

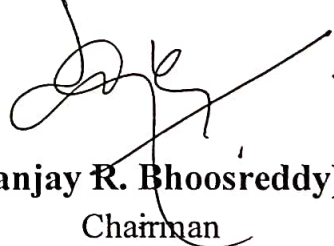
दिनांक : 15 July 2024

MESSAGE

The U.P. RERA is a regulatory authority established by the Real Estate (Regulation and Development) Act, 2016 for the purpose of regulation and promotion of the real estate sector. The U.P. RERA has been entrusted with the responsibility of ensuring sale of plot, apartment etc in transparent and efficient manner along with creating awareness and advocacy amongst the various stakeholders of real estate sector.

The Real Estate (Regulation and Development) Act, 2016 aims to establish an adjudicating mechanism for speedy redressal of disputes with a view to protect the interest of allottees, promoters and real estate agents. Keeping in view the aims and objectives contained in the Real Estate (Regulation and Development) Act, 2016 and the powers given to it, the U.P. RERA has developed a system of online filing of complaints and virtual hearing of the complaints for speedy redressal of disputes.

With a view to provide guidance to the aggrieved persons or complainants, a self-explanatory user manual is being uploaded on the portal so as to familiarize them with all the steps involved in the filing of complaints on the U.P. RERA web portal.


(Sanjay R. Bhoosreddy)
Chairman



User Manual
on
Filing of Complaints on eCourts Module of
U.P. RERA Web Portal

Version 1.0

Uttar Pradesh Real Estate Regulatory Authority (U.P. RERA)

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1. Introduction to eCourts Module

Welcome to the User Manual for Filing Complaints on the Uttar Pradesh Real Estate Regulatory Authority (UP RERA) web portal. This guide is designed to provide you with comprehensive instructions on how to navigate the UP RERA online platform and effectively file complaints using Form M and Form N.

If you're an allottee, this manual will walk you through the process step by step, ensuring that your concerns are addressed efficiently and effectively. By following the instructions outlined in this manual, you'll be able to utilize the UP RERA web portal eCourts Module to file complaints under the RERA Act with ease.

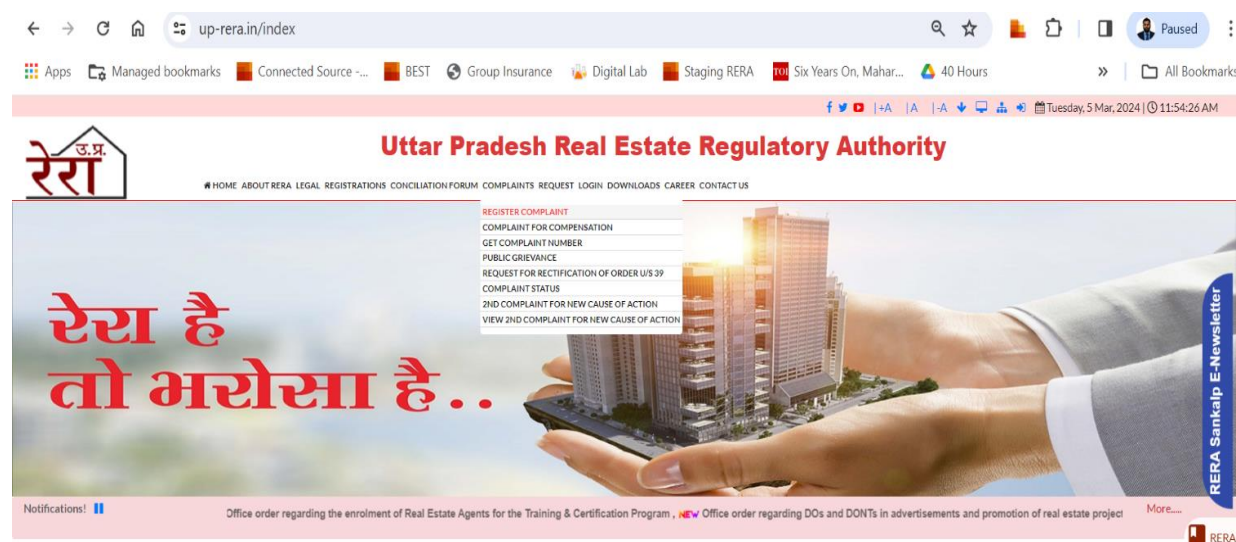
Currently the eCourts Module supports the following types of complaints: -

- (a) Complaint Against a Promoter (Form M)
- (b) Complaint for Compensation Against a Promoter (Form N)
- (c) Complaint Against an Agent (Form M)

2. Enrollment on eCourts Module

Complainants are required to first enroll themselves on the eCourts Module and create a profile before proceeding to file a complaint using either Form M or Form M.

Step 1: Visit the UP RERA Web Portal "<https://www.up-rera.in>" and hover over 'Complaints' tab on the navigation bar. Click on 'Register Complaint' to open the 'Signup' webpage.



Step 2: On the 'eCourts Login' page, client on **Register** for enrolling on the eCourts Module. Currently, the eCourts Module allows complaints to be filed by 'Allottees' and 'Association of Allottees'. Accordingly, the appropriate option to be selected.

2.1 Enrollment by Allottee

Following fields must be filled by Allottees for enrolling on the eCourts Module: -

- (a) **Allottee Name:** The allottee is required to provide his/her/its name, as given in the Agreement for Sale/Builder Buyer Agreement/Allotment Letter/Booking Form. (Mandatory Filed)
- (b) **Father's/Husband's Name:** The allottee is required to provide his/her father's or husband's name, as applicable. (Mandatory Field)
- (c) **Enter You Mobile:** The allottee is required to provide his/her mobile number. (Mandatory Filed)
- (d) **Your Email:** The allottee is required to provide his/her email address. (Mandatory Field)

- (e) **House/Flat No:** The allottee is required to provide the house/flat number of the correspondence address. (Mandatory Field)
- (f) **Street/Lane Name:** The allottee is required to provide the street/lane name of the correspondence address. (Mandatory Field)
- (g) **Mohalla/Village:** The allottee is required to provide the mohalla/village name of the correspondence address. (Mandatory Field)
- (h) **Select State:** The allottee is required to provide the state name of the correspondence address. (Mandatory Field)
- (i) **Select District:** The allottee is required to provide the district name of the correspondence address. (Mandatory Field)
- (j) **Pin code:** The allottee is required to provide the PIN Code of the correspondence address. (Mandatory Field)
- (k) **Password:** The complainant is required to set a password for logging into the eCourts Module. Passwords should be a minimum of six characters in length and should consist of following four-character sets - Lowercase alpha characters (eg a, b, c, d, e), Uppercase alpha characters (eg A, B, C, D, E), Numbers (eg 1, 2, 3, 4, 5) and Special symbol or punctuations characters (eg! @ # \$% & * _ + ~.,>) (Mandatory Field)
- (l) **Confirm Password:** The complainant is required to provide the same password that has been set in the 'Create Password' filed. (Mandatory Field)

The screenshot shows the registration interface of the U.P. RERA eCourts portal. On the left, there is a sidebar with the RERA logo and a 'Welcome' message. The main area is titled 'Register Now' and includes a language selector (Hindi/English) and buttons for 'Sign In' and 'Register'. Below this, there are radio buttons to select the user type: 'Allottees' (selected) or 'Association of Allottees(AOA)'. The registration form consists of two columns of input fields: 'Allottee Name*', 'Enter Your Mobile', 'House/Flat No*', 'Mohalla/Village', 'Select District', and 'Password' on the left; and 'Father's/Husband's Name*', 'Your Email', 'Street/Lane Name*', 'Select State', 'Pincode', and 'Confirm Password' on the right. A 'Register Now' button is located at the bottom right of the form.

