

BEFORE TELANGANA REAL ESTATE REGULATORY AUTHORITY

[Under the Real Estate (Regulation and Development) Act, 2016]

Date: 18th July, 2025

Corum: **Dr. N. Satyanarayana, IAS (Retd.), Hon'ble Chairperson**
Sri K. Srinivasa Rao, Hon'ble Member
Sri Laxmi Narayana Jannu, Hon'ble Member

COMPLAINT NO. 296/2025/TGRERA

Mrs. Nuna Aparna

Mr. Nuna Venkata Suryanarayana
*R/o Plot Lakshmi 38, Flat no. 301,
Opp road to Ratnadeep Super Market,
Nagarjuna Enclave Road, Miyapur, Hyderabad,
Telangana - 500049*

...Complainants

AND

M/s Pacifica Constructions Pvt. Ltd. Rep. by Mr. Ashish Handa

*C/o M/s Nebula Infraspac LLP,
Nebula Aavaas Hyderabad, Bollaram Road,
Coca-Cola Junction, Miyapur, Hyderabad,
Telangana - 500049*

...Respondents

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Telangana - 500049*

...Respondents

COMPLAINT NO. 298/2025/TGRERA

Mrs. Vannemreddy Varalakshmi Annapurna

Mr. Vannemreddy Sriram Sagar
*Mithila Meadows, Flat no. 303,
4th Floor, Road No. 11, Renuka Yellamma Colony,
Nearby Renuka Yellamma Temple,
Bachupally, Miyapur, Hyderabad,
Telangana - 500090*

...Complainants

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Telangana - 500049*

...Respondents

COMPLAINT NO. 300/2025/TGRERA

Mr. Yethi Sumanth

Mr. Yethi Ramesh

*4th Floor, Flat no. 401,
Tella Subhasri Apartments, Hig 521-522 6th Phase,
Kukatpally, Hyderabad,
Telangana - 500072*

...Complainants

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TGRERA PROJECT REGISTRATION NO: P02200000223

COMMON INTERIM ORDER

This Interim order shall apply to all the captioned complaints filed under Section 31 of the Real Estate (Regulation and Development) Act, 2016 (hereinafter referred to as the “RE(R&D) Act”), read with Rule 34(1) of the Telangana Real Estate (Regulation and Development) Rules, 2017 (hereinafter referred to as the “TG RE(R&D) Rules”), seeking directions against the Respondents for failure to complete the project and deliver possession in accordance with the terms of the Agreement for Sale.

2. The present batch of matters was taken up together for hearing before this Authority on 15.07.2025. The Complainants appeared in person and were represented, while the Respondents were represented by Learned counsel. Upon hearing the rival submissions and examining the material available on record, this Authority proceeds to pass the following interim order in exercise of powers under Section 36 of the RE(R&D) Act).

3. The complaints arise out of a common factual background concerning the project titled “AAVAS HYDERABAD”, situated at Survey Nos. 311(P), 312(P), 313(P), 316(P), and 317(P), Bachupally, Medchal-Malkajgiri District, Telangana, and bearing RERA Registration No. P02200000223. It is not disputed that the Complainants are allottees of various residential units in the said project

4. In the present case, it is observed that the grievances raised by the Complainants primarily relate to the inordinate delay in completion of the project and non-communication of revised possession timelines. Despite the passage of considerable time beyond the promised delivery schedule, the Respondents have not made any transparent disclosures or engaged in proactive communication with the allottees. Crucially, no effective grievance redressal mechanism or designated help desk has been made available by the promoter at the project site or through any digital platform, leaving allottees without any proper recourse to raise concerns or seek redressal.

5. This omission on part of the Respondents amounts to a serious breach of their statutory obligations under Section 19 of the RE(R&D) Act, 2016, which entitles an allottee to be

informed about the stage-wise time schedule of completion of the project, including the provision of amenities and services. The legislative intent is clear that an allottee must be kept informed about the progress of construction. Therefore, we believe where delays occur, it becomes the primary responsibility of the promoter to communicate revised timelines and respond to grievances. The continued inaction in this regard has led to uncertainty and hardship among the allottees, frustrating their rights and eroding the transparency sought to be established under the RE(R&D) Act.

6. The Real Estate (Regulation and Development) Act, 2016 was enacted with the intent to infuse accountability, transparency, and efficiency in the real estate sector. The legislative intent is clear from the Preamble and various substantive provisions, which recognise the homebuyer as a primary stakeholder and aim to empower them through information, participation, and protection. Any deviation from these obligations dilutes the efficacy of the Act and frustrates its objectives.

7. It is also noted that a substantial majority over 90% of the flats in the project have already been booked. In terms of Section 11(4)(e) of the RE(R&D) Act, the Respondents are legally bound to facilitate the formation of an Association of Allottees within three months from the time the majority of allotments were made. However, no such steps appear to have been taken, thereby depriving the allottees of a collective forum to voice their concerns and protect their interests in the project.

7. In light of the above findings, and with a view to restoring transparency and institutionalised communication between the promoter and the allottees, this Authority issues the following ***Interim Directions***:

- a. The Respondents are hereby directed to establish a dedicated Grievance Redressal Cell for the project “*AAVAS HYDERABAD*”, within a period of five (05) days from the date of this Order, for addressing and resolving all concerns raised by the allottees.
- b. The Grievance Redressal Cell shall comply with the following minimum requirements:
 - i. It shall operate at the project site on at least five (05) fixed days per week, for a minimum of four hours per day, between 11:30 AM and 2:00 PM, with prior written notice to allottees.
 - ii. A dedicated official email ID and helpline number shall be set up and made available to allottees for digital submission of grievances.

- iii. All grievances must be acknowledged within 48 hours and resolved or responded to in a speaking manner within 15 days.
- iv. The Respondents shall circulate the details of the Grievance Redressal Cell, including the officer's name, designation, contact information, and operating hours, to all allottees via email, SMS, and prominently display the same at the project site and on the project's official website.
- c. A compliance report confirming the establishment and functioning of the Cell, along with documentary proof, shall be submitted to this Authority by the next date of hearing.
- d. The Respondents are also directed to immediately initiate steps for the formation of the Association of Allottees in accordance with Section 11(4)(e) of the RE (R&D) Act, and complete the process in a transparent and inclusive manner and the allottees shall participate in formation of Association.
- e. Further, with prior intimation to the Respondent, the allottees shall be permitted to inspect their respective booked flats at a mutually convenient time to ascertain the progress of construction.
8. The Authority reiterates that any continued failure to communicate, engage with, or respond to allottees will not be countenanced and shall be viewed as a wilful dereliction of statutory obligations under the RE(R&D) Act, 2016, attracting section 63 of RE(R&D) Act.
9. The matter is posted for further hearing on 14.08.2025.

Sd/-
Sri K. Srinivasa Rao,
Hon'ble Member,
TG RERA

Sd/-
Sri Laxmi Narayana Jannu,
Hon'ble Member,
TG RERA

Sd/-
Dr. N. Satyanarayana, IAS (Retd.),
Hon'ble Chairperson,
TG RERA