

HPRERA



COMPLAINT
REGISTRATION USER
MANUAL (FOR
PROMOTER/AGENT)

NIC-HP

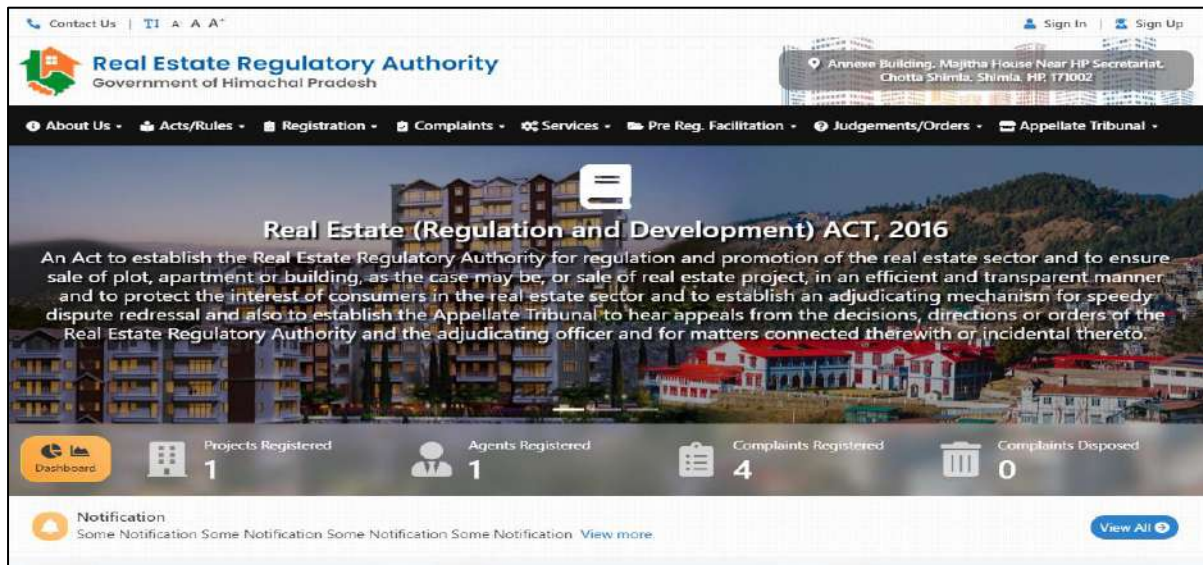
NIC National
Informatics
Centre

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Home Page

1. Shown below is the Home Page of the HP RERA Portal.



Fig

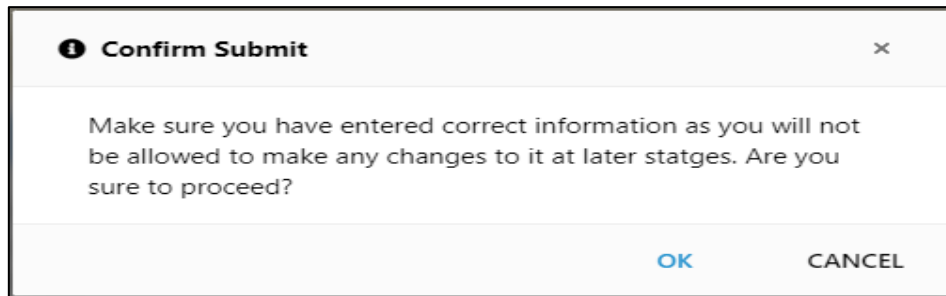
Sign up and user creation

1. On clicking sign up button user will be directed to the page shown below. Here user will have to select the role for which he/she is registering and then fill all the details shown below.

The screenshot shows the 'Sign Up' page of the HP RERA Portal. The page title is 'Sign Up' with a sub-header 'Already have an account? Sign In instead'. A yellow note states: 'Note: The Sign up is available for Promoters, Agents and Complainants only. Promoters can also avail "Pre Registration Facilitation" after signing up to expedite various pending approvals from different departments of Govt. of Himachal Pradesh before registering a project on this portal.' Below the note, there are three tabs for 'Sign up as': 'Promoter', 'Agent', and 'Complainant'. The 'Complainant' tab is selected. The form fields include: 'Complainant's Name *' (Full Name), 'Gender *' (Female, Male, Other), 'Father's Name *' (Title and Name), 'Email Id *' (Email Id), 'Mobile No. *' (Mobile No.), 'Password *' (Password), 'Confirm Password *' (Confirm Password), 'Security Question *' (-Select-), 'Answer *' (Enter Answer), and 'Enter Captcha Text *' (4GuPe9). At the bottom, there is a 'Sign Up' button and a disclaimer: 'By clicking Sign Up, you agree to our Terms and Conditions, Data Policy, Privacy Policy and Cookie Policy.'

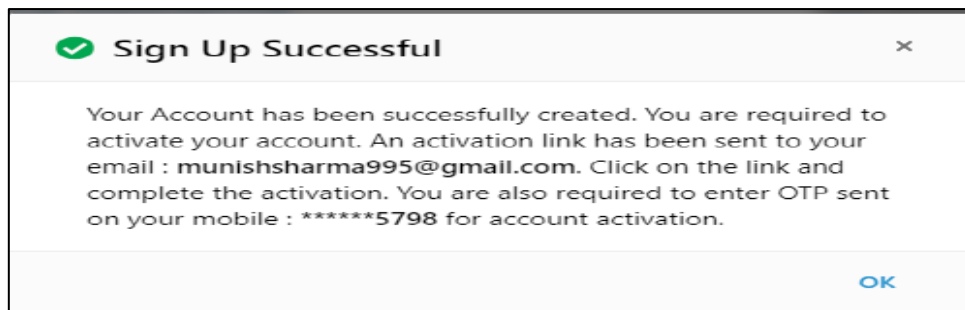
Fig

2. On clicking sign up button user will be directed to page shown below here if sure about information filled user needs to click the OK button.