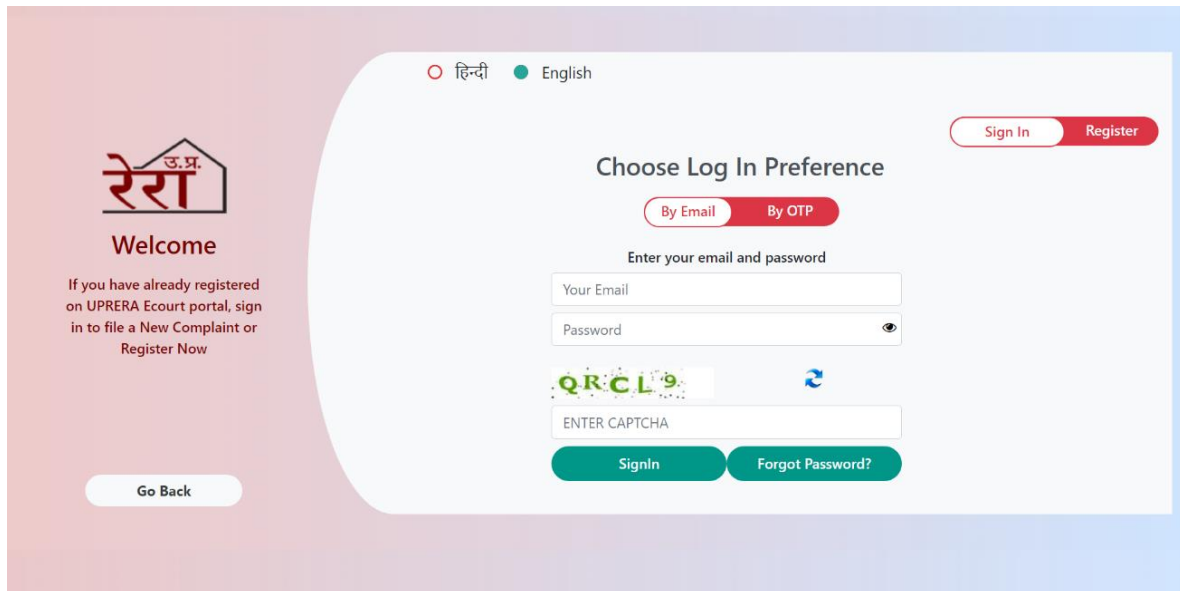
Note: The details such as Allottee Name, Email Address, Mobile Number, and Correspondence Address provided at the time of registration must be accurate. These details will be used for all complaint-related communications and documentation.

Once all the fields are filled, click on **Register Now** to complete the enrollment process.

3. Logging Into eCourts Module

Complainant will have the option of logging in either using the 'Email Address' or 'Mobile Number'.

3.1 Login by Email Address



The screenshot displays the login page of the U.P. RERA eCourts portal. On the left, there is a 'Welcome' message with the U.P. RERA logo and instructions for registered users to sign in or new users to register. The main login area on the right is titled 'Choose Log In Preference' and offers two options: 'By Email' (selected) and 'By OTP'. Below this, users are prompted to 'Enter your email and password', with input fields for 'Your Email' and 'Password'. A captcha image with the text 'QRCL9' is shown, followed by an 'ENTER CAPTCHA' field. At the bottom of the login section are 'SignIn' and 'Forgot Password?' buttons. Language options for Hindi and English are at the top, and 'Sign In' and 'Register' buttons are in the top right corner.

Step 1: Enter the 'Email Address' and 'Password' provided at the time of enrollment.

Step 2: Enter the captcha shown on the screen in the field (The captcha is not case sensitive) and click on **SignIn** to log into Complainant's Dashboard.

In case the complainant forgets the password, click on **Forgot Password?** to reset the password.

3.2 Login by Mobile Number

The screenshot shows the login interface of the UPRERA Ecourt portal. On the left, there is a logo with the text 'रेरा' and 'उ.प्र.' above it, followed by 'Welcome' and a message: 'If you have already registered on UPRERA Ecourt portal, sign in to file a New Complaint or Register Now'. Below this is a 'Go Back' button. On the right, there is a language selector with 'हिन्दी' (Hindi) and 'English'. Below that, there are 'Sign In' and 'Register' buttons. The main heading is 'Choose Log In Preference', with 'By Email' and 'By OTP' buttons. Under 'By OTP', there is a text input field labeled 'Enter Mobile No.' and a 'Send' button.

Step 1: Enter the 'Mobile Number' provided at the time of enrollment and click on **Send**. The page will automatically be redirected to the OTP verification page. Following message will be sent to your mobile number with a 5-digit One Time Password (OTP)

"Your OTP for Login for E-court is XXXXX -UPRERA"

The screenshot shows the OTP verification page. It has the same layout as the previous page, but the 'By Email' button is selected under 'Choose Log In Preference'. The text input field is labeled 'Enter OTP'. Below the input field are 'Verify' and 'Resend' buttons.

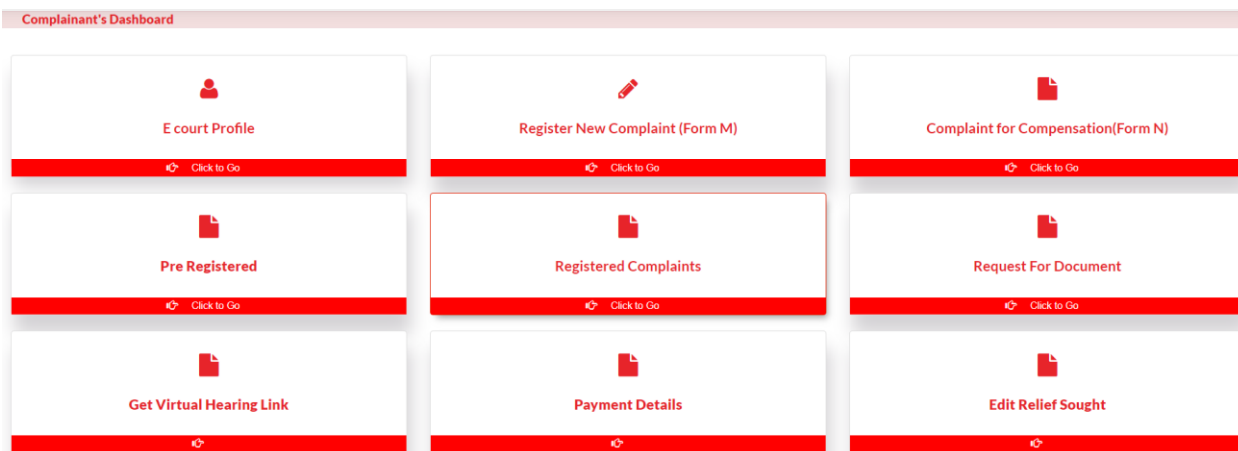
Step 2: Enter the OTP received on mobile number in the 'Enter OTP' field and click on **Verify** to log into Complainant Dashboard.

