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## PART I

Punjab Government Notifications and Orders



**REAL ESTATE REGULATORY AUTHORITY, PUNJAB**  
1<sup>st</sup> Floor, Plot No. 3, Block B, Madhya Marg, Sector 18A, Chandigarh  
Website: [www.rera.punjab.gov.in](http://www.rera.punjab.gov.in) Email: [helprera@punjab.gov.in](mailto:helprera@punjab.gov.in) Telephone: 0172-5139800

The 21st January, 2022

**No. Rera/regulations (handling Complaints)/2022/434.**-in exercise of the powers conferred by section 85 of the Real Estate (Regulation and Development) Act, 2016 (Act No. 16 of 2016), the Real Estate Regulatory Authority, Punjab, with the previous approval of the Government of Punjab, make the following regulations further to amend the Punjab Real Estate Regulatory Authority (Procedure for handling complaints and related matters) Regulations, 2017, namely :-

### Regulations

1. in the Punjab Real Estate Regulatory Authority (Procedure for Handling Complaints and Related Matters) Regulations, 2017, in Regulation 3 for Sub-Regulation (2), the following Sub-Regulation shall be substituted, namely :-

*“(2) The Cause List may be spilt into separate parts, depending on the various stages at which different complaints are pending.”*

2. In the Punjab Real Estate Regulatory Authority (Procedure for Handling Complaints and Related matters) Regulations, 2017, in Regulation 4 for Sub-Regulations (3) and (4), the following Sub-Regulations shall be substituted, namely :-

*“(3) A hard copy of the complaint with supporting documents, and additional copies equal to the number of respondents, shall be submitted to the Authority by the complainant by registered post or in person at the Authority's office within 7 days of online filling of the complaint. Annexures to the complaint may be filed as photocopies which must be legible, and self-attested to the true copies.”*

*“(4) in addition, the complaint will be required to submit additional sets of the complaint and its supporting documents equal in number to the strength of the Bench hearing the complaint.”*

3. In the Punjab Real Estate Regulatory Authority (Procedure for Handling Complaints and Related Matters) Regulations, 2017, in Regulation 5 for Sub-Regulations (1) and (2), the following Sub-Regulations shall be substituted, namely :-
- “(1) A complaint addressed to the Authority shall be referred to as General Complaint (GC), and a complaint addressed to as Adjudicating Officer shall be referred to as Adjudicating complaint (AdC).*
- (2) All complaints received in a particular calendar year shall be numbered serially, in chronological order of their submission.*
- Provided that separate numbers shall be allotted to GCs and AdCs respectively.”*
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4. In the Punjab Real Estate Regulatory Authority (Procedure for Handling Complaints and Related matters) Regulations, 2017, in Regulation 16 for Sub-Regulation(2), the following Sub-Regulation shall be substituted, namely :-
- “In case a party to a case requires a certified copy of an order or any other document in the case, it shall be issued to it duly certified by the Secretary or the Authorized Officer on payment of such fee as may be determined from time to time.”*
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5. In the Punjab Real Estate Regulatory Authority (Procedure for Handling Complaints and related Mataters) Regulations, 2017 for the words in Regulation 22, the word “Deleted” shall be substituted.
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6. The format prescribed in **Form 1 [see Regulation 22]** appended to the said Regulations shall also be deleted.
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Sd/-

**NAVREET SINGH KANG,**

(Chairperson)

Real Estate Regulatory Authority, Punjab.

The 21st January, 2022