HPRERA



COMPLAINT REGISTRATION USER MANUAL (FOR PROMOTER/AGENT)





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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.

Contact Us TI A A A	*	🔹 Sign In 🔤 🛋 Sign I	2
Real Estat	e Regulatory Authority Himachal Pradesh	Annexe Building, Majitha House Near HP Secretariat. Chotta Shimla, Shimla, HP, 171002	
About Us • Acts/Rules	s 🔹 💼 Registration 🔹 🖨 Complaints 🔹 🕰 Service	is • 🖿 Project Facilitation • 😨 Judgements/Orders • 🚍 Appellate Tribunal •	
Home • Sign Up			
	Si	ian Up	
	Already have an	account? Sign In Instead	
	Note : The Sign up is available for Promoters, A Registration Facilitation" after signing up to exped of Sout of Himachal Pradeth before registering a	gents and Complainants only. Promoters can also avail "Pre ite various pending approvals from different departments project on this postal	
	Sign up as Promoter Agent Complaine	serk	
	Complainant's Name *	Gender *	
	Full Name	C Female C Male C Other	
	Father's Name *	Email Id * 😧	
	Title	Email Id	
	Mobile No. *	Password * 🕢	
	Mobile No.	Password	
	Confirm Password =	Security Question *	
	Confirm Password	O -Select- ✓	
	Answer *	Enter Captcha Text * 😂 Reload Captcha	
	Enter Answer	4GuPe9 Enter Captcha Text	
	By clicking Sign Up, you agree to our Terms and	Conditions, Data Policy, Privacy Policy and Cookie Policy.	
		Sign Up	

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.

Confirm Submit		×
Make sure you have entered correct info be allowed to make any changes to it at sure to proceed?	rmation as you later statges. A	u will not Are you
	ОК	CANCEL

Fig

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

📀 Sign Up Successful	×
Your Account has been successfully created. You are requ activate your account. An activation link has been sent to email : munishsharma995@gmail.com. Click on the link complete the activation. You are also required to enter O on your mobile : ******5798 for account activation.	ired to your and TP sent
	ок

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.

	Government of Himachal Pradesh
Dear AN	IIL,
Activate Y	'our Account
You profile	in RERA (H.P.) as Promoter , has been created. One last step must be taken before you can
log into yo	our account. Click on the link below to activate your account.
<u>https://10.</u>	146.50.78/RERA/Accounts/ActivateAccount?qs=RbrKWig7900QFhFoGiKk3MI7FYDFbT
<u>Nyu43Yti7</u>	<u>Dc7tERWkqQWmW1iFaZ5V%2FqGNJ%2FTusy4UQKWOqsT1ZwRdXkg%3D%3D</u>
Thanks an	d Regards
DEDA (Lim	achal Pradesh)

Fig

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

National Informatics Centre

NIC-HP HPRERA COMPLAINT REGISTRATION USER MANUAL



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.

Contact Us TI & A A* Real Estate Regula Government of Himachal I About Us • Acts/Rules • Regi	atory Author Pradesh stration • 👌 Compla	ity ints + ♥ Services + ► Pre Reg. Facilitation +	 Annexe Building. Majithe Chotta Shimia. S Judgements/Orders - 	Sign In Sign Up House Near HP Secretarist himta. HP. 171002
		Account Activation		
	Name Email Mobile No. OTP *	ANIL munishsharma995@gmail.com *****55798 Enter OTP		
	Enter OTP se not received	nt to your mobile number ****55798. In case you have the OTP, Click here to Resend OTP	2	
		Activate		
🚱 FAQs 📾 Tender/Quotations 🛔 Priv	acy Policy 📓 Terms a	nd Conditions		3 8 7 4 4 visits

Fig

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





8. User needs to fill his sign in details.

Contact Us II & A A*	Annexe Building, Majith Chotta Shimla, S	Sign In Sign Up	
 About Us - Acts/Rules - Regist Hame + Sign In 	ration - 👌 Complaints - 🕫 Services - 📾 Pre Reg. Facilitation	Ø Judgements/Orders	🚍 Appellate Tribunal -
	Sign In Don't have an account? Sign Up here Login Id * Cogin Id		

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.



Real Estate Regu	llatory Authority	♥ Annexe B	uilding, Majitha House Near HP Secretariat. hotta Shimia: Shimia: HP T71002
Home 🚓 Pre Registration Facilitati	on - 🏙 Project Registration - 📓 Com	plaint Registration + 🖪 Profile	
You Profile is incomplete. In order to R Grievance(s) / Project(s) / Complaint(s), yo complete your profile first. Visit Profile	egicter u have to Projects Re View Projects	gistered	Complaints Filed
Grievance Registered	Grievance In-Process	Grievance Closed/Disposed	Grievance Rejected

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.