In case the OTP is not received on the mobile number, click on Resend to receive the OTP against on your mobile number.

If, in case, the OTP is still not received on the mobile number, use the "Login by Email" option to log into Complainant's Dashboard.

4. Complainant's Dashboard

Complainant Dashboard is the first page shown on the screen after login. The dashboard has all the following links related to complaint management: -



- (a) **E Court Profile:** This link to be used for creation and update of eCourt Profile of the complainant.
- (b) **Registered New Complaint (Form M):** This link to be used for filing a new complaint using Form M.
- (c) **Complaint for Compensation (Form N):** This link to be used for filing a complaint for compensation using Form N.
- (d) **Pre-Registered:** This link to be used for accessing partially filled complaint forms that have not yet been submitted.
- (e) **Registered Complaints:** This link to be used for accessing complaints that have been submitted.
- (f) **Request for Document:** This link to be used for requesting a copy of documents.
- (g) **Get Virtual Hearing Link:** This link to be used for Virtual Court link for hearings on the complaints.
- (h) **Payment Details:** This link to be used for updating the payment details.
- (i) **Edit Relief Sought:** This link to be used for updating the relief sought during filing of complaint.

5. Update Complainant Profile

The screenshot shows a web form titled "User Profile: View Information". It contains two columns of input fields. The left column includes "Allottee/Complainant Name", "Primary Mobile No.*", "Primary Email*", and "Primary Address". The right column includes "Father's/Husband's Name**", "Secondary Mobile No.", "Secondary Email", and "Correspondence Address*". There are "Go Back" and "UPDATE" buttons at the top right and bottom right respectively. Some fields have a small edit icon (pencil) next to them.

Step 1: After logging into the eCourts Module, the Complainant Dashboard will be shown on the screen. The complainant is required to click on “Profile” on the navigation bar to update the following fields of the complainant profile:

- (a) Allottee/Complainant Name:** The field is auto filled using the date provided during enrollment and cannot be edited.
- (b) Father’s/Husband Name:**
- (c) Primary Mobile No:** The field is auto filled using the date provided during enrollment and cannot be edited.
- (d) Secondary Mobile No:** The complainant can provide an alternate mobile number. (Not a mandatory field)
- (e) Primary Email:** The field is auto filled using the date provided during enrollment and cannot be edited.
- (f) Secondary Email:** The complainant can provide an alternate email address. (Not a mandatory field)
- (g) Primary Address:** The complainant can provide the permanent/primary address if different from correspondence address. (Not a mandatory field)
- (h) Correspondence Address:** This field is auto filled using the date provided during enrollment and cannot be edited.

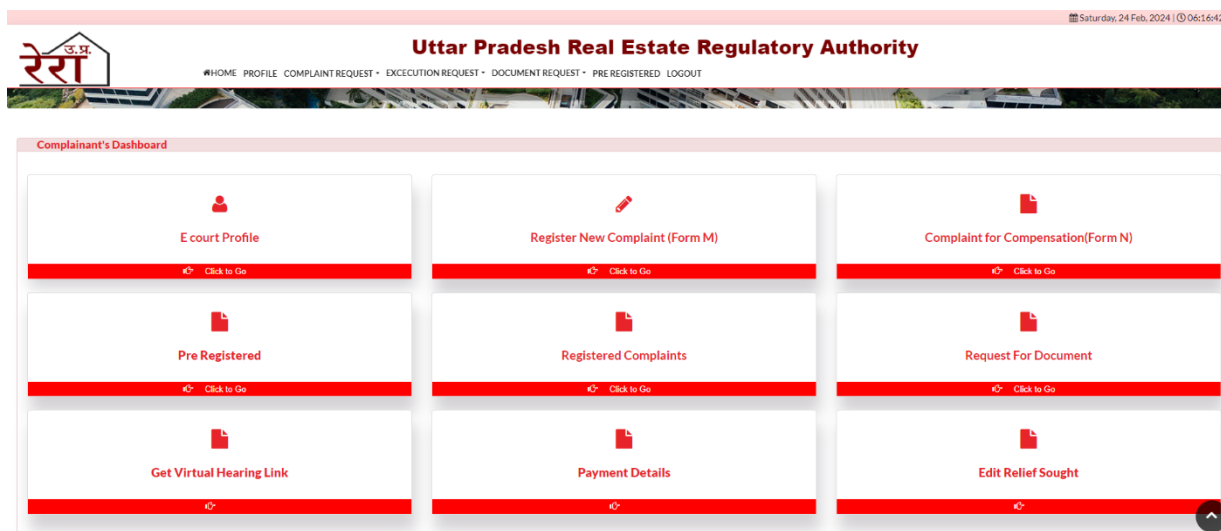
Step 2: Once the information is provided in the above fields, click on **UPDATE** to update the complainant profile. After update, the screen will automatically get redirected to “Complainant Dashboard”.

6. Filing of Complaint Against Promoter

Complainant has the option to file a complaint under the following two categories:

- (a) Form M:** This form can be utilized by allottees to file a complaint for any dispute with a real estate promoter or a real estate agent before the Authority.

(b) **Form N:** This form can be utilized by allottees to file a complaint regarding any compensation related matters where a real estate promoter or a real estate agent is at fault before the Adjudicating Officer.



6.1 Filing a Complaint Using Form 'M'

Step 1: Complainant is required to click **Register New Complaint (Form M)** on Complainant's Dashboard to initiate the complaint filing process. Before the complaint form is shown to the complainant, the following pop-up window would open.

Do you want to opt for conciliation ?

Why Conciliation Forum ?

- Since the promoter also consents to the conciliation application
 - there are greater chances of expeditious resolution of the matter.
 - It is expected that the promoter will readily abide by the settlement at the conciliation forum since he has consented to the settlement.
- The applicant will not have to undergo the long process of execution proceedings.
- The parties will not have to spend on such items like the fee of the Chartered Accountant, Company Secretary, Cost Accountant and Advocate.
- The forum also aims at obviating the long run process of litigation for resolution of disputes.
- Even if the conciliation proceedings fail, the applicant will be allowed to file complaint under Section 31 of the RERA Act against the fee deposited for conciliation.
- The conciliation is facilitated by the both the nominees of the buyer's and promoter's association and by highly experienced and knowledgeable conciliation consultant of UP RERA.