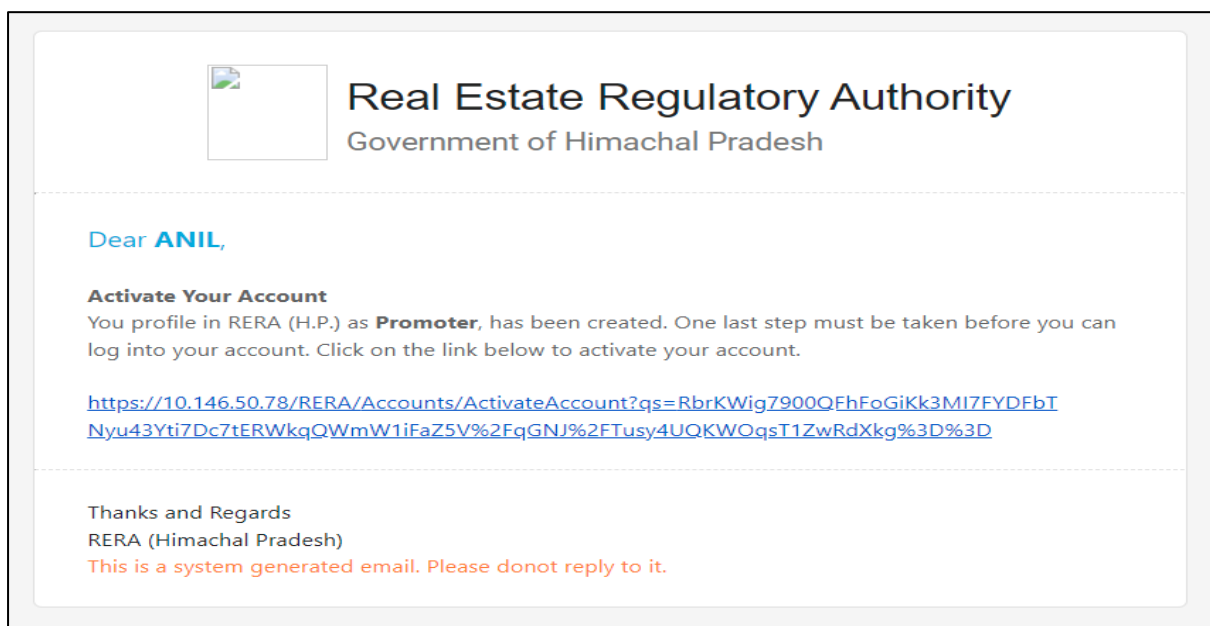
Fig

3. After clicking OK button Pop-up message shown below will appear.



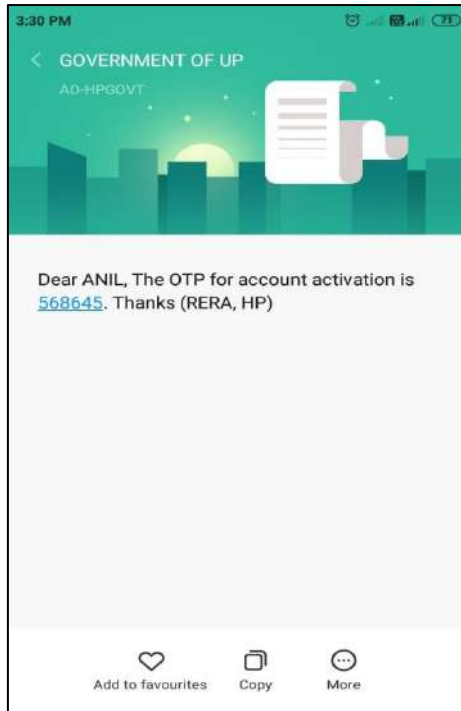
Fig

4. After that an activation link will be sent to your registered email. User needs to click on that link and complete the activation process.



