



ODISHA REAL ESTATE REGULATORY AUTHORITY

Block-A1, 3rd Floor, Toshali Bhawan, Satya Nagar,
Bhubaneswar-751007

Email: reraodisha@gmail.com

NOTIFICATION

No. 5413 /ORERA., Bhubaneswar, date 20/09/25

ORERA-REGU-CDR-34/2023

**Guidelines for Conciliation of Disputes through CDR
Cell by ORERA**

It envisages under Section 32 (g) of the Real Estate (Regulation & Development) Act, 2016 that measures need to be taken up to facilitate amicable conciliation of disputes between promoters and the allottees through dispute settlement forums set up by the consumers or promoter associations.

Keeping the above in view, the Conciliation and Dispute Resolution Cell (CDR Cell) has been constituted vide Notification No. 3424/ORERA dtd. 26.06.2025 with due approval of Government vide H & UD Department Letter No. 640 dtd. 19.05.2025.

The objectives of the Cell shall be as follows:

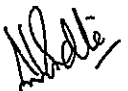
1. To promote and popularise the amicable and effective settlement of disputes arising with reference to Real Estate (Resolution and Development) Act, 2016 under various Alternate Dispute Resolution mechanisms.
2. To popularise conciliation as an effective dispute resolution mechanism with moderate cost (cost effective) and speedy settlement of commercial disputes.
3. To co-ordinate/ assist Alternative Dispute Resolution proceedings by establishing facilities and providing administrative services.

Guidelines for functioning of the CDR Cell:

1. The dispute between the promoters, agents and allottees which are under the purview of RE (R&D) Act, 2016 shall come under purview of CDR Cell on being referred to by the Authority or on an application submitted by one of the parties, as the case may be.
2. While the complaints are being heard by the Authority, if the Authority is satisfied that there is possibility of settlement by way of conciliation, then with the consent of both the parties involved, it may refer the complaint to the CDR Cell.

Handwritten signature/initials

3. The party interested in conciliation of any dispute may file his /her application and the same shall be sent to the opposite party by registered post/ e-mail.
4. The opposite party has to convey his/her consent for conciliation within seven days of receipt of the communication for conciliation.
5. On receipt of the consent of the opposite party, the first party shall make a payment of fees of Rs. 500/- (Rupees Five Hundred) only in favour of Secretary, ORERA through bank draft. Then it will be registered as a Misc. Case with the Authority.
6. Thereafter, the matter will be referred to the CDR Cell and the parties will be intimated the date, time and venue of the hearing before CDR Cell.
7. Both the parties are expected to be present in person or through their authorized representatives capable of taking decision in the matter.
8. The conciliators will facilitate resolution of dispute between the parties in an informal and amicable manner. It may take assistance of voluntary consumer groups or promoters' association for amicable settlement.
9. If the parties agree to any settlement, the consent agreement will be reduced to writing which will be signed by the parties concerned and authenticated by the CDR Cell. The copy of the settlement agreement shall be furnished to each of the parties by the CDR Cell. The same shall be placed before the Authority for orders. The Authority shall dispose of the case on the basis of the consent agreement.
10. The consent agreement signed by the parties shall be binding on both the parties and persons claiming under them respectively.
11. If compliance to the settlement order is not done, due cognizance of the non- compliance will be taken into account in the further proceedings of the Authority, if the aggrieved party approaches ORERA.
12. If the parties fail to reach an amicable settlement before CDR Cell, the conciliation process will stand terminated and the disputes will be pursued as per the Act before ORERA or before any other court or forum.
13. Views, suggestions, proposals, willingness or admissions made by any party during course of conciliation proceeding shall not be utilized as evidence before any forum including ORERA.
14. The parties and conciliators shall keep confidential all matters relating to the conciliation proceeding. Confidentiality shall also extend to the Settlement Agreement except where its disclosure is necessary for purpose of implementation and enforcement.

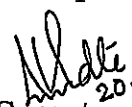


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15. There should be two months' time frame within which the CDR Cell has to make sincere effort and decide on the matter.

The above guidelines as recommended to the Government U/s. 32 of RE (R & D) Act, 2016 by the Authority vide ORERA letter No.4449 dtd.13.08.2025 have been approved in Housing & Urban Development Department letter No. 128 (File No. HUD-HU-MISC-0005-2024) dtd. 15.09.2025.

By Order of Chairperson


20.09.25
Secretary,
Odisha RERA

Memo No. 5414(2) /ORERA dtd. 20/09/25

Copy forwarded to the Addl. Secretary to Govt. H&UD Department, 3rd Floor, Kharavel Bhawan, Kesari Nagar, Unit-5, Bhubaneswar-751001/Director, Housing and Ex- Officio Addl. Secretary to Government, H&UD Department (OUHM), WATCO Building, 3rd Floor, Kharavel Bhawan, Kesari Nagar, Unit-5, Bhubaneswar-751001 for favour of kind information and necessary action.


20.09.25
Secretary,
Odisha RERA

Memo No. 5415 /ORERA dtd. 20/09/25

Copy forwarded to the Registrar, OREAT, Bhubaneswar for favour of kind information and necessary action.


20.09.25
Secretary,
Odisha RERA

Memo No. 5416 /ORERA dtd. 20/09/25

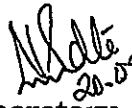
Copy forwarded to Consultant (PS/PA) to Chairperson/Member (Admn.)/Member (Judicial) for kind perusal of Chairperson, Member (Admn.) and Member (Judicial) respectively.


20.09.25
Secretary,
Odisha RERA

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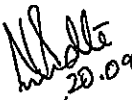
Memo No. 5417 /ORERA dtd. 20/09/25

Copy forwarded to Adjudicating Officer/Deputy Secretary (Finance)/ Under Secretary/ OSD (Land Matter)/ Consultant Legal for kind information and necessary action.


20.09.25
Secretary,
Odisha RERA

Memo No. 5418(5) /ORERA dtd. 20/09/25

Copy forwarded to the President, CREDAI Odisha. Flat No-202, 1st Floor, Gagan Commercial Complex, Gajapati Nagar, Bhubaneswar-751005 (Email-credaiodisha@gmail.com) / CREDAI Bhubaneswar Foundation, OU-436, 4th Floor, Esplanade One Mall, 721, Rasulgarh, Bhubaneswar- 751010 (Email-credaibhubaneswar@gmail.com) / NAREDCO Odisha, Plot No. 84, Satyabadi Enclave, Gayatri Vihar, Chadraseskharpur, Bhubaneswar- 751024 (Email: manoja87@gmail.com) / Realtors Association of Odisha, Plot No. N4-305, IRC Village, Bhubaneswar-751015 (Email: president@odisharealtors.com) / CREDAI Cuttack Chapter, 2nr Floor, Sumitra Plaza, Badambadi, Cuttack (Email: mmeconsult@yahoo.com) for kind information and necessary action.


20.09.25
Secretary,
Odisha RERA

Memo No. 5419 /ORERA dtd. 20/09/25

Copy forwarded to all Branches for kind information and necessary action.


20.09.25
Secretary,
Odisha RERA

Memo No. 5420 /ORERA dtd. 20/09/25

Copy forwarded to Senior Consultant (IT) for kind information and necessary action.

He is requested to host this Notification in ORERA website.

Copy to Notice Board/ Guard File.


20.09.25
Secretary,
Odisha RERA