HPRERA



COMPLAINT REGISTRATION USER MANUAL (FOR PROMOTER/AGENT)



Contents

Home Page	2
Sign up and user creation	2
Dashboard	5
Complaint Registration	6



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 Up
	e Regulatory Authority Himachal Pradesh	Annexe Building, Majitha House Near HP Secretariat, Chotra Shimia, Shimia, HP, 171002
About Us • Acts/Rules	s 🔹 💼 Registration 🔹 🖨 Complaints 🔹 🕰 Service	s 🔹 🖿 Project Facilitation 🔹 😗 Judgements/Orders 🔹 🚍 Appellate Tribunal 🔹
Home • Sign Up		
	Si	gn Up
		account? Sign In instead
		gents and Complainants only. Promoters can also avail "Pre te various pending approvals from different departments project on this postal
	Sign up as Promoter Agent Complaine	urt i
	Complainant's Name *	Gender *
	Full Name	C Female C Male C Other
	Father's Name *	Email Id * 😡
	Title Father's Name	@ Email Id
	Mobile No. *	Password * 😧
	Mobile No.	Password
	Confirm Password =	Security Question *
	Confirm Password	● -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 Cookle 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?	2	
	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.	your and
	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 Al	IIL,
Activate	/our Account
You profil	e in RERA (H.P.) as Promoter , has been created. One last step must be taken before you can
log into y	our account. Click on the link below to activate your account.
<u>https://10</u>	.146.50.78/RERA/Accounts/ActivateAccount?qs=RbrKWig7900QFhFoGiKk3MI7FYDFbT
Nyu43Yti7	<u>Dc7tERWkqQWmW1iFaZ5V%2FqGNJ%2FTusy4UQKWOqsT1ZwRdXkg%3D%3D</u>
	d Regards
Thanks an	
	a Regards

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 F About Us • Acts/Rules • Regi	Pradesh		Chotta Shimla. S	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		
		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*	Chotta Shimla, S	Sign In Sign Up	
● About Us - 🔹 Acts/Rules - 🔮 Regist	tration - 🙁 Complaints - 🗢 Services - 🐃 Pre Reg. Facilitation	 Ø Judgements/Orders - 	🚍 Appellate Tribunal 🛛
	Sign In Don't have an account? Sign Up here Login Id * Login Id * Reload Captcha 1515qs Sign In Sign In Forgot Password?		

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.



ANIL Promoter, Completiont Real Estate Regu Government of Himacha	latory Authority	and the second s	uilding. Majitha House Near HP Secretariat. horta Shimia: Shimia T77002
Home 🛛 🚓 Pre Registration Facilitatio	on + 🏨 Project Registration + 📓 Com	1944 20 TO KNOW CALL AND A	
Vou Profile is incomplete: In order to Re Grievance(s) / Project(s) / Complaint(s), you complete your profile first. Visit Profile		<u> </u>	Complaints Filed O mplaints
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		e
Real Estate Regulatory Au Government of Himachal Pradesh	thority	Annexe Building. Majitha House Near HP Secretanat. Chotta Shimla. Shimla. 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.

ollowing are the guid	elines to be followed to Register a Complaint online in RERA, HP :
1. Go through the P	ule 23 and Form- 'M' of the Himachal Pradesh Real Estate (Regulation and Development) Rules, 2017.
	Screen of H.P. RERA Web Portal (www.hpresnic.in) and click on Complaint Tab (guitation and the control of the c
	Delant ", the drop down menu will appear; Click on "File New Complaint".
	premit y the dynamic wina appear, create a New Account as "Complainant".
	account an Activation Link will be sent on registered E-Mail ID.Open 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	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-10'.
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.
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
	Io, Description of Documents and Page Nos.)
	/Documents such as copies of receipts of Payments made, Bank Statements, Advertisement, Allotment Letter, Agreement to Sell/Builder Buyer , Conveyance/Sale Deeds, Photographs, Sanctioned Plans etc.
	t of the Complainant in support of his/her Complaint.
iv. Power of A	
	raft of fee paid (If Payment made through Demand Draft)
	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 sint 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 *	
$\boxed{\square} \mathbf{B} \mathbf{I} \underline{\mathbf{U}} \times_{\mathbf{z}} \mathbf{x}^{\mathbf{z}} = = = \boxed{\blacksquare} \boxed{\blacksquare} \boxed{\blacksquare} \mathbf{A} \cdot \boxed{\square} \cdot \boxed{\blacksquare} \equiv \Omega \text{Format} \cdot \text{Size} \cdot \mathbf{A} = \mathbf{A} \cdot \boxed{\square} \cdot \boxed{\blacksquare} = \mathbf{A} \cdot \boxed{\blacksquare} = \mathbf{A} \cdot \boxed{\square} \cdot \boxed{\blacksquare} = \mathbf{A} \cdot \boxed$	
	4
Reliefs sought *	
Reliefs Sought	li.
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.

