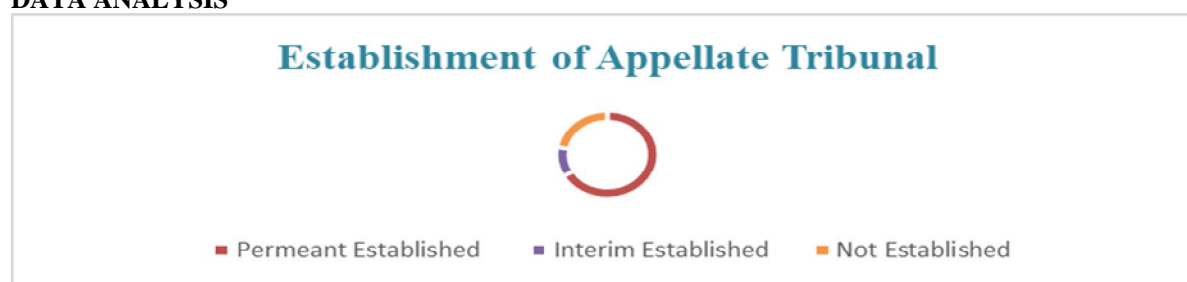
the sea changes and development the states should immediately establish regulatory authority. Those 06 states change transform interim into permanent authority.

In short 31 states in India have established their own permanent and interim authority of which 86.11% have established regulatory authority and 13.89% states yet to establish the regulatory authority.

Table No 03: Establishment of Appellate Tribunal

Total States (States plus UT)	Permeant Established	Interim Established	Not Established
36	24	04	08

DATA ANALYSIS



Interpretation

It is mandatory and must obligated responsibility each state to form and establish Appellate Tribunal of their own to solve the complaints problems and issues of those people who are related with real estate sector. Out of 36 states only 24 states have form their own appellate tribunal under regulatory authority for permeant basis. And other 04 states have established interim appellate tribunal on temporary basis. And remaining 08 states haven't or yet to establish Appellate tribunal. Total the percentage establishment of permeant and interim appellate tribunal are of them 77.78% states have established appellate tribunal and remaining 22.22% of states haven't yet established the appellate tribunal.

Finding

It can see that out of total 36 states in India 24 states of them have established regular their regular appellate tribunal and other 04 of them/ states have formed interim appellate tribunal on temporary basis such as Manipur, Telangana, Tripura, Uttarakhand etc. Those states who haven't yet established appellate tribunals are Arunachal Pradesh, West Bengal, Jammu and Kashmir, and Ladakh have no's t established appellate tribunal.

Suggestion

Four states established interim appellate tribunal. The central government should provide required help, support and proper guidance to those related states to transform their interim tribunal into regular appellate tribunal. Moreover, the government should also consider and understand and resolve the problems of their 08 states who haven't yet established appellate tribunal. The central government should provide proper guidance and allotting them some time to them immediate establishment of appellate tribunal this should be made compulsory, obligatory and mandatory.

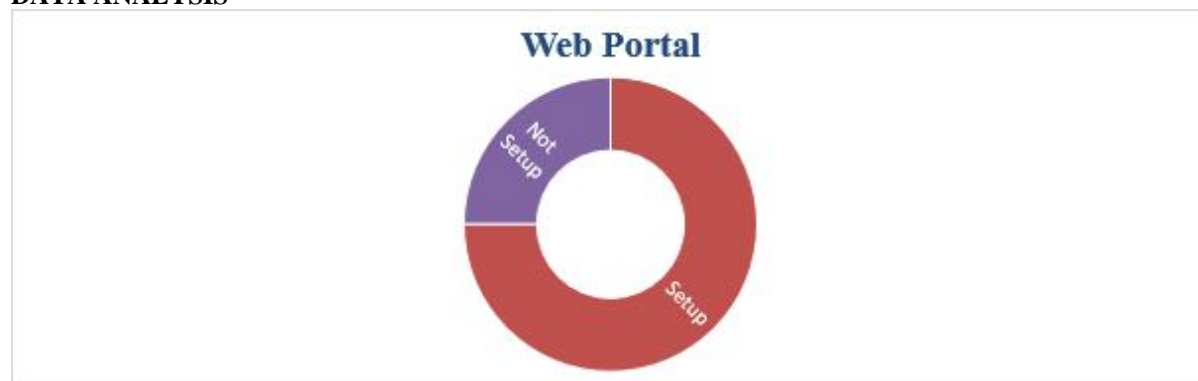
Conclusion

To resolve the complaints, problems and issues judicially every regulatory authority must/ and mandatorily obliged to establish their own appellate tribunal. Due to unacceptance of appellate tribunal under real estate regulatory authority, the real estate sector issues and complaints of those 08 states have remained also of negated. They haven't yet got the proper judiciary platform. To resolve the complaints and issues of real estate sector. It is necessary to establish appellate tribunal. But total of 08 states of them haven't yet established appellate tribunals. Due to this problems, those states public complaints and issues can no's t be resolve on time. Lastly the interim appellate tribunal should be transformed into regular appellate tribunal and it is necessary every states in India should/must establish their own permanent appellate tribunal necessary to resolve and check complaints problems and issues of people in real estate sector.