YES

NO

The complainant, at this stage, is provided an option to opt for Conciliation Forum as an alternate to resolve the demand for compensation through conciliation. Click on **YES** to opt for conciliation forum or **NO** to continue with the complaint application.

Step 2: In the first page of the complaint form, the complainant is required to first answer the following questions with a 'Yes' or 'No': -

(a) Is there an earlier order passed by RERA in this matter? – If this question is answered as ‘Yes’, then the complainant will be redirected to ‘Execution Request’ page. The next question is visible only if this question is answered as ‘No’.

(b) Is there any complaint u/s-31 pending in RERA? – If this question is answered as ‘Yes’, then the complainant will be advised to seek relief under the existing pending complaint and the page will get redirected to the Complainant Dashboard. The next question is visible only if this question is answered as ‘No’.

(c) Pending court case regarding this complaint (if any) – If this question is answered as ‘Yes’, then the complainant is advised to pursue the said case and seek relief from the concerned Forum/Commission. However, the complainant may choose to file a complaint in RERA after withdrawing the case pending in District Consumer Forum/State Consumer Dispute Redressal Commission (SCDRC)/National Consumer Disputes Redressal Commission (NCDRC) as per provisions of Section 71 of the RERA Act.

If this question is answered as ‘No’, the complainant is redirected to the second page of the complaint form.

Step 3: In the second page of the complaint form, the complainant is required to provide details of responding party. At this stage, the complainant has the option to either file a **Complaint Against Promoter** or **Complaint Against Agent**.

Complaint Form (Form M)

Responding Party Details

Complaint Against* Select Promoter*

Do you want to add another Promoter (If Any)
☒ No ☐ Yes

Do you want to add an Agent (If Any)
☒ No ☐ Yes

Select Project*

District* Competent Authority*

The case will be presented before the bench by* ☒ Allottee ☐ Authorized Representative

SAVE AND NEXT

(a) Complaint Against: Select ‘Promoter’ from the drop-down list. (Mandatory Field)

(b) Select Promoter: Select the name of the promoter from the drop-down list. (Mandatory Filed)

In case the promoter’s name is not available in the drop-down list, the complainant is required to select ‘Others’ to move forward. When ‘Others’ is selected, the ‘Select Promoter’ field will auto default to ‘Un-Registered’ and then provide the following details: -

User Manual for Filing of Complaints on eCourts Module of U.P. RERA Web Portal (Version 1.0)

Promoter Name*		Mobile Number*		Email*
<input type="text" value="Enter Promoter Name"/>		<input type="text" value="Mobile Number"/>		<input type="text" value="Email"/>
Sector	Street	Mohalla	Village	
<input type="text" value="Sector"/>	<input type="text" value="Street"/>	<input type="text" value="Mohalla"/>	<input type="text" value="Village"/>	
Thana	District*	State *	Pin Code	
<input type="text" value="Thana"/>	<input type="text" value="--Select--"/>	<input type="text" value="State"/>	<input type="text" value="Pin Code"/>	

- i. **Promoter Name:** Enter the name of the promoter company which booked/sold the unit to the complainant. (Mandatory)
 - ii. **Mobile Number:** Enter the mobile number of any one of the key officials/directors/owners of the promoter company. (Mandatory)
 - iii. **Email:** Enter the email address of the promoter company or any one of the key officials/directors/owners of the promoter company.
 - iv. **Sector:** Enter the name of sector of the address of the promoter company.
 - v. **Street:** Enter the name of the street of the address of the promoter company.
 - vi. **Mohalla:** Enter the name of Mohalla of the address of the promoter company.
 - vii. **Village:** Enter the name of village/city of the address of the promoter company.
 - viii. **Thana:** Enter the name of the thana of the address of the promoter company.
 - ix. **District:** Enter the name of district of the address of the promoter company. (Mandatory)
 - x. **State:** Enter the name of state of the address of the promoter company. (Mandatory)
 - xi. **Pin Code:** Enter the Pin Code of the address of the promoter company provided above.
- (c) **Do you want to add another Promoter (If Any):** Complaint has the option to include an additional promoter as a responding party to the complaint by selecting 'Yes'. If 'Yes' has been selected, then provide the following details: -

Do you want to add another Promoter (If Any)

☐ No ☒ Yes

Select Another Promoter *

SNo	Name*	Address*	Mobile No.*	Email Id*
1	<input type="text" value="Enter Promoter Name"/>	<input type="text" value="Enter Promoter Address"/>	<input type="text" value="Enter Promoter Mobile No"/>	<input type="text" value="Enter Promoter Email"/>

- i. **Name:** Enter the name of the promoter company.
- ii. **Address:** Enter the address of the promoter company.
- iii. **Mobile No:** Enter the mobile number of any one of the key officials/directors/owners of the promoter company.

- iv. **Email Id:** Enter the email address of the promoter company of any one of the key officials/directors/owners of the promoter company.

(d) Do you want to add an Agent (If Any): Complaint has the option to also include an Agent as a responding party to the complaint by selecting 'Yes'. If 'Yes' has been selected, the complainant is required to provide the following details –

Do you want to add an Agent (If Any)

☐ No ☒ Yes

Select Another Agent*

S.No	Name	Address	Mobile No.	Email
1	--Select--	Enter Agent Address	Enter Agent Mobile	Enter Agent Email

- Name:** Select the name of agent from the drop-down list.
- Address:** The address of the agent will be auto filled with the address of the agent available with U.P. RERA.
- Mobile No:** The address of the agent will be auto filled with the address of the agent available with U.P. RERA.
- Email:** The address of the agent will be auto filled with the address of the agent available with U.P. RERA.

(e) Select Project: Select the name of project from the drop-down list.

If 'Others' is selected under the 'Select Promoter' field, then manually type the name of project in the field. (Mandatory Field)

If 'None' is selected under the 'Select Project' field, then manually type the name of project in the field 'Project Name'.

District: This field is auto filled based on the location of the project selected in the above field. (Mandatory Field)

If 'Others' is selected under the 'Select Promoter' field, then select the name of district from the drop-down list.

If 'None' is selected under the 'Select Project' field, then select the name of district from the drop-down list.

Select Project*

None

Enter Project Name*

Enter Project Name

District*

--Select--

Competent Authority*

--Select--

(f) Competent Authority: This field is auto filled based on the sanctioning competent authority of the project selected in the above field. (Mandatory Field)

If 'Others' is selected under the 'Select Promoter' field, then select the name of competent authority from the drop-down list.

If 'None' is selected under the 'Select Project' field, then select the name of competent authority from the drop-down list.

Step 3: Once the above fields are filled, the complainant is required to select whether the complaint will be presented before the Bench by either 'Allottee' itself or by an 'Authorized Representative'.