Government of Himach		plaint Registration • 🖪 Profile	Annexe Building. Majitha House Near HP Secretariat. Chotta Shimia, Shimia, HP, 171002
Legistration	Form (Application Reference		٥
Progress : 10%	📋 Complaint Details		
📋 Complaint Details 🥥	Contraits		
	Complaint Subject	issues in registration	
Let 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 \Rightarrow Project Facilitation + 🏨 Project Registra	ation - 🚡 Complaint Registration - t	Profile
Le Complaint Registration Form (Applica	ation Reference No. : CTA0120220001	01) 3
Progress : 10%	olainant Details	
💼 Complaint Details 🥝	mplainant	
🔄 Complainant Details		The Records to Display
A Respondent Details		
Documents		
Declaration & Verification		
Payment		

	Basic Details					
Name	*		Father	s Name *		
Full	Name		Tit	ie +	Father's Name	
Comp	lainant Type *					
Se	elect +					
8	Contact Details					
Mobil	e No. *		Email *			
	Mobile No.		-	Email		
Altern	ate Mobile No.		Alterna	ate Email		
	Alternate Mobile No.			Alternate	Email	
Add	dress Line 1	Address Line 2			State *	
Auure	ess Line 1 *	Address Line 2 *				
	dress Line 1				State *	٠
City/D		Address Line 2				•
City/D Si	District *	Address Line 2 Pin Code * Pin				•
City/D Si B Sa Addre	District * elect \$ Address for Service of Notice ame as above ess Line 1 *	Address Line 2 Pin Code * Pin SS Address Line 2 *			Select State *	. File
City/D Si B Sa Addre	District * elect ¢ Address for Service of Notice ime as above	Address Line 2 Pin Code * Pin			Select	
City/D Se B Sa Addre Addr	District * elect \$ Address for Service of Notice ame as above ess Line 1 *	Address Line 2 Pin Code * Pin SS Address Line 2 *			Select State *	•



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.

Real Estate Reaula			15. 2011 201	S. 1 3.
Government of Himachal Pra	atory Authority		Annexe Building, Majitha House N Chotta Shimla, Shimla, Hi	and the second sec
anne 😩 Project Facilitation - 🏨 Projec	ct Registration - 🚡 Complaint Regi	stration - 🖪 Profile		
Complaint Registration Form				1
	L∗ Respondent Details	5120220001		
	Add Respondent			
Complaint Details 🥝		10 No Rec	ords to Display	
Complainant Details 🗢				
Respondent Details				
Documents				
Declaration & Verification				
Payment				
* Respondent Detai	ils			
Basic Details				
		Respondent	Tura	
Respondent Name *		Select		ŧ
i di Name		J		(B)
B Contract Data It				
Contact Details				
		Email *		
		Email *	ail	
Mobile No. *				
Mobile No. * Mobile No.		Ema Alternate En		
Mobile No. * Mobile No.		Ema Alternate En	nail	
Mobile No. * Mobile No. Mobile No. Alternate Mobile No. Alternate Mobile No.		Ema Alternate En	nail	
Mobile No. * Mobile No. Mobile No. Mobile No. Alternate Mobile No. Alternate Mobile No. Alternate Mobile No.		Alternate En	nail ernate Email	
Mobile No. * Mobile No. Mobile No. Alternate Mobile No. Alternate Mobile No. Alternate Mobile No. Alternate Mobile No.	Address Line 2	Alternate En	nail ernate Email State *	
Mobile No. * Mobile No. Mobile No. Alternate Mobile No. Alternate Mobile No. Address Details Address Line 1* Address Line 1	Address Line	Alternate En	nail ernate Email	•
Mobile No. * Mobile No. Mobile No. Alternate Mobile No. Alternate Mobile No. Alternate Mobile No. Alternate Mobile No. Alternate Mobile No. Mobile No. Mobi		Alternate En	nail ernate Email State *	•