Table No 04: Web Portal

Total States (States plus UT)	Set Up	Not Set Up
36	27	09

DATA ANALYSIS



Interpretation

According to RERA Act, 2016 under the provision every regulatory authority must design and create their own online web portal to avail easy access to real estate sector. Registrations the main reason to create an online web portal is to ease the process of online registration of new projects and agents in real estate sector. Due to this online web portal the people who are expecting and seeking information about real estate sector would get it in an easier way. There are 27 total number of Indian states have already designed developed and set up their own online web portal. But 09 of the remaining states haven't yet developed their online web portal.

In short, 75% of total states regulatory authority have developed their own web portal and 25% of states regulatory authority haven't yet developed their own online web portal.

Finding

On the basis of above study we can say that, out of total 36 states in India only 27 states have designed, developed and established their own online web portal. With help of this online web portal they/ real estate sector would receive large scale registration of new projects and agents. On the other hand the states such as Arunachal Pradesh, Assam, Manipur, Meghalaya, Nagaland, Sikkim, West Bengal, Jammu and Kashmir, and Ladakh etc. haven't yet created their online web portal. The task/ work of designing and developing online web portal for these states are still under process.

Suggestion

Six years have passed since then RERA is being implemented in Indian states, though the 09 states out of 36 haven't yet developed their own online web portal The web portal of these states are still under the process. The central government should be these states with particular time limit and the government should also help these states to overcome and solve the problem in web portal development and should also provide them proper help support and guidance.

Conclusion

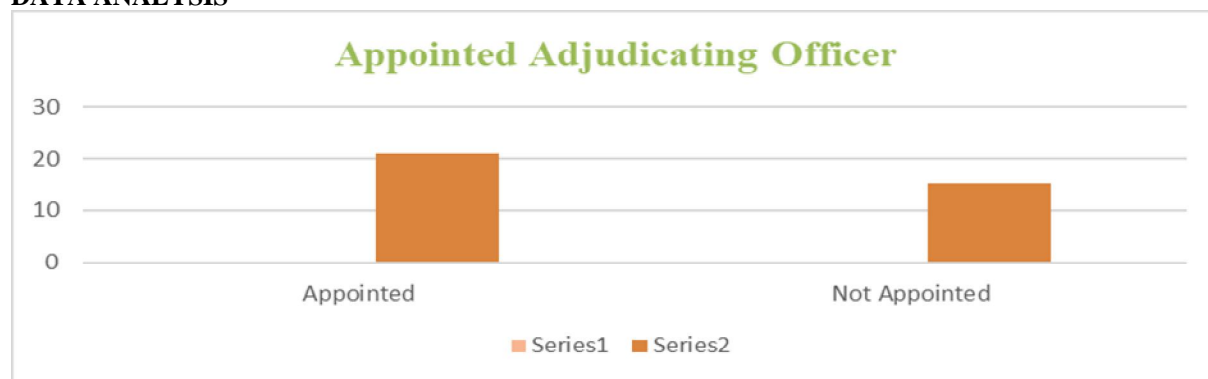
There is special provision for designed and developing online web portal under the RERA for the real estate sector. Due to online web portal the process of online registrations new projects in real estate sector become easier. Moreover, the new agents can also register then online. As we already knew those 09 states who haven't yet developed their online web portal they are facing the problems in the registration of new projects and agents .In this way we can say that those states who haven't yet develop their own online web portal. So they

could no's t even come/in focus of real estate sector haven't created the proper platform over there. Due to lack of online web portal and wrong or less updated information the people facing the challenges and problem in selling and purchasing the developing properties for ex:
 - Those customers want to purchase house which is booked in project the customer always lives in indulgence /indecision of his investment. Those states who haven't developed their own online web portal should designed and developed their web portal and help to solve peoples problem and real estate sector to be become updated and availed.

Table No 05: Appointed Adjudicating Officer

Total States (States plus UT)	Set Up	Not Set Up
36	21	15

DATA ANALYSIS



Interpretation

It is mandatory and obligatory to appoint adjudicating officer under the provision of RERA to resolve and check the problems, complaints and issues of people. Only 21 out of total 36 states in India have appointed adjudicating officer and remaining 15 states haven't yet appointed the adjudicating officer which mean only 58.33% of states regulatory authority appointed adjudicating officer and 41.67% of states have no's t yet appointed adjudicating officer to resolve the complaints of people in real estate sector.