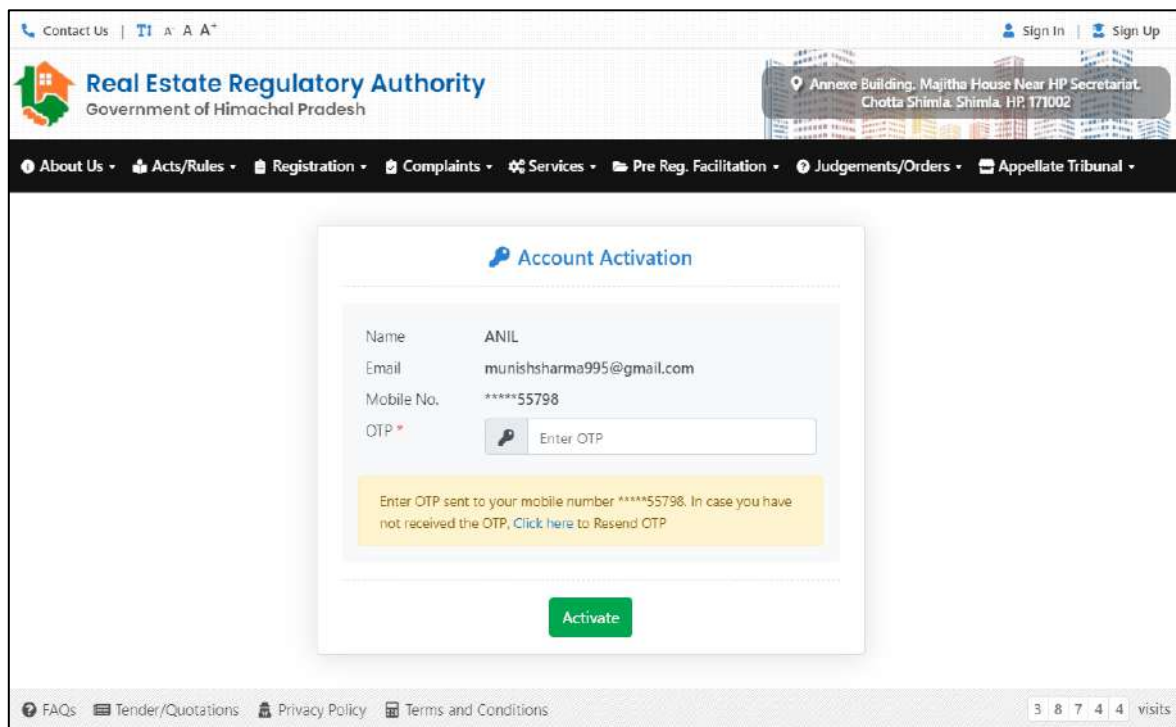
Fig

5. User will also get an OTP on the registered mobile number.



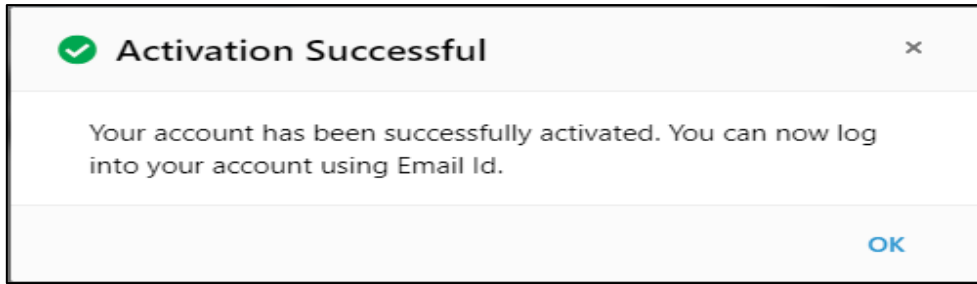
Fig

6. After clicking the activation link sent on the registered e-mail ID user needs to fill the OTP he/she got on the registered mobile number and click activate to activate his/her account.