Step 4: Click on **SAVE AND NEXT** to move to the next page of the complaint form.

Note: The complainant, after saving the first page can return to the complaint form at any given time in the future to continue with the complaint. Saving the page is essential to ensure the fields already filled are retained in the complaint form.

In case the complainant selects 'Allottee' as the option under Step 3 before clicking on **SAVE AND NEXT, the complainant will be redirected to third page (refer Step 7) of the complaint form.**

In case the complainant selects 'Authorized Representative' as the option under Step 3 before clicking on **SAVE AND NEXT, the complainant will be redirected to second page (refer Step 5) of the complaint form for adding the details of Authorized Representative.**

Step 5: In the second page of complaint form, select and provide the details of the 'Authorized Representative' by filing the following fields: -

Select the type of Authorized Representative from the drop down: Select any one from the options – Chartered Accountant, Company Secretary, Cost Accountant, Advocate and Family Member.

The succeeding fields will be based on the type of Authorized Representative selected.

(a) For Chartered Accountant, Company Secretary and Cost Accountant as Authorized Representative

The screenshot shows a web form for adding an Authorized Representative. At the top, there is a dropdown menu labeled 'Select the type of Authorized Representative from the drop down' with 'Chartered Accountant' selected. Below this are four input fields: 'Name of Authorized Representative*', 'Professional Registration Number*', 'Mobile Number*', and 'Email Address*'. Each field has a corresponding input box below it. Below these fields is a section for 'Upload Authorization Letter*' with a 'Choose File' button and a text box showing 'No file chosen'. To the right of this is a blue 'UPLOAD' button. At the bottom left is an orange 'PREVIOUS' button, and at the bottom right is a green 'SAVE AUTHORIZATION DETAILS' button.

- i. Name of Authorized Representative:** Enter the name of the authorized representative.
- ii. Professional Registration Number:** Enter the professional registration number of the authorized representative.
- iii. Mobile Number:** Enter the mobile number of the authorized representative.

iv. Email Address: Enter the email address of the authorized representative.

v. Upload Authorization Letter: Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

(b) For Advocate as Authorized Representative

Select the type of Authorized Representative from the drop down

Advocate

Name of Advocate* Bar Registration Number* Mobile Number* Email Address *

Name of Advocate Bar Registration Number.. Mobile Number.. Email..

Upload Vakalatnama*

Choose File No file chosen

UPLOAD

PREVIOUS

SAVE AUTHORIZATION DETAILS

i. Name of Advocate: Enter the name of advocate.

ii. Bar Registration Number: Enter the bar registration number of the advocate.

iii. Mobile Number: Enter the mobile number of the advocate.

iv. Email Address: Enter the email address of the advocate.

v. Upload Vakalatnama: Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

(c) For Family Member

Select the type of Authorized Representative from the drop down

Family Member

Select the relation type

Husband

Name of Authorized Representative* Mobile Number* Email Address *

Name of Authorized Representative Mobile Number.. Email..

Upload Authorization Letter*

Choose File No file chosen

UPLOAD

PREVIOUS

SAVE AUTHORIZATION DETAILS

i. Select the Relation Type: Select one of the options – Husband, Wife, Father, Mother, Son, Daughter, Brother and Sister from the drop-down.

ii. Name of Authorized Representative: Enter the name of authorized representative.

iii. Mobile Number: Enter the mobile number of authorized representative.

iv. Email Address: Enter the email address of authorized representative.

v. Upload Authorization Letter: Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

Step 6: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 7: In the third page of the complaint form, the following fields should be filled: -

- (a) Allottee/Complainant Name:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (b) Mobile Number:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (c) Email:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (d) Address:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (e) Apartment/Plot No. Booked:** The complainant is required to provide the unit number of the apartment / plot booked in the real estate project. (Mandatory Filed)
- (f) Total Value of Apartment/Plot:** The complainant is required to provide the total value of the unit i.e., apartment / plot booked in the real estate project. The total value must match the value given in the Builder Buyer Agreement/Agreement of Sale/Allotment Letter etc. (Mandatory Filed)
- (g) Amount Paid till Date (in Rupees):** The complainant is required to provide the total amount paid to the promoter till the date of filing of complaint. (Mandatory Filed)

Details of Co-Allottee (If applicable)

- (a) Co-Allottee Name:** This field is to be filled by the complainant during the filing of a complaint.
- (b) Mobile Number:** This field is to be filled by the complainant during the filing of a complaint.
- (c) Email:** This field is to be filled by the complainant during the filing of a complaint.
- (d) Address:** This field is to be filled by the complainant during the filing of a complaint.

The screenshot displays the 'Complaint Form (Form M)' with a 'Complaint Details' section. A note states: 'Note Name, email address, mobile number and correspondence address are obtained from the registration details. To change these details, please edit the profile details from the Profile tab on the Ecourts panel. You are advised to file complaint against only one unit at a time in the complaint form of UP RERA'. The form contains the following fields:

Allottee/ Complainant Name	Mobile Number	Email
<input type="text"/>	<input type="text"/>	<input type="text"/>

Address

Apartment/Plot No. Booked*	Total Value of Apartment/Plot *	Amount Paid Till Date(In Rupees)*
<input type="text" value="1"/>	<input type="text" value="1"/>	<input type="text" value="1"/>

Step 8: In the second section of third page of the complaint form, the complainant is required to provide the dates and upload the documents related to booking of the unit using the following fields:

- (a) **Date of Application/Booking of Unit Letter:** The complainant is required to provide the date given on the Application/Booking Form. (Mandatory Field)
- (b) **Application/Booking Form:** The complainant is required to select 'Yes' or 'No' based on whether the Application/Booking Form is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)
- (c) **Date of Allotment Letter:** The complainant is required to provide the date given on the Allotment Letter. (Mandatory Field)
- (d) **Allotment Letter:** The complainant is required to select 'Yes' or 'No' based on whether the Allotment Letter is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)
- (e) **Date of Completion as per Agreement for Sale / BBA:** The complainant is required to provide the date given on the Agreement for Sale / Build Buyer Agreement (BBA). (Mandatory Field)
- (f) **Agreement for Sale:** The complainant is required to select 'Yes' or 'No' based on whether the Agreement for Sale or Builder Buyer Agreement (BBA) is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)
- (g) **Date of Cancellation of Booking (if applicable):** The complainant is required to provide the date given on the Letter of Cancellation. (Not Mandatory)
- (h) **Letter of Cancellation:** The complainant is required to select 'Yes' or 'No' based on whether the letter of cancellation is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

#	Type	Date	Document Name(upload All the pages of document)	Is Available	Upload		
1	Date of Application/Booking of Unit Letter*	01/02/2024	Application/Booking Form	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="text" value="Choose File"/> N..n	UPLOAD	VIEW
2	Date of Allotment Letter*	01/02/2024	Allotment Letter	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="text" value="Choose File"/> N..n	UPLOAD	VIEW
3	Date of Completion as per Agreement For Sale/BBA *	01/02/2024	Agreement for sale	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="text" value="Choose File"/> N..n	UPLOAD	VIEW
4	Date of Cancellation of Booking (if applicable)	01/02/2024	Letter of Cancellation	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="text" value="Choose File"/> N..n	UPLOAD	VIEW

Note: The maximum size for the document to be uploaded in the above section must be 5 MB. The document file name must not have any spaces or special characters.