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		fajitha House Near HP Secretariat. mla, Shimla, HP 171002
🏦 Home 🙃 Project Facilitation + 🏙	Project Registration - 🛛 🚡 Complaint Registration - 🗌	🖴 Profile	
	Form (Application Reference No. : CTA012022000	(11)	0
Progress : 60%	Documents		
💼 Complaint Details 🥝	Documents relied upon by the complaina	ant and referred to in the complaint	
🛓 Complainant Details 🧟	Add Document	Wo Records to Display	
🌲 Respondent Details 🥝			
🗁 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 Shin	ajitha House Near HP Secretariat, Ita, Shimta, HP, 171002
i Home Project Facilitation 🔸 🕯	🖢 Project Registration + 🛛 👗 Complaint Registration + 🛛	💷 Profile	
Complaint Registration	Form (Application Reference No. : CTA012022000	D)	0
srogress : 60%	Declaration		
📋 Complaint Details 🥥	Jurisdiction of the Authority		
皆 Complainant Details 🥯	I ANIL declare that the subject matter of the cl	aim falls 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	purt, etc.? *	
² 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).	e given details are true to my personal know	lege and belief and the i have not
	Place *	Date *	
	Place	#	20/01/2022

Fig

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

La ANIL Promoter, Complainant		Θ
Real Estate Regi Government of Himacha	ulatory Authority Pradesh	 Annexe Building, Majitha House Near HP Secretariat, Chotta Shimla, Shimla, HP, 171002
🚊 Home 🛛 🚓 Project Facilitation 🔸 🏙 P	roject Registration + 🛛 🕈 Complaint Registration + 🚦 Profile	
🛃 Complaint Registration F	orm (Application Reference No.: CTA0120220001)	0
Progress : 90%	Payment	
i Complaint Details 💿	 Kindly note: The payment you make will be non refundable even if your appli 2. In case of payment through Bank Draft, the Bank Draft must be c Application will be considered only after the Bank Draft is received 	delivered to the RERA in original by hand or by post/courier. The
🚔 Respondent Details 🕏	Registration Fee	
陆 Documents 📀	Amount Payable : ₹500	
 Declaration & Verification Payment 	Payment Mode : Online Bank Draft	
	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.

Government of Himacha				Annexe Building, Ma Chotta Shim	Bithe House Near HP Secretariat, In Shimia, HP, 171002
		o.: CTA01202200			0
Progress : 90%	Payment				
 Complaint Details Complainant Details 	 Kindly note : 1. The payment you make w 2. In case of payment throu Application will be consid 	gh Bank Draft, the Ban	ik Draft must be de	elivered to the RERA in original by	hand or by post/courier. The
🎥 Respondent Details 🧟	Registration Fee				
🖿 Documents 🥝	Amount Payable : 🔫 500				
Declaration & Verification	Payment Mode : Online	Bank Draft			
Payment	Demand Draft No.*	Demand Draft Da			
	Account Holder name *	DD Date Demand Draft Sc	anned *		
	Acc. Holder Name	Choose file	Browse		
	Bank Name/Address *				
	Bank Name				
	Submit	DD Details			

Fig

National Informatics Centre 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	not be a	-
	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
	roject Registration • 🔮 Complaint Registration • 📼 Profile prm (Application Reference No. : CTA0120220001)	
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 	ed to the RERA in original by hand or by post/courier. The
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 s	10E2001 E332	
Application will be submitted, make s	ure all the inform	nation
entered is correct. Once submitted yo	u will not be allo	wed to
revert your action. Are you sure to pro	oceed?	

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	dated 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

P		te Regulatory f Himachal Pradesh	Annexe Bu	 Annexe Building, Majitha House Near HP Secretariat, Chotta Shimla, Shimla, HP, 171002 		
Hon	ne 🔹 Project Facilita My Complaints	ation 👻 🏙 Project Registra	ation 🔸 🚡 Complaint Registration 🔸 🛤 Pr	ofile		
	iny complaints					
OR	egister New Complaint					
O R	egister New Complaint				Search:	
		Complaint Subject	Application Status / Complaint Stage	Execution Petition Status		Action
	25 ¢ entries		Application Status / Complaint Stage	Execution Petition Status		Options ·

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

