

Instruction set for filing of complaints on the state RERA web portal



Real Estate Regulatory Authority, Punjab

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I. Preface

This document provides directions to the complainants looking to file a complaint with the Real Estate Regulatory Authority, Punjab for uploading information related to their complaints on the state RERA web portal.

Before the user starts filing the online complaint registration form, it is advisable to go through the Rule No. 36 and 37 of the Punjab State Real Estate (Regulation and Development) Rules 2017, provided under the “Document” tab of the web portal in order to understand about the type complaints that can be filed with the Authority.

Please note:

- a) A soft copy of the relevant documents related to the complaint should be kept in handy before filing out the complaint registration form.
- b) The complaint fee of INR. 1000/- needs to be paid online. Hence, a debit card OR credit card OR bank account with net banking facility shall be required to pay the same.

II. Complaint registration

Step 1: Click on the “File Complaint” link under the “Complaint” tab on the web portal and create your login ID with user type as “Complainant”.

Fill in all the required information and click on the “Create User” button. A confirmation email with a link shall be sent to the email ID provided by the user. Click on the link in order to verify and activate the user account.

Step 2: Log into the web portal with the user name and password set in the previous step and complete your profile in the “My Profile” section of the form. This is a one-time activity and multiple complaints can be filed through the same profile.

Step 3: Select the type of complaint (Complaint Form ‘M’ or Complaint Form ‘N’) that the user needs to file with the Authority. Particulars of the complainant shall be auto-filled based on the information provided in the “My Profile” section.

Step 4: Fill in the required information in the selected form. Tooltips in each field of the form have been provided for the user’s assistance.

Step 5: Pay the requisite complaint registration fee online.

Step 6: Upload relevant documents related to the complaint. **In case a complainant is being represented by a legal practitioner, a Vakalatnama in the prevailing format shall be required to be uploaded. In case the complainant is being represented by any other person, a Memorandum of Authorization, as per the Form 2 of the Punjab Real Estate Regulatory**

Authority (Procedure for handling complaints and related matters) Regulations, 2017. The same can be downloaded from the Documents tab of the web portal.

Step 7: Submit the complaint by clicking on the “Submit” button and note down the complaint reference number for future references.