Step 9: In the third and last section of third page of the complaint form, the complainant has the option to upload additional documents related to booking of the unit. All the following fields are not mandatory and hence are auto defaulted to 'No'.

(a) Advertisement / Brochure / Prospective Copy: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select the document for upload.

(b) Payment Plan: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

		11321081296Dummy.pdf
Payment Plan	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File No file chosen 11321041156Dummy.pdf
Sanction Plan	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Lease deed/ Sub-lease document/Sale deed/ Conveyance deed	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Offer of Possession	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Letter of Possession	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Demand Letter/Communication Proofs	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Information through RTI	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Supplementary Agreement For Sale	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Vakalatnama	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Any Other	<input checked="" type="radio"/> No <input type="radio"/> Yes	

UPLOAD DOCUMENT

(c) Sanction Plan: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(d) Lease Deed/Sub-Lease Document/Sale Deed/Conveyance Deed: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(e) Offer of Possession: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(f) Letter of Possession: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(g) Demand Letter / Communication Proof: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(h) Information through RTI: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(i) Supplementary Agreement for Sale: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(j) Vakalatnama: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(k) Any Other: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

Click on **UPLOAD** at the end of the above fields, to upload all the documents.

Grace Period ☐ No ☒ Yes

Grace Period Duration*

Revised Date of Completion*

[PREVIOUS](#) [SAVE AND NEXT](#)

Step 8: Select 'Yes' in case there is an additional grace period for the date of completion as per the Agreement for Sale/Supplementary Agreement for Sale etc. By default, the field be auto selected as 'No'.

If 'Yes' is selected for Grace Period, following details are to be provided: -

- Grace Period Duration:** Select the grace period duration from the options - 1 to 12 months from the drop-down list. (Mandatory)
- Revised Date of Completion:** Enter the revised date of completion as applicable. (Mandatory)

Step 9: Click on [SAVE AND NEXT](#) to be move the next page of the complaint form. Click on [PREVIOUS](#) to return to the previous page.

Step 10: In first section of the fourth page of the complaint form, the complaint is required to provide the details of the payment made to the promoter.

(a) Receipt Type: Select 'Individual Receipts' option to enter details of individual receipts of payments or select 'Account Statement' to details of account statement showing the payment made.

For Individual Receipts

Details of Payment Made to Promoter

Receipt Type ☒ Individual Receipt ☐ Account Statement

S No	Date*	Amount(INR) *	Receipt No.*	Receipt *	Upload	
1	<input type="text" value="DD/MM/YYYY"/>	<input type="text" value="Amount"/>	<input type="text" value="Receipt No."/>	<input type="text" value="Choose File"/> No file chosen	UPLOAD	DELETE

[ADD MORE DETAILS OF PAYMENT](#)

Total amount Paid- Rs 231234 , Payment Receipt Uploaded-Rs. Kindly Upload receipt of remaining payment.

- Date of Receipt:** The complainant is required to provide the date given on the receipt or payment proof. (Mandatory)
- Amount (INR):** The complainant is required to provide the amount given on the receipt or payment proof. (Mandatory)
- Receipt No:** The complainant is required to provide the receipt number given on the receipt or payment proof. (Mandatory)
- Receipt:** The complaint is required to click on [Choose File](#) to select the PDF copy of receipt or payment proof document.

Click on [UPLOAD](#) to upload the document selected. Complainant can click on [VIEW](#) to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of payment. The fields described above will be the same for additional payment details.

By clicking on **DELETE**, the complainant has the option to delete the payment receipt details including the uploaded document, if required.

For Account Statement

Details of Payment Made to Promoter

Receipt Type ☐ Individual Receipt ☒ Account Statement

From* To* Amount (INR)* Receipt/Letter/Journal No.*

Account Statement* No file chosen

Total amount Paid- Rs 231234, Payment Receipt Uploaded-Rs. Kindly Upload receipt of remaining payment.

(a) From: Enter the From date of the account ledger provided by the promoter.

(b) To: Enter the To date of the account ledger provided by the promoter.

(c) Amount (INR): Enter the cumulative amount of the payments made and shown in the account ledger provided by the promoter. (Mandatory)

(d) Receipt / Letter / Journal No: Enter the receipt / letter / journal number of the account ledger provided by the promoter.

(e) Account Statement: Click on **Choose File** to select the PDF copy of account ledger for upload.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Note: The maximum size for the document to be upload in the above section must be 2 MB. The document file name must not have any spaces or special characters.

Step 11: In second section of the fourth page of the complaint form, the complainant is required to provide the details of the payment received from promoter using the following fields: -

(a) Date: The complainant is required to provide the date given on the receipt or proof of payment from the promoter. (Mandatory)

(b) Amount: The complainant is required to provide the amount given on the receipt or proof of payment from the promoter. (Mandatory)

(c) Payment Mode: The complainant is required to provide the date given on the receipt or proof of payment from the promoter. (Mandatory)

(d) Payment For: The complainant is required to provide the date given on the receipt or proof of payment from the promoter. (Mandatory)

(e) Transaction Number: The complainant is required to provide the date given on the receipt or proof of payment from the promoter. (Mandatory)

(f) Ground for Repayment: The complainant is required to provide the grounds of payment from the promoter from the options in the drop-down. (Mandatory)

(g) Receipt: The complainant is required to select the PDF copy of the receipt by clicking on **Choose File**.

Details of Payment Received from Promoter

Details of Payment Received from Promoter ☐ No ☒ Yes

S No	Date*	Amount*	Payment Mode*	Payment For*	Transaction Number*
1	DD/MM/YYYY	Amount	--Select--	--Select--	Transaction Number

Ground For Repayment* Receipt* No file chosen Reason*

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **Add More Details of Payment** to add further receipts of payment. The fields described above will be the same for additional payment details.

By clicking on **DELETE**, the complainant has the option to delete the payment receipt details including the uploaded document, if required.

Step 12: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 13: In the first section of the fifth page of the complaint form, the complainant is required to provide the details of bank loan, if any, availed by clicking on either 'Yes' or 'No'. If 'Yes' is selected, then the following fields are to be filled: -

Loan Details

Note: Attachment Size: 2 MB Max, Format: PDF only, File Name: without space and special character Please Upload PDF File as an Attachment for Faster Experience

Please Upload PDF File as an Attachment for Faster Experience

Details of Bank Loan

Is there a Bank Loan (relevant to this particular case)? ☐ No ☒ Yes

S no.	Loan Sanction Date*	Loan Amount (INR)*	Total Amount Disbursed By Bank*	Loan Sanction Letter*	Tripartite Agreement*	Upload	View Letter	View Agreement
1	01/02/2024	1	1	<input type="text" value="Choose File"/> No_en	<input type="text" value="Choose File"/> N_en	<input type="button" value="UPLOAD"/>	<input type="button" value="VIEW"/>	<input type="button" value="VIEW"/>

(a) Loan Sanction Date: The complaint is required to provide the date on which the bank / financial institution loan was sanctioned, which could be found on the sanction letter. (Mandatory)

(b) Loan Amount: The complainant is required to provide the total amount of the loan sanctioned by the bank/financial institution.