Finding

With the help of above analysis we can say that only 21 out of total 36 states regulatory authority in all have appointed their adjudicating officer and remaining 15 states regulatory authority haven't yet appointed their adjudicating officers those states are Arunachal Pradesh, Assam, Manipur, Meghalaya, Nagaland, Sikkim, Telangana, Uttarakhand, West Bengal, Chandigarh, Jammu and Kashmir, Ladakh, Lakshadweep, NCT of

Delhi and Puducherry etc.

Suggestion

Those 15 states regulatory authority who haven't yet appointed their adjudicating officer and facing the problem and challenges in doing so should seek/get the help support and guidance of central government. The central government should also decide the time limit to appoint adjudicating officer in respective states the government should provide proper help support and guidance for the appointment of adjudicating officers. And the appointment should be made compulsory, mandatory and obligatory for each states.

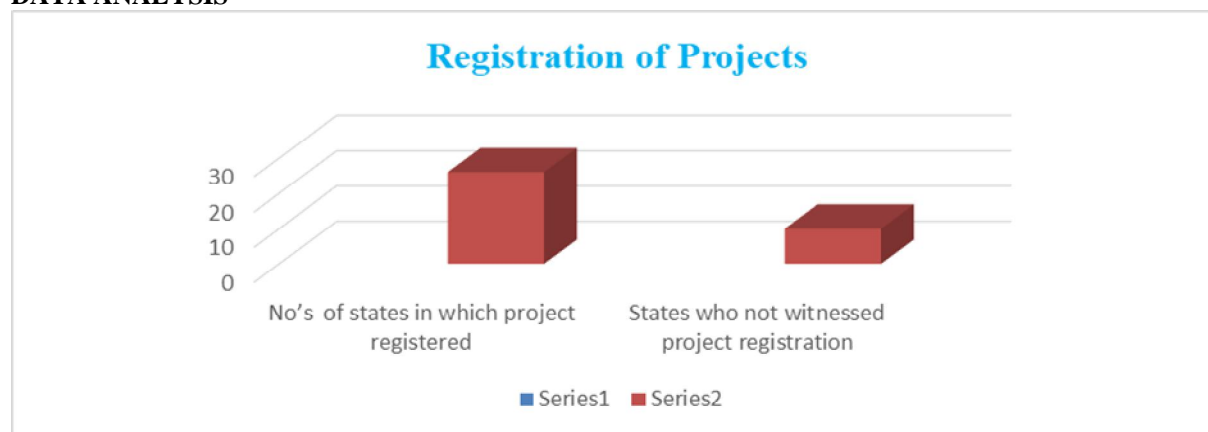
Conclusion

It is must to appoint adjudicating officer in every states under the provision of RERA to resolve the complaints by peoples in real estate sector. It the adjudicating officer appointed every regulatory authority then the complaints about real estate sector should be easily settled and proper solution would be provided immediately and the trust belief of people on RERA should become firm and strong. There are total 15 no's of states who haven't yet appointed such adjudicating officer to resolve the problems.as a result the appellate tribunal under RERA facing the innumerous problem and obstacles in its smooth functioning. The complaints of peoples in real estate sector would be immediately resolve and settled in time it those 15 states who try to appoint their own adjudicating officer who hadn't yet appoint them to in their respective states.

Table No 06: Registration of Projects

Total States (States plus UT)	No's of states in which project registered	No's of states in which not project registered
36	26	10

DATA ANALYSIS



Interpretation

According to section 03 of RERA Act if the distance covered by project is more than 500 square meter and the project cover at least more than 08 units then it becomes mandatory to according RERA Act to do the registration of that project. The construction of registered projects is legal according to central RERA Act. Out of 36 total 36 states in India there are only 26 states have their legally registered project, under the real estate sector. The remaining 10 states haven't yet registered their legally trusted projects registration online through regulatory authority web portal of real estate sector. The total no's of projects registration in all over India are 74,544 of which half no's of or 32918 projects legal projects registrations were witnessed by Maharashtra only. Which is more than all the other states in India. Whereas most lessor projects were registered by union territory Andaman and Nicobar Island, Chandigarh for only 03 projects only. As NCT of Delhi is being Capital of India registered only 04 projects online.

Gujarat is second state after Maharashtra to witness legal largest no's of legal projects registration there are total 9700 no's of legal projects were registered in Gujarat state regulatory authority which is 13.01% of total no's projects registration in all over Indian regulatory authorities. Maharashtra states received 44.16% of total no's of projects registration in India the percentage of projects registration for Maharashtra and Gujrat is 57.17% of 100%. Projects registration in India the 42.83% of remaining projects registration are still developing on those 24 states who are included in list of other percentage. The registration of projects in union territory are minimum in numbers they are less than 08 and more than 194. The total no's of projects registration in all Indian states (excluded UT) are minimum 87 and maximum 32918.