ANIL Promoter, Complainant			0
Real Estate Regulatory Authority Government of Himachal Pradesh		Annexe Building. Majitha Ho Chotta Shimi a. Shim	use Near HP Secretariat. Ia. HP. 171002
🟛 Home 🚓 Project Facilitation - 🏨 Project Registration -	🖀 Complaint Registration - 🔳 Profile		
Source My Complaints	L My Complaints		
Register New Complaint			
	O Complaint not Registered		

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.

blowing are the guid	elines to be followed to Register a Complaint online in RERA, HP :
1. Go through the P	ula 23 and Form . Mi of the Himschill Bradech Real Estate (Regulation and Development) Pular. 2017
7. Go to the Home	Alle 23 and 10mm M of the Trinkethal Praceshined Estate (regulatoriantic Development) Addes 2017.
3 Select " New Cor	parter of the dron down menu will answer. Click on "File New Completer"
4 A new window fo	name, and only down ment win appear, end of the New Complaint
5 After creation of	a sign of an Activation Link will be cent on registered F-Mail ID. Onen the link and enter the OTP received on Registered Mobile Number
6. Log-In with Regis	tered E-Mail ID and Password and go to Complaint Registration Tab and select 'My Complaint'. In my complaint section select 'Register New , Complaint Registration Form- 'M' will appear. Read the instructions carefully and proceed to fill up the Form- 'M'.
7. Fill the details un made by demand	der various sections of the Form-10' and make payment of Rs. 500/- through online payment gateway or by demand draft. In case the payment i I draft fill up the demand draft details in the Payment section of the Form- 'M'. Then submit the Form-1M'.
8. After submitting correspondences	the Form- 'M', an online application/ Complaint Reference Number will be generated. This Complaint number will be used for all future
9. Take a print out o	of the Form- 'M' and make 3+ no. of Respondents copies of it.
 Attach the copie the following : 	s of the printout of the form referred to in step-9 with 3+ number of respondents copies of separately typed detailed Complaint on Form-M with
i, Index (Sr,↑	No, Description of Documents and Page Nos.)
ii. Annexures Agreemen	/Documents such as copies of receipts of Payments made, Bank Statements, Advertisement, Allotment Letter, Agreement to Sell/Builder Buyer I, Conveyance/Sale Deeds, Photographs, Sanctioned Plans etc.
iii. An Affidav	t of the Complainant in support of his/her Complaint.
iv. Power of A	ttorney, if any.
v. Demand D	raft of fee paid (If Payment made through Demand Draft)
 In case of any de complete Complete 	ficiency in the Complaint, the same will be communicated to the Complainant and he will be asked to rectify the same within fifteen days. Only a aint shall be deemed to be a Complaint received by the Authority.
12. The status of the	complaint can be checked under the 'My Complaint Section' of the 'Complaint Registration Tab' after logging into account created vide step 4.

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

Complaint Registration	
* Mandatory Fields	
Subject *	
Subject	
Facts of the Complaint *	
$\boxed{\square} \textbf{B} \textbf{I} \underline{\textbf{U}} \times_{a} \textbf{x}^{a} = = = \boxed{\blacksquare} \boxed{\blacksquare} \boxed{\blacksquare} (\blacksquare \blacksquare \blacksquare \boxed{\blacksquare} \Omega \text{Format} \textbf{v} \text{Size} \textbf{v}$	
	d
Reliefs sought *	
Reliefs Sought	11
M Proceed Cancel	

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.





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

ANIL Promoter, Complainant ANIL Promoter, Complainant Real Estate Real Government of Himach Thome Project Excilitation	gulatory Authori al Pradesh	ty nalint Registration - 🖪 Profile	Annexe Building, Majitha House Near HP Secretariat. Chotta Shimia, Shimia, HP, 171002
Complaint Registration	Form (Application Reference	: No. : CTA0120220001)	٥
Progress : 10%			
📋 Complaint Details 📀	Complaint Subject	issues in registration	
♣ Complainant Details	Facts of the complaint	unable to login	
▲* Respondent Details	Reliefs Sought	na	
Documents			
Declaration & Verification			
Payment			

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, Complement ANIL Promoter, Complement Real Estate Regulatory Government of Himachal Pradesh	Authority	 Annexe Building. Majitha House Near HP Secretariat. Chotta Shimla. Shimla. HP. 171002
🏛 Home 🚓 Project Facilitation 👻 Project Registra	ation - 🛛 🚡 Complaint Registration - 🛛	Profile
Le Complaint Registration Form (Applic	ation Reference No. : CTA0120220001	01) 🚺
Progress : 10%	blainant Details	
💼 Complaint Details 🥥	mplainant	
Ar Complainant Details		The Records to Display
L* Respondent Details		
Documents		
Declaration & Verification		
Payment		