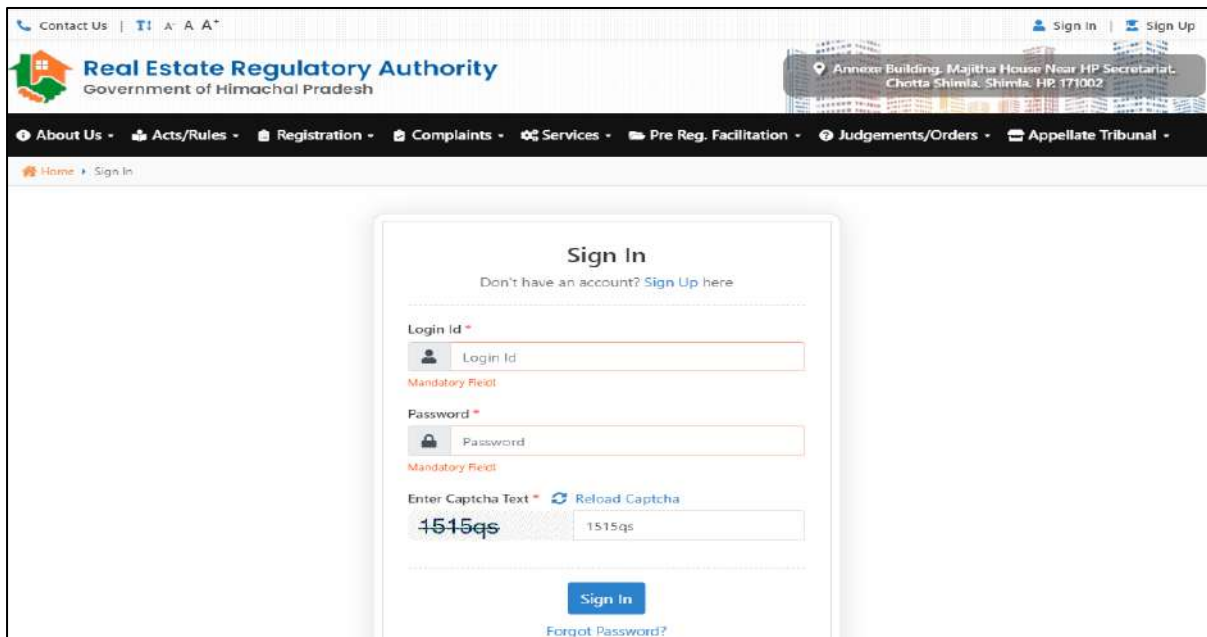
Fig

7. After that message shown below will appear. User needs to click OK.



Fig

8. User needs to fill his sign in details.

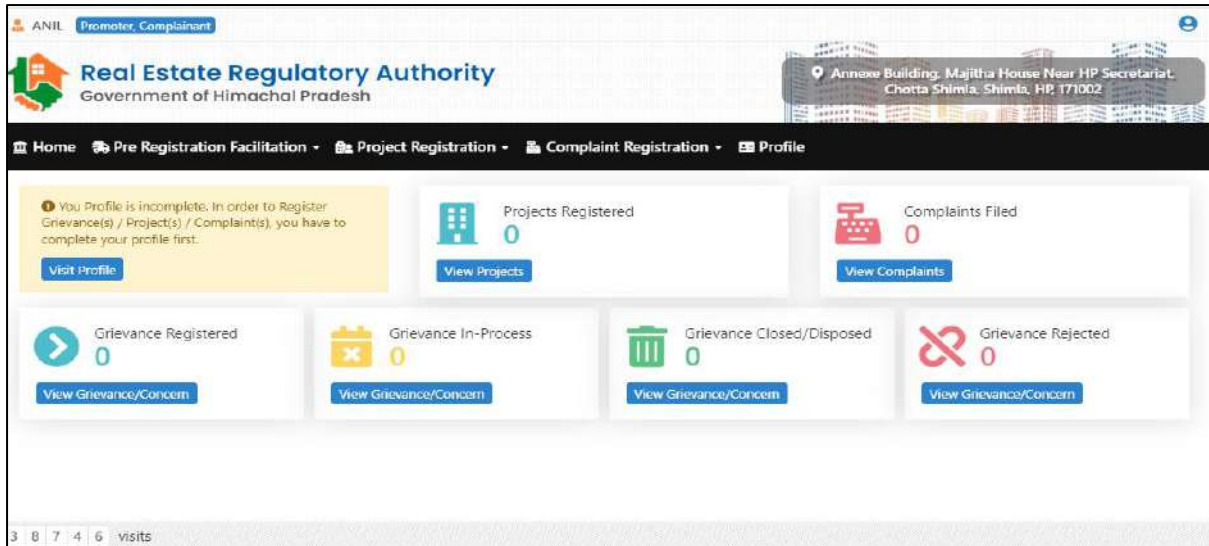


Fig

9. If user had been registered as promoter or agent then user need not to make separate account to file complaint my complaint menu will automatically appear on his dashboard.

Dashboard

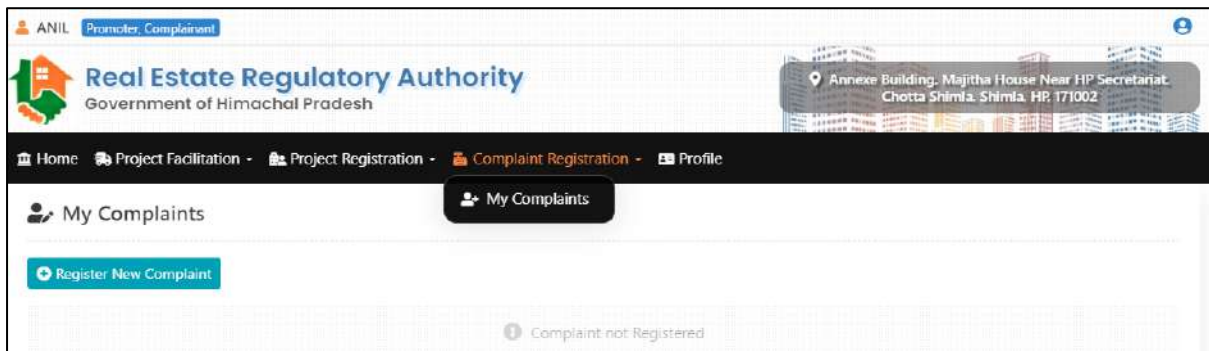
1. Upon sign in user will reach the promoter Dashboard page here user gets option to view and edit his profile and see different details like number of projects registered, complaints filed, Grievance registered, Grievance in process, Grievance closed/dispatched, Grievance Rejected.



Fig

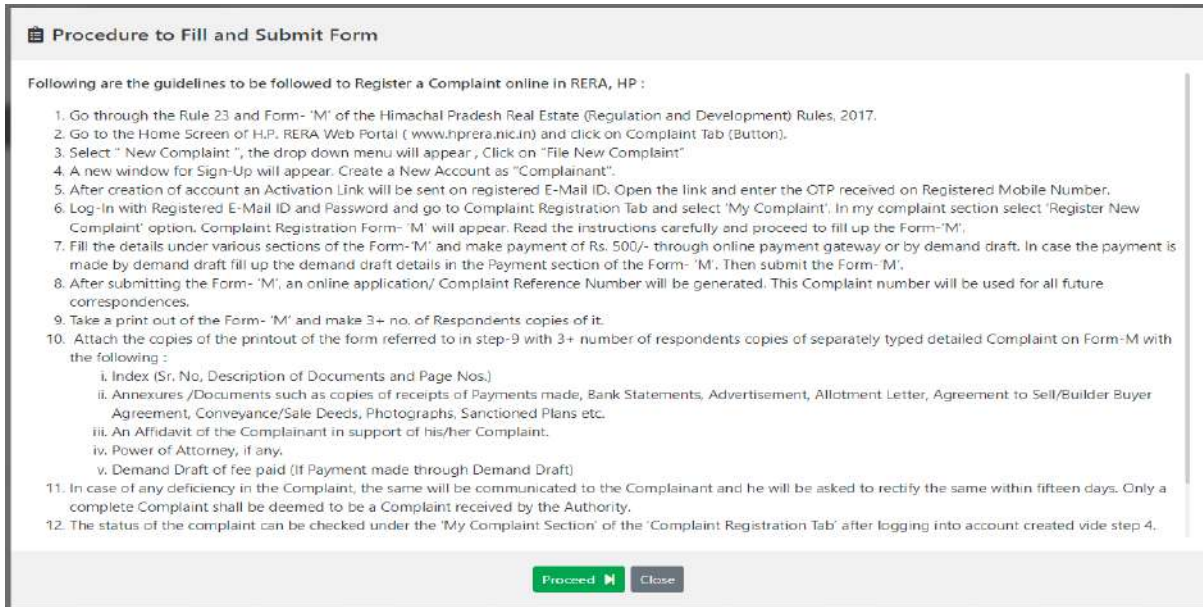
Complaint Registration

1. User also gets option to register complaints for that user needs to click on the complaint registration menu and then on the, my complaints sub menu. After that user needs to click on the Register new complaint button.