In short, out of 36 states in India who all registered 72.22% legal no's of projects where are the percentage of states who haven't registered any legal projects are 27.78%.

Finding

Though the projects registration are mandatory, and essential according to the RERA, still 10 states are away and aloof from legal registration of projects. They haven't registered any legal projects yet, they are Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, West Bengal, Jammu and Kashmir, Ladakh and Lakshadweep etc. Though there are totals 26 states in India who helped in projects registration but Maharashtra is the only state to register more than all the other states in India. Whereas Andaman and Nicobar Island, Chandigarh registered minimum no's of projects in India. The registered projects in

ascending orders are Maharashtra 32918, Gujrat 9700, Karnataka 4632, Madhya Pradesh 4033, Telangana 4002, Tamil Nadu 3156 and Uttar Pradesh 3155 there are 74544 total no's of projects registered all the 26 states in India out of these all states only 07 states registered 61596 in all which mean 82.63% of whole project registration are done by 07 states only where as 17.37% of remaining projects were registered by 19 states. The total no's of legal projects registration of Assam state in 433 but Assam state haven't yet designed developed their own online web portal yet. Which mean the projects registration of Assam state are offline registration. Though NCT of Delhi may be capital of India and would be developing and progressive in real estate sector but it has registered only 34 legal projects in all.

In short there are only few states in India who are registering the considerable and pleasing no's of projects.

Suggestion

There passed of 06 years since then the RERA act is being implemented and practiced in India in the real estate sector. And it is unpleasant that most of the states in India haven't yet the RERA Act positively and whole –heartedly. The situation and problems of each states about real estate sector are varying and different.

The central government should extend the help, support and proper required guidance to overcome and solve the problem and obstacles faced by states who are unable to function properly in real estate sector. The government should bring reformation and transformation in the field. The Govt should also help and encourage those 10 states to reform and redeveloped their online projects registration process. The central government should also create awareness among the people society promoter in every state Govt about the RERA Act awareness. The regulatory authority of each states should also make survey and investigate about no's of project registration in real estate sector. The central government should motivated and encourage each state and the agents in real estate sector to increase the rates projects registrations. The state Govt of each states should accept the real estate sector positively and should try hard to bring RERA Act and implement progressively. The Govt should bring transparency, accountability financial discipline in the work transactions of real estate sector.

Conclusion

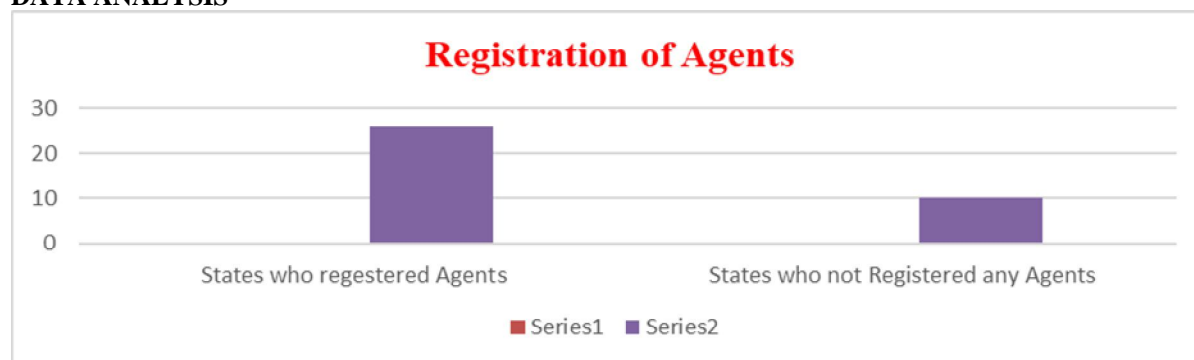
It can concluded from the above facts that, the registrations of online projects unacceptable and uncompromising though the RERA might to bring implemented and practiced since last 06 years. The results are unhappy out of those 26 states only 07 states of

them have registered good number of projects which is 82.63% where as remaining 19 states registered only 17.37% of total projects and 10 states of there haven't yet stated to register even single projects of their own. It we want fast development and smooth functioning of real estate sector in India. Then each and every state in India should follow the RERA Act whole-heartedly, positively and should implement everything according to the provision provided by Law.