	Basic Details							
Name	e *			Father'	s Nai	me =		
Ful	I Name			Tit	le	\$	Father's Name	
Comp	plainant Type *							
S	elect	¢						
8	Contact Details							
Mobi	le No. *			Email *				
	Mobile No.			-	En	nail		
Alterr	nate Mobile No.			Alterna	ite Er	mail		
۵	Alternate Mobile No.				Ah	ternate	Email	
City/I	District *		Pin Code *					
Ade	dress Line 1		Address Line 2				Select	•
s	ielect-+	\$	Pin					
0	Address for Service of N	otices						
Addre	ess Line 1*		Address Line 2 *				State *	
Ad	dress Line 1		Address Line 2				Select	٠
	District *		Pin Code *					
City/I	elect	•	Pin					
City/I								



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.

VIL Promoter, Complainant			-		~ 5454
Real Estate Regulatory . Government of Himachal Pradesh	Authority		♀ Anr	exe Building, Majitha Hou Chotta Shimla, Shimla	ise Near HP Secretaria HP, 171002
nne 🔿 Project Facilitation - 🎰 Project Registrat	tion - 👗 Complaint Regis	stration - 🖽 Profi	le		
Complaint Registration Form (Applicat	tion Reference No : CTA	0120220001)			
rosc : 35%	ndent Details	5120220001			_
Add Resp	condent				
Complaint Details 🥝		THE N	o Records to Display		
Complainant Details 🥥					
Respondent Details					
Documents					
Declaration & Verification					
Payment					
* Respondent Details					
Racic Details					
		2			
Kespondent Name *		Respond	ent Type *		
Full Name		Sele	ci		•
Contrad Data N					
Mobile No.		Email	Email		
a wobie No.			Littali		
Alternate Mobile No.		Alternate	e Email		
Alternate Mobile No.			Alternate Emai	1	
Address Details					
Address Line 1 *	Address Line 2	*	Sta	ite *	
Address Line 1	Address Line	2		-Select	\$
City/District *	Pin Code *				
Select 🗘	Pin				
		Death Class			
		THE REAL PROPERTY AND ADDRESS OF TAXABLE			
	B Save	Close			
	Save	Fig			

National Informatics Centre 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.

La ANIL Promoter, Complainant			θ
Government of Himach	Julatory Authority	Annexe Building. M Chotta Shin	ajitha House Near HP Secretariat. na, Shimla, HP, 171002
🏦 Home 🙃 Project Facilitation + 🏙	Project Registration - 🚡 Complaint Registration - 🛛	🖴 Profile	
	Form (Application Reference No. : CTA012022000	ŋ	0
Progress : 60%	Documents		
💼 Complaint Details 🥝	Documents relied upon by the complainant	nt and referred to in the complaint	
上 Complainant Details 🥝	◆ Add (bocurrent)	Min Daparete ter Directau	
💄 Respondent Details 🥝		ale the Neccrus to Display	
🗁 Documents	Other Documents as annexed along with	the complaint	
Declaration & Verification	Add Document		
Payment		No Records to Display	

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.

Government of Himac	gulatory Authority	Annexe Building, M. Chotta Shim	ajitha House Near HP Secretariat, nla, Shimla, HP, 171002
Home 🔿 Project Facilitation 🔸	🖢 Project Registration - 🛛 👗 Complaint Registration 🔸 🛛	🛥 Profile	
Complaint Registration	Form (Application Reference No. : CTA012022000	D	0
frogress 60%	Declaration		
📋 Complaint Details 🥥	Jurisdiction of the Authority		
皆 Complainant Details 🥝	I ANIL declare that the subject matter of the cl	aim fails within the jurisdiction of the author	ity.
🗴 Respondent Details 🥥	Complaint not pending with any other Court		
Documents	Whether this Complaint is pending with any other co	urt, etc.? *	
🖉 Declaration & Verification	I ANIL declare that the matter regarding which other authority or any other tribunal(s).	this complaint has been made is not pendir	ng before any court of law or any
Payment			
	Declaration and Verification		
	I ANIL, S/O Sh. RANA do hereby verify that the suppressed any material fact(s).	given details are true to my personal know	lege and belief and the i have not
	Place *	Date *	
	2007-022		20.01.0023