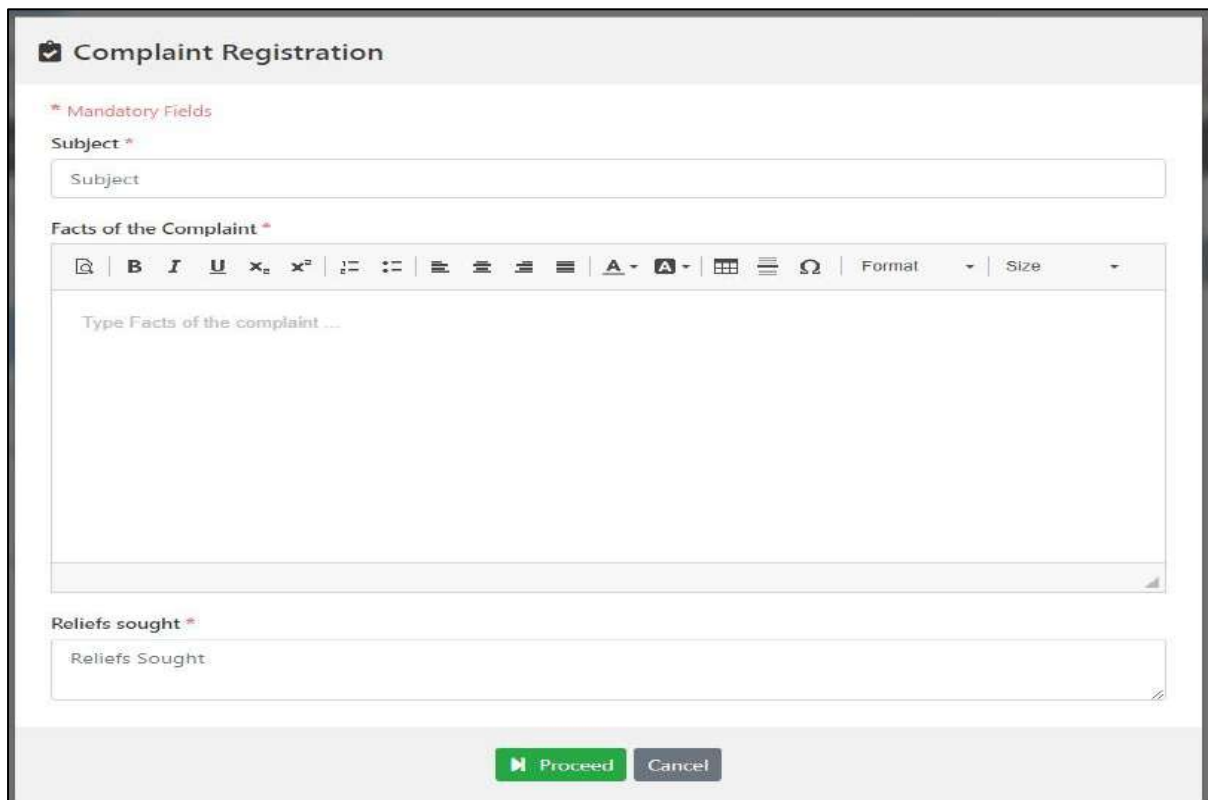
Fig

2. After that screen shown below will appear here user needs to click proceed after reading all the guidelines which are to be followed for filling a complaint.