Table No 07: Registration of Agents

Total States (States plus UT)	No's of states in which agents registered	No's of states in which not agents registered
36	26	10

DATA ANALYSIS



Interpretation

It is must obligatory and mandatory for real estate agents to do their online registration legally on web portal under the section 09 of RERA Act, 2016. There are 26 states in India out of total 36 have done their legal registrations of Agents online on web portal and 10 states still remained aloof and haven't yet registered their legal agents on online web portals. There are total 59,227 agents legal online registration is found on web portals. The largest agents of registrations are done by Maharashtra state only. They are 33474 which is 56.52% of all states in India whereas Dadra & Nagar Haveli and Daman & Diu received only 02 agent's registration online. The no's of agents received by main states in India are 33474 agents by Maharashtra, 5075 agents by Uttar Pradesh, 2910 by Rajasthan, 2772 by Karnataka, 2695 by Haryana, 2577 agents by Punjab state etc. The total no's of agent's registrations by above 06 states are 49503 which is 83.58% of all. And despite those 06 states the percentage agent's registrations of remaining states is 16.42% only. The agent's registration of Union Territory is about minimum 02 and maximum 435. And the no's of

agent's registration by all states ranging from minimum 05 and maximum 33474 etc. The total percentage of states who registered are 72.22% and those states who haven't yet registered any legal agents online on web portals are 27.78%.

Finding

We can say from above analysis that there are to states out of total 36 states in India haven't yet started the process of legal agents registrations of their own online web portals they are - Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, West Bengal, Jammu and Kashmir, Ladakh and Lakshadweep etc. The Maharashtra state is on No's -1 position in legal agent's registration among all the states and UT of India. And the last no's in agent's registration is occupied by Dadra & Nagar Haveli and Daman & Diu is less than all the other states. The Assam states have done 28 offline agents registration through it may no's t have designed and developed of its own online web portals yet. The total percentage of agent's registration by all Union Territories is 0.82% and no's of agents registrations are 483 in all. Jammu and Kashmir, Ladakh and Lakshadweep among UT haven't yet started their process of online agent's registration on web portals. The agent's registration of UT is considerably pleasing and acceptable as compound to other states where as Delhi as Capital of India proved only 435 total no's of online agents registration which expectably of law or less. The situation of agent's registrations among states such as – Maharashtra, Uttar Pradesh, Rajasthan, Karnataka, Haryana, Punjab etc. is considerably good and pleasing. The smallest no's of agent's registrations among states are 05 agents by Tripura, Jharkhand 07, Assam 28 and Odisha state.

In short, they are only vary few states in India who are well award and honest in doing their agents registrations legally. The performance of these countable states in agent's registration process is considerably good and satisfying.

Suggestion

Looking at the progress report of UT in agent's registration which unexpected, unacceptable and considerably law, the central government should look into and find out the problems about their failure and then fix the problems they to provide proper suitable and required help, support and guidance to increase the rate of agents registrations among UT. The Govt of UT should create proper and updated awareness about real estate sector and advantages of online legal agent's registrations on web portals to make process faster.

The Assam state should immediately start design and developed its own online web portal and avail to those agents who are working in real estate sector. The states such as

Tripura, Jharkhand, Assam and Odisha should spread and updated awareness among the agents and people who are working in real estate sector. They should provide legal information, help support and proper guidance to the common people.

In short the central government along with all the States Govt should collectively organize the workshop programmes to solve and fix the problem issues and obstacles faces by agents in real estate sector in the process of agents registrations and should include all agents in agent’s registration process.

