

Grievance Handling Level Matrix at U.P. RERA

(Regional Office)

Process Name	Level 1(L1)	Level 2(L2)	Level 3 (L3)	Level 4 (L4)
Complaints	Helpdesk	Bench-1 Shri Indresh Vikram Singh, Law Trainee Bench-1A Shri Rishirendra Vikram Singh, Law Trainee Bench-2 Shri Pranjal Mishra, Law Trainee Bench-3 Shri Jyotish Raj, Law Trainee	Ms. Jayati Chandra, (Legal Consultant)	Shri Anand Shukla, Legal Advisor
Order Executions	Helpdesk	Ms. Jayati Chandra, Legal Consultant (Section 63 related) Ms. Pooja Gupta, Asst. Accountant (RCs, Notices & Payment Receipts related)	Shri Balram Verma (Deputy Secretary)	
Technical Cell/ PMD	Helpdesk	Shri Vinay Verma, JE (Projects related) Shri Kshitij Sharma, Law Trainee (Complaints in unregistered projects related)	Shri D.K. Singh (PMD Consultant)	
Conciliation Cell	Helpdesk	Shri Brij Bhushan, Assistant, Conciliation Cell	Shri R.D. Paliwal (NCR Conciliation Cell Consultant)	
Adjudication of compensation related queries	Helpdesk	Shri Rishirendra Vikram Singh, Law Trainee	Ms. Jayati Chandra, (Legal Consultant)	
IT related matters	Helpdesk	Shri Vinay Agrahari, Computer Programmer	Shri Ganesh Mishra (System Analyst)	
Accounts & Finance related	Helpdesk	Shri Harinder, Accountant	Shri Balram Verma (Deputy Secretary)	
Media related queries	Media Consultant			
Request for Documents	Helpdesk	Shri Mohd. Nazir Khan, Assistant, Office Establishment	Shri Balram Verma (Deputy Secretary)	

(Headquarters)

Process Name	Level 1(L1)	Level 2(L2)	Level 3 (L3)	Level 4
Complaints	Helpdesk	Bench-1 Shri Gaurav Patel, Law Trainee Bench-1A Shri Abhay Singh, Law Trainee Bench 2 Shri Aryan Kumar Mishra, Law Trainee	Shri Amitesh Kumar, (Legal Consultant)	Shri Anand Shukla, Legal Advisor
Order Executions	Helpdesk	Shri Amitesh Kumar, Legal Consultant (Section 63 related) Shri Luv Kush Verma, (RCs, Notices & Payment Receipts related)	Shri Uma Shankar Singh (Jt. Secretary)	
Technical Cell	Helpdesk	Shri Vineet Kumar, AE (Project related) Shri Aryan Kumar Mishra, Law Trainee (Complaints in unregistered projects related)	Shri V.B. Singh (Technical Advisor)	
Conciliation Cell	Helpdesk	Shri Ankit Dixit, Law Trainee	Shri S.P. Misra (Lucknow Conciliation Cell Consultant)	
Adjudication of compensation related queries	Helpdesk	Shri Ankit Dixit, Law Trainee	Shri Amitesh Kumar, (Legal Consultant)	
IT related matters	Helpdesk	Shri Akshay Singh, Computer Programmer	Shri Amrish Kumar (AD Systems)	
Accounts & Finance related	Helpdesk	Shri Ved Prakash Tiwari, Accountant	Finance Controller	
Media related queries	Media Consultant			
Request for Documents	Helpdesk	Shri Devnandan Prasad, Sr. Assistant	Shri Virendra Mishra, Administrative Officer	