(c) Total Amount Disburse by Bank: The complainant is required to provide the total amount that was disbursed i.e., utilized from the total loan amount sanctioned by the bank/financial institution.

(h) Loan Sanction Letter: The complainant is required to select for upload a PDF copy of the bank/financial institution loan sanction letter by clicking on **Choose File**. (Mandatory)

(d) Tripartite Agreement: The complaint is required to select for upload a PDF copy of the bank/financial institution loan tripartite agreement by clicking on **Choose File**. (Mandatory)

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** under 'View Letter' to check the sanction letter that was uploaded, likewise can click on **VIEW** under 'View Agreement' to check the tripartite agreement that was uploaded.

Note: The maximum size for the document to be upload in the above section must be 2 MB. The document file name must not have any spaces or special characters.

Step 14: In the second section of the fifth page of complaint form, the complainant is required to provide the details of bank loan repayment, if any, by clicking on either 'Yes' or 'No'. If 'Yes' is selected, then the following fields are to be filled: -

S No	Date*	Amount(INR)*	Receipt No*	Receipt*	Upload*	View	Delete
1	01/02/2024	1	1	Choose File No file chosen	UPLOAD	VIEW	DELETE

ADD MORE DETAILS OF PAYMENT

(a) Date: The complaint is required to provide the date on which the bank / financial institution loan was sanctioned, which can be found on the sanction letter. (Mandatory)

(b) Amount (INR): The complainant is required to provide the amount repaid on the above provided date towards the loan sanctioned by the bank/financial institution. (Mandatory)

(c) Receipt No: The complainant is required to provide the receipt number for the repayment made towards loan amount sanctioned by the bank/financial institution. (Mandatory)

(i) Receipt: The complainant is required to select for upload a PDF copy of receipt of repayment towards loan availed by clicking on **Choose File**. (Mandatory)

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of repayment. The fields described above will be the same for additional repayment details.

By clicking on **DELETE**, the complainant has the option to delete the repayment receipt details including the uploaded document, if required.

Step 15: In the third section of fifth page of the complaint form, the complainant is required to provide the details of reimbursements from the promoter against the pre-EMI, if any, paid by the complainant by clicking on either 'Yes' or 'No'. If 'Yes' has been selected, then the following fields are to be filled: -

- (a) **Date:** The complainant is required to provide the date on which reimbursement was made by the promoter. (Mandatory)
- (b) **Amount:** The complainant is required to provide the amount that was reimbursed on the above selected date. (Mandatory)
- (c) **Payment Mode:** The complainant is required to provide the amount through which the reimbursement was made by the promoter on the above selected date. (Mandatory)
- (d) **Transaction Number:** The complainant is required to provide the transaction number for the reimbursement made by the promoter on the above selected date. (Mandatory)
- (e) **Receipt:** The complaint is required to select for upload a PDF copy of the receipt or payment proof for the reimbursed amount on the above selected date. (Mandatory)

Details of Re-imbursement by the Promoter of the pre-EMI paid by the Allottee

Is there any Re-imbursement By Promoter in lieu of pre-EMI

☐ No
 ☒ Yes

S No	Date*	Amount*	Payment Mode*	Transaction Number*	Receipt*	Upload*	View	
1	02/02/2024	1	DD	1	Choose File No file chosen	<div>UPLOAD</div>	<div>VIEW</div>	<div>DELETE</div>
<div>ADD MORE DETAILS OF PAYMENT</div>								

PREVIOUS

SAVE AND NEXT

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of reimbursement. The fields described above will be the same for additional reimbursement details.


By clicking on **DELETE**, the complainant has the option to delete the reimbursement receipt details including the uploaded document, if required.

Step 16: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 15: In the sixth page of the complaint form, the complainant is required to provide the details of the relief that is being sought from the Authority by selecting one of the following options: -

- (a) **Possession, delay interest along with registry of unit:** If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:48:25 PM



Uttar Pradesh Real Estate Regulatory Authority

HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

Relief Sought

☒ Possession, delay Interest along with Registry of the unit

☐ Refund

☐ Possession along with Registration of sale deed/lease deed

☐ Possession along with delay Interest

☐ Registration of Conveyance Deed of allotted Unit/Plot

☐ Delay Interest

☐ Possession

☐ Non-Issuance of Allotment letter& AFS/BBA

☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter

☐ Wrong Allotment of Alternate Unit


☐ Others

Ground For Complaint

#	Ground (s)
1	<input type="checkbox"/> the project is delayed and the work is slowed down
2	<input type="checkbox"/> the promoter has offered the possession after a considerable delay from the promised date of possession
3	<input type="checkbox"/> the promoter has not obtained the requisite certificates and NOCs necessary for obtaining O.C./C.C
4	<input type="checkbox"/> promoter is not giving possession for no fault of the Allottee
5	<input type="checkbox"/> the promoter is raising unreasonable demands
6	<input type="checkbox"/> Completion/Occupancy certificate is not available

(b) Refund: If this option has been selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:48:55



Uttar Pradesh Real Estate Regulatory Authority

HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

Relief Sought

☐ Possession, delay Interest along with Registry of the unit

☒ Refund

☐ Possession along with Registration of sale deed/lease deed

☐ Possession along with delay Interest

☐ Registration of Conveyance Deed of allotted Unit/Plot

☐ Delay Interest

☐ Possession

☐ Non-Issuance of Allotment letter& AFS/BBA

☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter

☐ Wrong Allotment of Alternate Unit


☐ Others

Ground For Complaint

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input type="checkbox"/> Delay in handing over the possession of Unit	
2	<input type="checkbox"/> Discontinuation of the work of project for any reason other than force majeure	
3	<input type="checkbox"/> Affected by incorrect, false, misleading information contained in notice/prospectus/advertisements	
4	<input type="checkbox"/> Stoppage of Work due to suspension or revocation of registration of project	
5	<input type="checkbox"/> Multiple sale of Unit	
6	<input type="checkbox"/> After cancellation of allotment of unit, the promoter has not refunded the entire amount.	