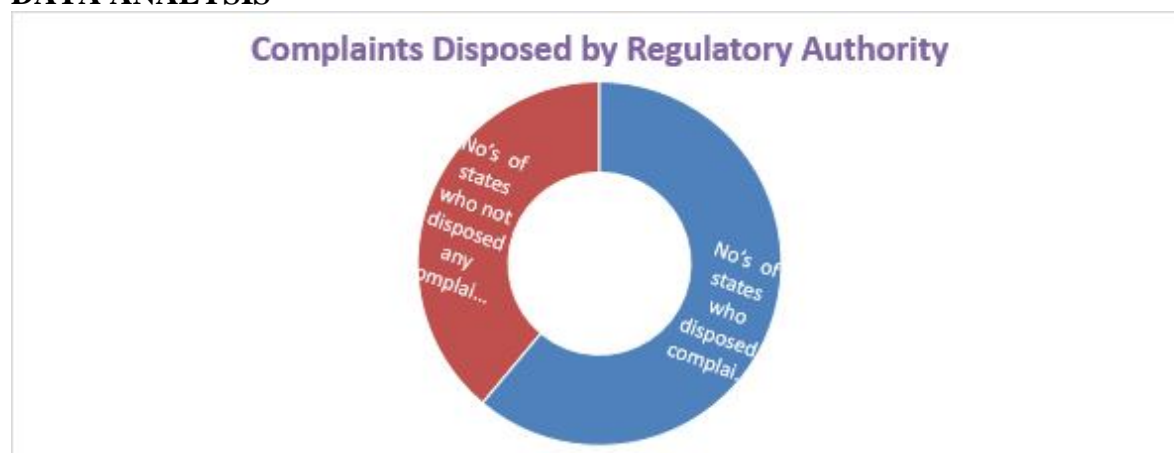
Conclusion

There are so many functional factors functioning in real estate sector. Among those factors real estate agents is of outmost important and vary essential factor which plays connecting role between general customers and the real estate sector. Agents is the bridge between promoters and real estate customers, that why is very important. But actual the ratio of agent’s registration in regulatory authority is considerably less than expectations and no’s t satisfactory. Despite those 06 states who witnessed and recorded the more number of agents registrations. Although the performance of remaining states is no’s t good and satisfying. The ratio of agent’s registration in Maharashtra state is very high satisfying because MahaRERA worked in Maharashtra with actively and whole agents registrations the other remaining states should also try and work should take an extra- effects to increase the rate agent’s registrations in their respective states regulatory authority & it is expectably important and essential thing. Then and then only the main objective and purpose of bringing implementing and practicing RERA Act would be achieved and accomplished in real estate sector, and the views of people and society look at real estate sector would to change into positivity.

Table No’s 08: Complaints Disposed by Regulatory Authority

Total States (States plus UT)	No’s of states who disposed complaints	No’s of states who not disposed any complaints
36	22	14

DATA ANALYSIS



Interpretation

Whatever would be complaints of common people, customers and real estate agents are there, about real estate sector, and these complaints are submitted to the respective states RERA. And after thoughtful consideration the complaints is resolved, fixed and proper solution and remedy provided to those people and issue is settle down. There are to those people 83,847 complaints disposed off from the all over states of India. Among those states 14 states haven't yet disposed off any single complaints. The largest no's of complaints in India were disposed by Uttar Pradesh only. The regulatory authority of Uttar Pradesh disposed 33,463 complaints which is 39.91% of total complaints disposed by all Indian states. And the smaller no's of complaints were disposed off by Puducherry 03 no's of complaints some of the states in India played a leading role in complaints disposal, and their contribution noteworthy. Among those states who contributed greatly in complaints disposal are 33,463 complaints disposed by Uttar Pradesh, 17,717 complaints by Haryana, 11,251 complaints by Maharashtra, 4858 by Madhya Pradesh, 3292 by Gujrat and 3057 no's of complaints disposed by Karnataka state. The composite no's of complaints disposal by all these states are 73,638 which is 87.82% of all states complaints disposal in India. The remaining 12.18% complaints were disposed by those 16 states.

The no's of complaints disposed by all UT are 197 which is 0.23% of all complaints disposal. The work process of complaints disposal is going on progress in only 22 out of 36 states. Which is 61.11% of total no's of states involved in complaints disposal process. The remaining 14 states haven't yet started the process of complaints disposal and their percentage is 38.89%.

Finding

From the above analysis we can say that, if the regulatory authority wanted to bring transparency, in the work transactions of real estate sector, then it becomes essentially important to immediately resolve and fix the complaints of people in real estate sector. There are 83,847 no's of complaints were resolved and disposed off them all over Indian states and number is satisfying. The leading states in complaints disposal are Uttar Pradesh, Haryana, Maharashtra, Madhya Pradesh, Gujrat and Karnataka etc. There 06 states played main and leading role in complaints disposal which is pleasing and satisfactory. The work of complaints disposal by 16 states out of 22 states is average, and the remaining 14 states haven't yet started the process of complaints disposal. Those who haven't yet started their own process of any complaints disposal are – Arunachal Pradesh, Manipur, Meghalaya,

Mizoram, Nagaland, Sikkim, Telangana, Tripura, West Bengal, Andaman & Nicobar Island, Dadra & Nagar Haveli and Daman & Diu, Jammu and Kashmir, Ladakh and Lakshadweep etc. There are 08 UT in India and only 03 of them are generally doing complaints disposal. And remaining 05 UT haven't started yet to dispose any complaints any complaints out of total percentage of complaints disposed in India, from them all the UT 0.23% complaints only. NCT of Delhi as being capital of India disposed 169 complaints Uttar Pradesh is the No 01 position in almost all states in India, whereas Assam state in India occupies the lost position disposing 16 no's of complaints only.

In short, it can be said that very few states in India have succeeded in disposing the complaints and accomplishing the goal, objectives and main purpose of RERA Act. And remaining states in India are still aloof and away from the process of grievance complaints disposal.

Suggestion

Complaints disposal is the very good and essential concept suggested made special provision of real estate sector under regulatory authority to dispose the complaints received in real estate sector. But it still a lack of expectable public awareness about the provisions real estate sector under RERA Act. And the people in the various states are still completely unaware about complaints disposal process. To increase the rate of complaints disposal and to create positivity among people then, the regulatory authority of respective states should create and spread public awareness among the people about advantages of complaints disposal. The performance of complaints disposal for some of the states is still unsatisfying. It is the performance of each states in complaints disposal is low and unsatisfying the state government of those related states should organize them and encourage them to increase the work performance.