Fig

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

ANIL Promoter, Complainant			0
Real Estate Reg Government of Himacha	ulatory Authority I Pradesh	Annexe Building, Majitha He Chotta Shimla, Shim	ouse Near HP Secretariat, nfa, HP, 171002
童 Home 🛛 Project Facilitation 🗸 🏙 F	Project Registration + 📲 Complaint Registration + 🖽 Profile		
Le Complaint Registration F	orm (Application Reference No.: CTA0120220001)		0
Progress : 90%	Payment		
 Complaint Details Complainant Details 	Kindly note : 1. The payment you make will be non refundable even if your applic 2. In case of payment through Bank Draft, the Bank Draft must be d Application will be considered only after the Bank Draft is received.	ation is rejected. elivered to the RERA in original by hand or d in original.	by post/courier. The
🎥 Respondent Details 🥏	Registration Fee		
Documents	Amount Payable : ₹ 500 Payment Mode : Online Bank Draft		
Payment	Vou 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.

ANIL Promotor Completinuit Real Estate Reg Government of Himacha	ulatory Authority			9 Anneze Building, Majitha House Near HP Secretariat, Chotta Shimia, Shimia, HP, 171002
Home Droject Facilitation -	Project Registration + 📑 Compla ORM (Application Reference N	int Registration +	Profile 01)	0
Progress : 90%	Payment			
 Complaint Details Complainant Details 	 Kindly note : The payment you make w In case of payment throug Application will be considered 	ill be non refundable gh Bank Draft, the Ba ered only after the Ba	even il your applic nk Draft must be d nk Draft is receive	cation is rejected elivered to the RERA in original by hand or by post/courier. The d in original.
🌋 Respondent Details 🥏	Registration Fee			
🖿 Documents 🥝	Amount Payable : ₹500			
Declaration & Verification	Payment Mode : Online	Bank Draft		
Payment	Demand Draft No. *	Demand Draft Da	ate *	
	Account Holder name *	DD Date Demand Draft Sc	anned * 🚺	
	Acc. Holder Name	Choose file	Browse	
	Bank Name/Address *			
	Bank Name			
	Submit	DD Details		

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.

Confirm Submit		×
Demand Draft details will be summitted and ref your payment status. Once submitted You will r change this information. Are you sure to procee	flected a not be a ed?	against llowed to
	ОК	CANCEL

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.

ANIL Promoter, Companiant	ulatory Authority Pradesh	Annexe Building, Majitha House Near HP Secretariat, Chotta Shimla, Shimla, HP, 171002
Home Project Facilitation • Project Facilitation • Project Facilitation • Project Facilitation For	roject Registration • 🔮 Complaint Registration • 📼 Profile prm (Application Reference No. : CTA0120220001) 🗖 Payment	
Submit Preview	 Kindly note: The payment you make will be non-refundable even if your application In case of payment through Bank Draft, the Bank Draft must be deliver. Application will be considered only after the Bank Draft is received in on 	is rejected. ed to the RERA in original by hand or by post/courier. The riginal.
峇 Complainant Details 🥝	Registration Fee	
Respondent Details	Fee Amount ₹ 500 DD Submitted deted 19/07/2022	
Declaration & Verification 🧟	Payment Status : O Details Submitted Payment Mode : Bank Draft DD No. : 123 O View DD	
Payment 🖌	DD Date : 19/01/2022 Bank Details : SBI Account Holder : ANIL	

Application preview page is shown below.



Ref. No. : CTA0120220001	Complaint Details		
Complaint Details	Complaint Subject	issues in registration	
Complainant Details	Facts of the complaint	unable to login	
Respondent Details	Reliefs Sought	na	
Documents			
Z Declaration & Verification			
Payment			

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.

Application will be submitted. Make sure all th entered is correct. Once submitted you will no	ne inforn	nation
entered is correct. Once submitted you will no	the alle	
	it be allo	wed to
revert your action. Are you sure to proceed?		

Fig

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

Successfully Submitted	*
Your Complaint has been successfully registered of	lated 20/01/22
11:57 AM and is in process. Your Application/Com	plaint
Reference No. is : CTA0120220001	
	OK
	UK
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.

National Informatics

ANIL Promoter, Complainant Real Estat Government of I	Annexe Bui Ch	Annexe Building, Majitha House Near HP Secretariat, Chotta Shimle, Shimle, HP 171002			
≇ Home ♣ Project Facilitati	ion 🔸 🎰 Project Registratio	on 🔹 晶 Complaint Registration 🔹 🖽 Pr	ofile		
Register New Complaint Show 25 entries				Search:	
Ret. No. 1. CTA0120220001 ₽	Complaint Subject	Application Status / Complaint Stage Submitted/In Process Submitted On : 20/01/2022 11:57 AM	Execution Petition Status /	Petition Stage	Action
Showing 1 to 1 of 1 entries				Previous 1 Next	

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