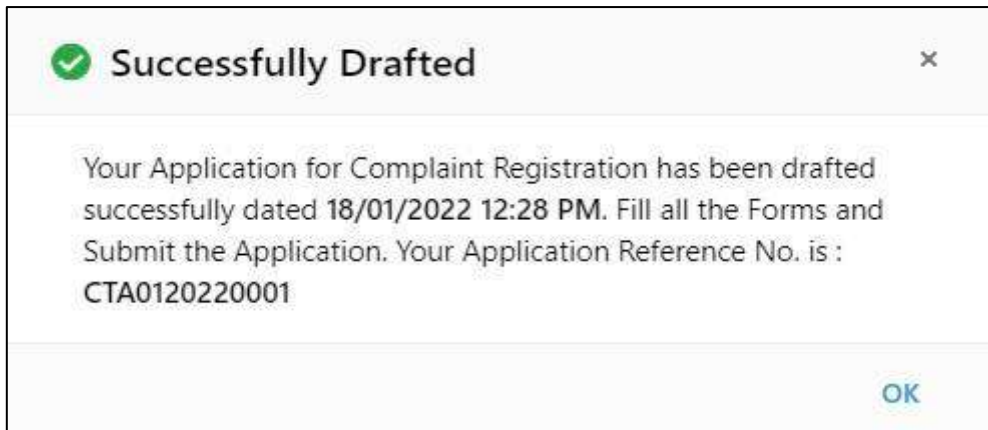
Fig

3. After that screen shown below will appear here user needs to fill all the mandatory details and then click proceed.



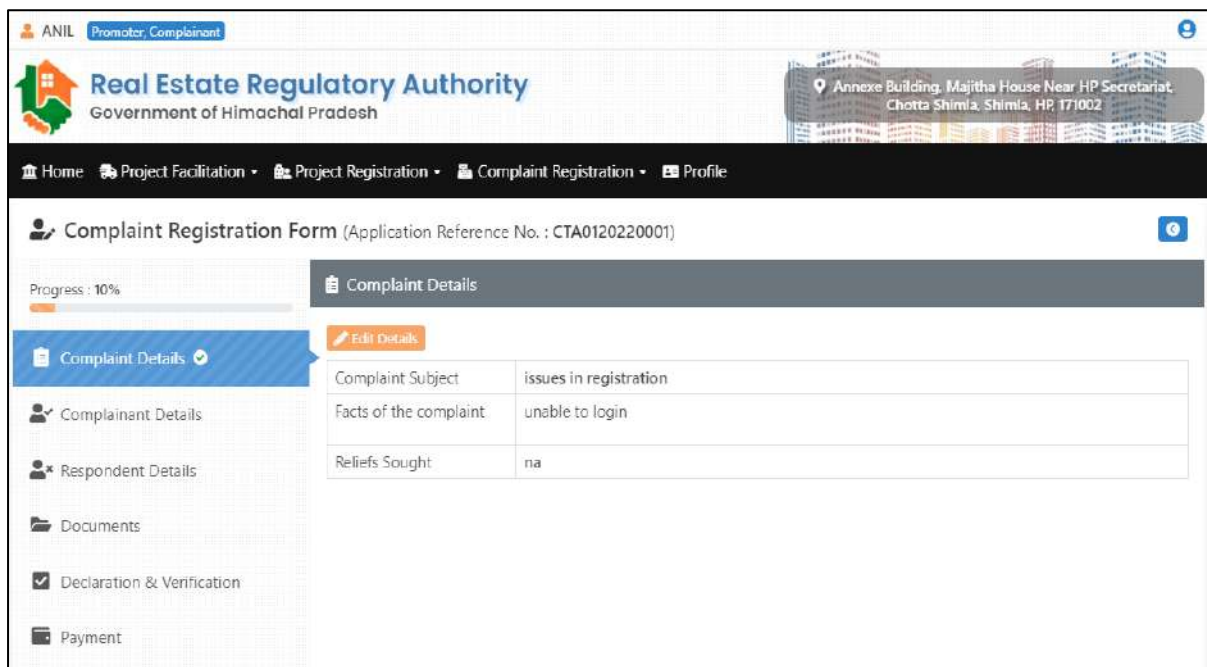
Fig

4. After that pop-up message of successfully drafted will appear here user can view his application reference no. and also date and time of complaint registration. User will also get a SMS on the registered mobile number detailing the same.



Fig

5. After that user will reach page shown below here user needs to fill following forms related to complain registration.



Fig

6. Next form is related to complainant details. Here user first needs to click on the +add complaint and then fill the form shown below.

ANIL Promoter, Complainant

Real Estate Regulatory Authority
Government of Himachal Pradesh

Annexe Building, Majitha House Near HP Secretariat,
Chotta Shimla, Shimla, HP, 171002

Home Project Facilitation - Project Registration - Complaint Registration - Profile

Complaint Registration Form (Application Reference No. : CTA0120220001)

Progress : 10%

Complainant Details

Complaint Details Add Complainant

No Records to Display

- Complainant Details
- Respondent Details
- Documents
- Declaration & Verification
- Payment

Complainant Details

Basic Details

Name * Father's Name *

Complainant Type *

Contact Details

Mobile No. * Email *

Alternate Mobile No. Alternate Email

Address Details

Address Line 1 * Address Line 2 * State *

City/District * Pin Code *

Address for Service of Notices

Same as above

Address Line 1 * Address Line 2 * State *

City/District * Pin Code *

Fig

7. Next form is related to respondent details here also first user needs to click on the + add Respondent and then fill the form shown below.

The screenshot shows the RERA website interface. At the top, the user is logged in as ANIL (Promoter, Complainant). The main header displays the Real Estate Regulatory Authority logo and the Government of Himachal Pradesh. A navigation menu includes Home, Project Facilitation, Project Registration, Complaint Registration, and Profile. The main content area is titled 'Complaint Registration Form (Application Reference No. : CTA0120220001)'. A progress bar indicates 35% completion. A sidebar on the left lists various steps: Complaint Details, Complainant Details, Respondent Details (highlighted), Documents, Declaration & Verification, and Payment. The main area shows the 'Respondent Details' section with an 'Add Respondent' button and a message 'No Records to Display'.

The screenshot shows the 'Respondent Details' form. It is divided into three main sections: Basic Details, Contact Details, and Address Details. The Basic Details section includes fields for Respondent Name (with a sub-field for Full Name) and Respondent Type (a dropdown menu). The Contact Details section includes fields for Mobile No., Alternate Mobile No., Email, and Alternate Email. The Address Details section includes fields for Address Line 1, Address Line 2, State (a dropdown menu), City/District (a dropdown menu), and Pin Code (with a sub-field for Pin). At the bottom of the form, there are two buttons: 'Save Draft' and 'Close'.

Fig

8. Next form is related to documents. Here user needs to upload documents relied upon by the complainant and referred to in the complaint and other documents as annexed along with the complaint.

Fig

9. Then comes the declaration and verification form. Here user needs to tick different declaration like Jurisdiction of the Authority, Complaint not pending with any other Court, Declaration and Verification and then click on the save draft button.

