

REHAB Mediation and Customer Service Cell

- Real Estate & Housing Association of Bangladesh (REHAB) is the only recognized apex trade organization representing the real estate developers of Bangladesh.
- As a credible national trade organization REHAB provides Out-of-Court settlement of ever-increasing disputes through Mediation between REHAB members and clients as part of customer service function since 2004 and thus avoids costly litigation and saves valuable time.
- Mediation on conflict between the Developer and Landowner/Buyer is one of the success stories of REHAB and every month a good number of complaints have been amicably settled.
- Real Estate Development and Management Act-2010 ensures accountability in real estate sector of Bangladesh. Under section 36(1) of the said Act, the mandatory provision of Mediation/Conciliation has been introduced before any litigation.
- REHAB formulates the "Code of Business Conduct" for its member-developers, particularly for governing their dealing with the Landowners/Purchasers.

Who can lodge Complaint & where to Lodge

- Member Developer-Customer-Landowner: - these three parties often charge or accuse each other on many causes regarding the development of a particular Real Estate Project.
- As to successfully mediate these causes, REHAB is operating its Mediation and Customer Service Cell. Any one among Developer/Landowner/Customer can avail this service by paying a very nominal fee to REHAB.

How to make a complaint

- In case of Buyers and Landowners, firstly it requires whether the Developer Company he/she intends to lodge a complaint is a REHAB member or not (REHAB dose not entertain any complaint against any non-REHAB member).
- In case of Developers, the member Company can lodge the complaint against purchaser or the Landowner of the particular real estate project.
- Write a petition stating the fact and cause to the President/Vice-President (Admin)/ or Chairman of Mediation & Customer Service Standing Committee, REHAB
- Attach supported deeds, documents & relevant papers with complaint.

Procedure

- After receiving the Complaint, a Memo-letter is being issued to the other side asking for a written reply or statement regarding the accusation.
- In most cases, the written reply or statement submitted by the opposite side resolves the issue.
- If the dispute is not resolved through correspondence or Inter-action or individual efforts or other wise and if the complainant is not satisfied with the reply/explanation made by the opposite party, the Mediation process advances to its next step.
- Finally, both or tri-parties – The complainant and the opposite party are called upon for formal settlement meeting at REHAB secretariat.
- REHAB Mediation and Customer Service Standing Committee holds the meeting in every alternate week to dispose the complaint through Mediation/Conciliation.
- Every resolution/decision is made independently, impartially & unanimously by the committee based on merits of the complaints as per Act, Rule, Regulation and REHAB Code of Business Conduct.