Conclusion

It can be concluded from above fact analysis that, the regulatory authority has created a legal platform to solve the problem of people who are related to real estate sector. It is suggested it the regulatory authority of each state does them work of complaints disposal genuinely positively. Then all the problems of people related to real estate sector would be immediately solve and the trust of people on real estate sector would become firmly strong and fraudulence would be punished under legal laws.

Over all Suggestion

The RERA Act was enacted and implemented all over India on 1st May,2016.The blue print copy of RERA, 2016 enactment and implementation was uploaded on the website of “ Ministry of Housing and Urban Affairs”, and the progress report of RERA 2016 implementation was published in the form of research article on 05th February,2022. After the close study and analysis we have brought some important findings and some suggestion are being provided below to study further.

1. The Nagaland should immediately notify the general rules and regulations of RERA. And should establish their own legal regulatory authority. And Nagaland should also bring real estate sector of its own in focus and judiciary control of RERA Act. The state should also resolve and fix the problems and complaints of people about real estate sector. To resolve these cases and complaints the Nagaland state should immediately establish their own permanent Appellate Tribunal.
2. The such as Meghalaya, Sikkim, West Bengal, and Ladakh etc. should establish their own permanent regulatory authority as soon as possible and should try to bring themselves under the general rules of RERA.
3. The states such as Arunachal Pradesh, Meghalaya, Nagaland, Sikkim, West Bengal, Jammu and Kashmir, and Ladakh etc. should immediately establish their own permanent Appellate Tribunal under own regulatory authority.
4. The including Arunachal Pradesh, Assam, Manipur, Meghalaya, Nagaland, Sikkim, West Bengal, Jammu and Kashmir, and Ladakh etc. should design and developed their own legal online web portal of regulatory authority as soon as possible.
5. Those such as Arunachal Pradesh, Assam, Manipur, Meghalaya, Nagaland, Sikkim, Telangana, Uttarakhand, West Bengal, Chandigarh, Jammu and Kashmir, Ladakh, Lakshadweep, NCT of Delhi, and Puducherry etc. set their own adjudicating officer to resolve the problem of people judicially.
6. The status such as Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, West Bengal, Jammu and Kashmir, Ladakh and Lakshadweep etc. haven't yet started their own projects and agents registrations online on web portal. The regulatory authorities of those states should take positive futuristic steps to establish individual of their online web portal and try to increase the no's of projects and agents registration for their respective states real estate sector. They should draft and avail new legal platform their own online legal web portal to prove their existence in real estate sector.

7. Complaints resolution in the states such as - Arunachal Pradesh, Manipur, Meghalaya, Mizoram, Nagaland, Sikkim, Telangana, Tripura, West Bengal, Andaman & Nicobar Island, Dadra Nagar Haveli & Daman & Diu, Jammu and Kashmir, Ladakh and Lakshadweep etc. haven't completely resolve settled and fixed yet. Some of these states haven't yet started appointed to adjudicating officer to resolve and fix the complaints and problems of people in real estate sector. In states the regulatory authorities should take initiative to settle the complaints and problems. They should organize public awareness programme and should avail general platform for complaints resolution of common people.

8. The work performance of regulatory authorities in almost all the UT in India is not expectably satisfying yet. To overcome form this situation the regulatory authorities of these states should take positive steps and efforts to bring transparency in the work transactions and deals of real estate sector and should also bring financial discipline.

9. The regulatory authorities in smaller states in India should increase the speed and rate of work performance gradually and continuously. And should also try bring transparency the real estate sector transactions exchange setting and buying should establish and maintain financial disciplines and should also become eligible and strong to face difficulties.

10. As we know, that Assam state has done all its agents and projects registration offline. The regulatory authority of Assam should design, develop and establish its own online legal web portal immediately to do online registrations. And avail easy access to registrations of agents and projects in real estate sector.

11. The states such as Arunachal Pradesh, Manipur, Mizoram, Telangana, Jammu and Kashmir and Puducherry etc. Should transform their regulatory authority interim into permanent and regular.

12. NCT of Delhi has being a capital of India and opportunities of real estate sector in NCT of Delhi is progressive and better as compared to the other states. To increase the rate of agents and projects registration in NCT of Delhi the regulatory authority should take positive efforts. The state should spread awareness among the people about real estate sector and also about complaints registration. And should also resolve and settle the complaints and issues related to sector.

The above recommendations of regulatory authority are expectably must and essential, to reform, develop and upgrade the work performance of real estate sector, to bring efficiency and fast development and also of bring financial discipline, transparency, and accountability, compatibility, ability and eligibility of real estate sector.