Fig

10. The last form is related to payment here again user has two payment options one offline and other online.

The screenshot shows the 'Complaint Registration Form' on the RERA website. The user is logged in as 'ANIL' (Promoter, Complainant). The form is at the 'Payment' step, with a progress bar at 90%. The 'Payment' step is highlighted in blue. The 'Registration Fee' section shows 'Amount Payable: ₹ 500' and 'Payment Mode' options for 'Online' and 'Bank Draft'. A green button labeled 'Make Payment Online' is present. A yellow note box contains the following text: 'Kindly note: 1. The payment you make will be non refundable even if your application is rejected. 2. In case of payment through Bank Draft, the Bank Draft must be delivered to the RERA in original by hand or by post/courier. The Application will be considered only after the Bank Draft is received in original.' Below the note box, there is a warning: 'You will be redirected to the Bank's Payment Gateway. Do not hit Refresh or Back Button. This will cancel your payment.'

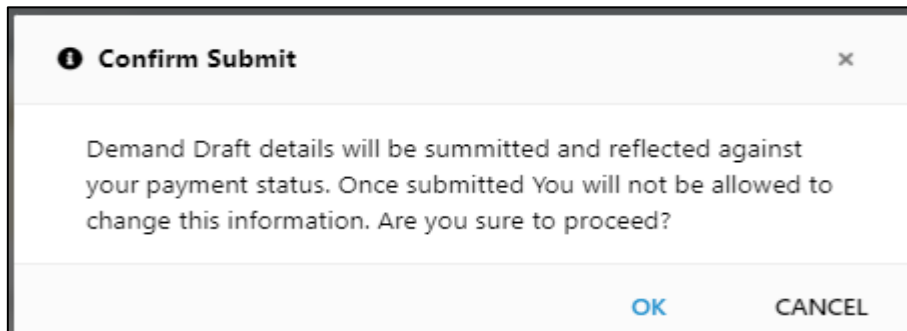
Fig

In case of offline payment user also needs to fill the details shown below.

The screenshot shows the 'Complaint Registration Form' on the RERA website. The user is logged in as 'ANIL' (Promoter, Complainant). The form is at the 'Payment' step, with a progress bar at 90%. The 'Payment' step is highlighted in blue. The 'Registration Fee' section shows 'Amount Payable: ₹ 500' and 'Payment Mode' options for 'Online' and 'Bank Draft'. The 'Bank Draft' option is selected. Below the 'Payment Mode' section, there are several input fields: 'Demand Draft No.' (with a sub-field 'DD No.'), 'Demand Draft Date' (with a sub-field 'DD Date' and a calendar icon), 'Account Holder name' (with a sub-field 'Acc. Holder Name'), 'Demand Draft Scanned' (with a 'Choose file' button and a 'Browse' button), and 'Bank Name/Address' (with a sub-field 'Bank Name'). A green button labeled 'Submit DD Details' is at the bottom of the form.

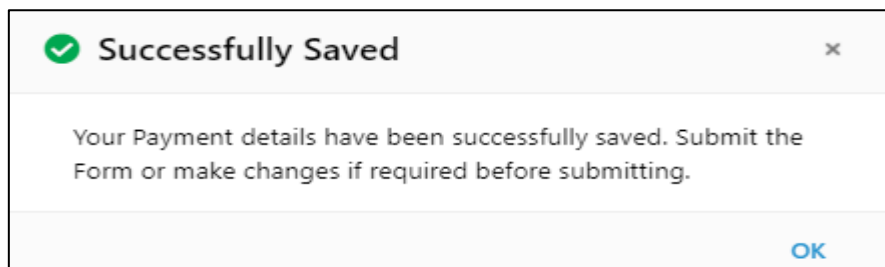
Fig

11. on clicking submit DD Details confirm submit message will appear. Before clicking ok button user should be sure about the details he/she has filled because once its submitted user will not be able to make any new changes.



