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Rebuilding Trust in Real Estate: How ORERA 2.0 is Redefining Regulation with Digital Power

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India’s urban landscape is expanding at an unprecedented pace, but the real estate sector that supports this growth has long been burdened with broken promises, delayed deliveries, and regulatory fatigue. For millions of homebuyers, the dream of owning a home has often turned into years of financial strain and legal battles.

By 2025, the cracks have only widened—over ?4.8 lakh crore worth of housing projects remain stalled, more than 4.5 lakh units are delayed across 44 cities, and only 31% of RERA-registered projects nationwide have reached completion *(Economic Times reports, ANAROCK Research, 2024–2025 and Ministry of Housing updates)*.In Maharashtra alone, over 7,300 buyer complaints remain unresolved even after eight years of RERA’s enactment. In Karnataka, more than 2,600 approved projects have lapsed or expired. Clearly, the promise of RERA has been constrained by the lack of digital enforcement.



The Odisha Story: A Turning Point

Odisha, too, faced similar hurdles—manual processes, scattered data, and opaque grievance handling made it difficult to uphold RERA's intent. Homebuyers lacked access to verified information. Developers struggled with inefficiencies and unclear protocols. Regulatory authorities were overwhelmed with limited digital tools and mounting complaints.

This status quo was not sustainable. Recognizing the need for structural reform, the Government of Odisha partnered with CSM Tech to create a smarter, tech-powered solution: **ORERA 2.0**.

Enter ORERA 2.0: A Digital Leap for Governance

More than just a portal upgrade, ORERA 2.0 is a comprehensive transformation of how real estate regulation is executed. Designed and developed end-to-end by **CSM Tech**, this next-generation digital platform addresses every key gap—compliance, transparency, grievance redressal, and citizen access.

Built on a scalable, secure architecture, ORERA 2.0 empowers all stakeholders:

- **Homebuyers** can check project details, file complaints, track hearing schedules, and receive SMS/email updates.
- **Developers** can register projects, submit geo-tagged updates, manage financial disclosures, and receive certificates—all online.
- **Regulators** access real-time dashboards to monitor compliance, resolve disputes faster, and enforce rules more effectively.

Key Innovations in ORERA 2.0

- **Live Compliance Dashboard:** Over 1,000 projects tracked in real time—124 completed, 902 ongoing—with visibility on non-compliance and rejections.
- **Geo-Tagged Construction Evidence:** Developers submit verified photo/video proof of milestones.
- **AI Chatbot "Ask ORERA":** 24x7 virtual assistance for citizen and developer queries.
- **Auto-Issued Certificates:** Instant digital issuance of registration, renewal, and extension certificates.
- **Smart Grievance System:** Real-time updates, case tracking, and online hearings.
- **Financial Oversight Tools:** Monitor escrow accounts, track fund usage, and enforce disclosure norms.

Results That Matter

With ORERA 2.0, Odisha now offers one of India's most citizen-centric, transparent, and tech-enabled real estate regulation experiences. It has streamlined complaint resolution, digitized approvals, and created a single window of trust for all stakeholders.

But beyond numbers, the system has restored public faith. Homebuyers feel heard. Developers feel guided. Regulators feel empowered.



The CSM Tech Edge: Driving Governance Transformation

With over two decades of GovTech leadership, **CSM Tech has built mission-critical platforms that redefine public service delivery**. ORERA 2.0 is a benchmark in this journey—proving that deep domain understanding, intelligent tech, and design thinking can resolve long-standing governance challenges.CSM's expertise in crafting digital infrastructure for governments is evident in how ORERA 2.0 blends legal compliance with seamless user experiences, ensuring every click supports accountability.

Looking Ahead: A Blueprint for India

ORERA 2.0 is not just a success for Odisha—it's a replicable, scalable model for other states. As real estate regulation becomes more complex, digital-first platforms like this are no longer optional—they are essential. For states aiming to enforce RERA effectively, restore

buyer confidence, and foster sustainable development, ORERA 2.0 offers a roadmap.

Let’s build cities on trust, not just concrete.

With GovTech-led platforms like ORERA 2.0, the future of Indian real estate regulation is transparent, efficient, and citizen-first.



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