

# Modi asks officials to focus on homebuyers' grievance redressal

The monthly Pragati meeting on Wednesday turned out to be a reality check for real estate regulators with PM Modi asking probing questions to state officials, including if they have tried to find out whether consumers are satisfied with "dispos-



al" of complaints while pointing out how just totting up their numbers isn't enough, reports **Dipak Dash.** Modi directed chief secre-

taries to have reviews and ensure there is redressal of grievances. Sources said that to the discomfort of officials, while reviewing "issues related to real estate regulatory authority", PM said that realtors send complaints to him how some RERA authorities do not listen until necessary "arrangements" (vyavastha) are made. PMO said that Modi emphasised on need to improve quality and timeliness of grievance disposal related to real estate sector to ensure fairness for homebuyers. "PM emphasised strict compliance with RERA provisions is critical for restoring trust in housing market," it said.