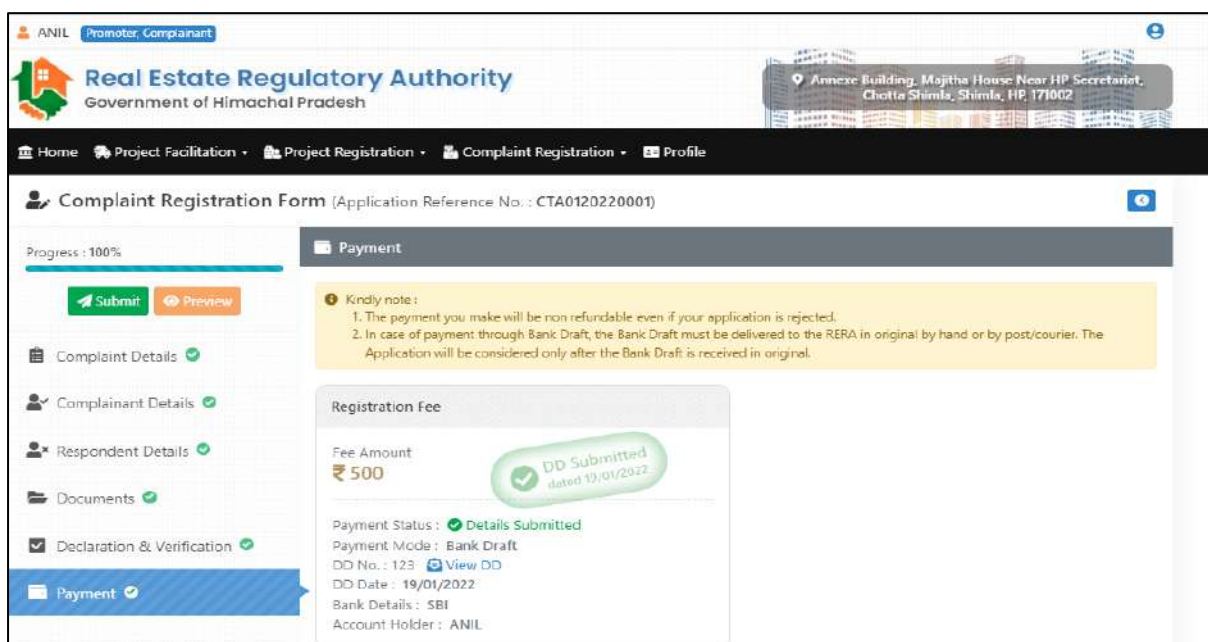
Fig

12. Then a pop-up message of successfully saved will appear.

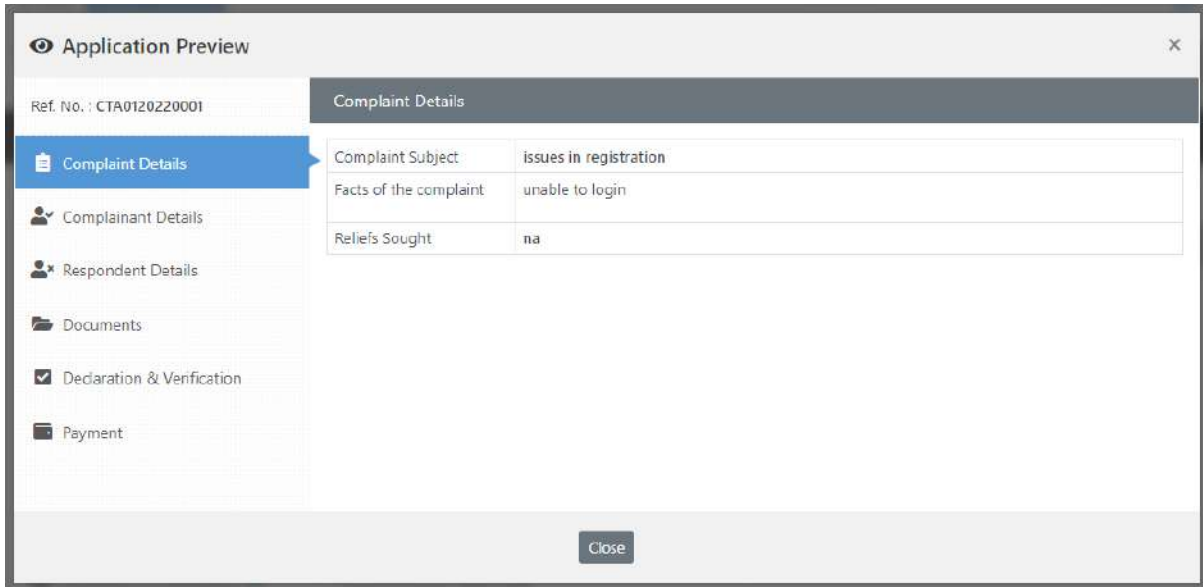


Fig

13. After that user will have option to preview and submit the complaint registration form.

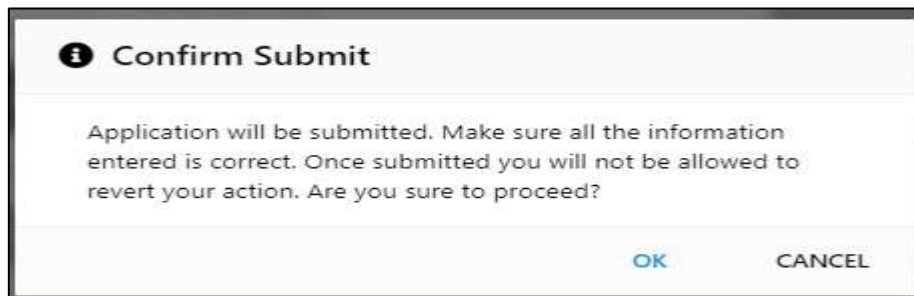


Application preview page is shown below.



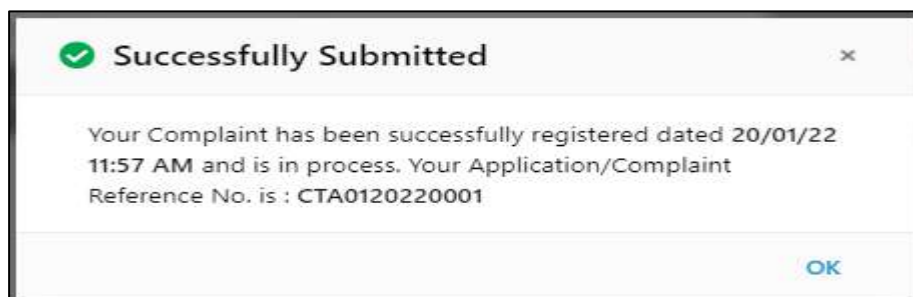
Fig

14. On clicking the submit button pop-up message shown below will appear user needs to be sure about the information filled because once form is submitted user will not be able to make any new changes in the form. User needs to click OK.



Fig

15. After that message of form submitted successfully will appear here user will also get a SMS confirming the same.



Fig

16. After that user can see the complaint he/she had made along with the reference number, complaint subject, and application status / complaint stage.



Fig

In the action column user can see the option button on clicking this user will be able to see view approval history of complaint as shown below.



Fig