Conclusion

The contribution of 'Real Estate Sector' in the development of India is noteworthy. RERA Act brought this field into teamwork and under the rule of law. According to the provision of RERA Act every Indian states should establish their own legal regulatory authority and bring the real estate sector into the framework of law and by providing proper kind of help, support and guidance. Most of the Indian states have established their own regulatory authority and began to work in real estate sector. The general review of Implementation Report of RERA is taken in the form of statistical data. That review is bring given below in in the brief form of conclusion.

All other states excluded Nagaland have accepted and notified the general rules of RERA Act. All of the 31 states have established regular as well as interim regulatory authority and started working successfully. And 28 states have established their own Appellate Tribunal in the forms regular and interim. Among them 27 states have set their own online and legal web portal for projects and agents registration and to register the complaints and find the suggestion and solutions. Where as 21 states have already appointed their own Adjudicating Officer to keep surveillance and also to settle the cases, issues and complaints received. 26 states have started to register the new projects and agents online on their legal web portals. And at last 22 of all states have started to dispose and solve the complaints and cases of common people about the Indian real estate sector.

From the above overall analysis and after close study some important facts can be down and on that it can be concluded that the overall performance of only very few states are considerably satisfying because there are still 05 states who haven't yet established regulatory authority. Where as other 08 states haven't yet established their Appellate Tribunal. And 09 of the other states authorized haven't yet designed, developed and setup their own online legal web portal. 15 states haven't yet appointed Adjudicating Officer of their own. And it thought of Projects and Agents then there are 10 states who haven't registered any single projects and agents on their online web portal yet. And regulatory authorities of 14 states haven't disposed off any complaints yet.

They should be some Hypothesis to do a successful research work. And the Hypothesis for the above research work were already decided and kept to be proved. And accordingly those Hypothesis are already prove by the study. According to H1- The work performance of the states such as Maharashtra, Gujrat, Uttar Pradesh, Haryana, Karnataka, Madhya Pradesh, etc. of regulatory authority is considerably satisfying which is previously

prove though the data interpretation. According to H2- The work performance of regulatory authorities of Union Territories is expectably slow which already prove by the secondary data. According to H3- the work performance of regulatory authorities in India slow than expectation. Only some set of fixed and assured states have accepted the whole and sole the provisions of RERA Act and implement some of the provisions yet. From the above secondary data it is found that despite some particular set of states the other remaining states work performance are still satisfying and average.

In short, the work performance of regulatory authorities is at slow pace. And after the implementation RERA Act the work pace and performance was considerably noteworthy. And some of the assured states, but the graph of work performance and development of whole country is not same at all levels. The graph of development set of states is excellent where as for some other it is good and for remaining it is average and at last for those states who couldn't do anything is unsatisfying. If all the states regulatory authorities in India work and perform with developing positive futuristic views together then, they will do better in real estate sector and could help to develop gradually faster than ever. And result every field of real estate sector would be brought in the open framework of RERA Act Jurisdiction and Malpractices in this field would be fixed and check out easily. Or controlled by legal surveillance of law. Due to this the overall financial discipline, would be maintained and the accountability of Promoters, Agents who are working this field would become essentially fixed and durability, Eligibility, Liability and Workability would be increased automatically while working collectively with cooperation and collaboration.

References

01. Books References

- **Book Name:** REAL ESTATE INVESTING, **Editor:** REBECCA M.WARNER
- **Book Name:** Real Estate (Regulation & Development) Act, 2106 **Publication:** THE INSTITUTE OF COMPANY SECRETARIES OF INDIA
- **BARE Act:** Real Estate (Regulation & Development) Act, 2106 **Publication:** Central Government of India.
- **Book Name:** Research Design, **Editor:** JOHN W. CRESWELL, **Publication:** SAGE Publication Ltd. **ISBN:** 978-1-4522-2609-5.
- **Book Name:** Writing Research Paper, **Editor:** Carol Ellison, **Publication:** Mc Graw Hill, **ISBN:** 978-0-07-162990-4.
- **Book Name:** RESEARCH METHODOLOGY, **Editor:** Ranjit Kumar, **Publication:**

SAGE Publication Ltd., ISBN: 978-1-84920-300-5.

02. Report Reference

Real Estate (Regulation & Development) Act, 2016 (RERA) Implementation Progress Report, Published by Ministry of Housing and Urban Affairs Govt.of India as on 05-02-2022

03. Website:

3(1) Real Estate Regulatory Authorities Web Link.

3(2) mohua.gov.in

3(3) www.google.com

04. News Paper:

4(1) Mumbai Mirror

4(2) TNN

4(3) Express News Service

4(4) Financial Express

4(5) Times of India

4(6) Economics Times