



Uttar Pradesh Real Estate Regulatory Authority

Grievance Handling Level Matrix

Query	Level 1	Level 2		Level 3	
		Headquarters	Regional Office	Headquarters	Regional Office
<ul style="list-style-type: none">Queries related to Complaints, Executions of Orders, Compensation, Conciliation ForumRequest for certified copy	Helpdesk	Shri Amitesh Srivastav Legal Consultant	Shri Ashok K. Raghav Administrative Officer	Shri Uma Shankar Singh Joint Secretary	Shri Samir Ranjan Deputy Secretary
<ul style="list-style-type: none">Technical queries related to Real Estate Projects.	Helpdesk	Shri Vineet K. Singh Assistant Engineer	Shri D.K. Singh Consultant, PMD	Shri Subodh K. Rai Technical Advisor	Shri Samir Ranjan Deputy Secretary
<ul style="list-style-type: none">IT related matters	Helpdesk	Shri Ganesh Mishra Systems Analyst	Shri Vinay Agrahari Computer Programmer	Shri Amrish Kumar Assistant Director (Systems)	Shri Samir Ranjan Deputy Secretary
<ul style="list-style-type: none">Accounts & finance related	Helpdesk	Shri Aditya Pandey Accountant	Shri Harinder Accountant	Shri Javed Aslam Finance Controller	Shri Samir Ranjan Deputy Secretary
<ul style="list-style-type: none">Media related	Helpdesk	Shri Ritesh Singh Media Consultant	Shri Ritesh Singh Media Consultant	Shri Uma Shankar Singh Joint Secretary	Shri Samir Ranjan Deputy Secretary

U.P. RERA Headquarters

Address: Naveen Bhawan, Rajya Niyojan Sansthan, Kala Kankar House, Old Hyderabad, Lucknow, U.P. 226007
Helpline: +91 9151602229 +919151642229

U.P. RERA Regional Office

Address: H - 169, Chitvan State Road, Estate Sector, Block H, Gamma II, Greater Noida, Gautam Budh Nagar, U.P. 201308
Helpline: +91 9151672229, +919151682229