(c) Possession along with registration of sale deed/lease deed: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

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Uttar Pradesh Real Estate Regulatory Authority

HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

→ Relief Sought

☐ Possession, delay Interest along with Registry of the unit

☒ Possession along with Registration of sale deed/lease deed

☐ Registration of Conveyance Deed of allotted Unit/Plot

☐ Possession

☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter

☐ Others

☐ Refund

☐ Possession along with delay Interest

☐ Delay Interest

☐ Non-Issuance of Allotment letter & AFS/BBA


☐ Wrong Allotment of Alternate Unit

Ground For Complaint

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input type="checkbox"/> the project is delayed and the work is slowed down	
2	<input type="checkbox"/> the promoter has not obtained the requisite certificates and NOCs	
3	<input type="checkbox"/> Promoter has not completed Development/Construction work as per Sanctioned Plan	
4	<input type="checkbox"/> promoter is not giving possession for no fault of the Allottee	
5	<input type="checkbox"/> the promoter is raising unreasonable demands	
6	<input type="checkbox"/> the Completion/Occupancy certificate is not available	

(d) Possession along with delay interest: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

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Uttar Pradesh Real Estate Regulatory Authority

HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

→ Relief Sought

☐ Possession, delay Interest along with Registry of the unit

☐ Possession along with Registration of sale deed/lease deed

☐ Registration of Conveyance Deed of allotted Unit/Plot

☐ Possession

☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter

☐ Others

☐ Refund

☒ Possession along with delay Interest

☐ Delay Interest

☐ Non-Issuance of Allotment letter & AFS/BBA


☐ Wrong Allotment of Alternate Unit

Ground For Complaint

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input type="checkbox"/> the project is delayed and the work is slowed down	
2	<input type="checkbox"/> the promoter has not obtained the requisite certificates and NOCs	
3	<input type="checkbox"/> the Promoter has not completed Development/Construction work as per Sanctioned Plan	
4	<input type="checkbox"/> promoter is not giving possession for no fault of the Allottee	
5	<input type="checkbox"/> Completion/Occupancy certificate is not available	

(e) Registration of conveyance deed of allotted unit/plot: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:49:50 PM



Uttar Pradesh Real Estate Regulatory Authority
HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

← Relief Sought

☐ Possession, delay Interest along with Registry of the unit
☐ Possession along with Registration of sale deed/lease deed
☒ Registration of Conveyance Deed of allotted Unit/Plot
☐ Possession
☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter
☐ Others

☐ Refund
☐ Possession along with delay Interest
☐ Delay Interest
☐ Non-Issuance of Allotment letter& AFS/BBA
☐ Wrong Allotment of Alternate Unit


Ground For Complaint

#	
1	<input type="checkbox"/> the promoter is raising unreasonable demands for executing the registration of Conveyance Deed

PREVIOUS
SAVE AND NEXT

(f) Delay interest: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:49:50 PM



Uttar Pradesh Real Estate Regulatory Authority
HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

← Relief Sought

☐ Possession, delay Interest along with Registry of the unit
☐ Possession along with Registration of sale deed/lease deed
☐ Registration of Conveyance Deed of allotted Unit/Plot
☐ Possession
☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter
☐ Others

☐ Refund
☐ Possession along with delay Interest
☒ Delay Interest
☐ Non-Issuance of Allotment letter& AFS/BBA
☐ Wrong Allotment of Alternate Unit


Ground For Complaint

#	
1	<input type="checkbox"/> the promoter failed to complete the project within the time period stipulated in the Agreement for sale

PREVIOUS
SAVE AND NEXT

(g) Possession: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:50:31 PM



Uttar Pradesh Real Estate Regulatory Authority

HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

Relief Sought

☐ Possession, delay Interest along with Registry of the unit

☐ Possession along with Registration of sale deed/lease deed

☐ Registration of Conveyance Deed of allotted Unit/Plot

☒ Possession

☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter

☐ Others

☐ Refund

☐ Possession along with delay Interest

☐ Delay Interest

☐ Non-Issuance of Allotment letter& AFS/BBA


☐ Wrong Allotment of Alternate Unit

Ground For Complaint

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input type="checkbox"/> the project is delayed and the work is slowed down	
2	<input type="checkbox"/> the promoter has not secured required certificates and NOCs	
3	<input type="checkbox"/> Promoter has not completed Development/Construction work as per Sanctioned Plan	
4	<input type="checkbox"/> promoter is not giving possession for no fault of the allottee	
5	<input type="checkbox"/> Completion/Occupancy certificate is not available	
6	<input type="checkbox"/> the promoter is raising unreasonable demands	

(h) Non-issuance of Allotment Letter & AFS/BBA: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:50:54 PM



Uttar Pradesh Real Estate Regulatory Authority

HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

Relief Sought

☐ Possession, delay Interest along with Registry of the unit

☐ Possession along with Registration of sale deed/lease deed

☐ Registration of Conveyance Deed of allotted Unit/Plot

☐ Possession

☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter

☐ Others

☐ Refund

☐ Possession along with delay Interest

☐ Delay Interest

☒ Non-Issuance of Allotment letter& AFS/BBA


☐ Wrong Allotment of Alternate Unit

Ground For Complaint

#	Ground (s)	Explanatory Note(s)
1	<input checked="" type="checkbox"/> The Promoter has not entered into Agreement for sale according to Section 13 of the RERA Act, 2016	Enter Explanatory Note..
2	<input type="checkbox"/> The allottee has deposited the booking amount for allotment of unit however after passing of substantial time the promoter has failed to issue the allotment letter and/or to execute agreement for sale	
3	<input type="checkbox"/> The Promoter is charging an exorbitant amount as penalty for delay payment in contravention of Uttar Pradesh Real Estate (Regulation and Development) (Agreement for Sale/Lease) Rules, 2018 however the Promoter has not provided the Allotment letter and Agreement for sale	
4	<input type="checkbox"/> The promoter has issued illegal demand letter(s) without entering into agreement for sale	

(i) Restoration of Allotment due to cancellation of allotted unit by the Promoter: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:51:12 F



Uttar Pradesh Real Estate Regulatory Authority
HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

Relief Sought

☐ Possession, delay Interest along with Registry of the unit
☐ Possession along with Registration of sale deed/lease deed
☐ Registration of Conveyance Deed of allotted Unit/Plot
☐ Possession
☒ Restoration of Allotment due to cancellation of allotted Unit by the promoter
☐ Others

☐ Refund
☐ Possession along with delay Interest
☐ Delay Interest
☐ Non-Issuance of Allotment letter& AFS/BBA
☐ Wrong Allotment of Alternate Unit


Ground For Complaint

#	
1	<input type="checkbox"/> The cancellation of allotment is not in accordance with the terms of agreement for sale
2	<input type="checkbox"/> The cancellation of allotment is unilateral and without any sufficient cause
3	<input type="checkbox"/> The promoter has issued illegal demand letter(s) without entering into agreement for sale and thereafter cancelled the booked unit

PREVIOUS
SAVE AND NEXT

(j) Wrong Allotment of alternate unit: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:51:12 F



Uttar Pradesh Real Estate Regulatory Authority
HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

Relief Sought

☐ Possession, delay Interest along with Registry of the unit
☐ Possession along with Registration of sale deed/lease deed
☐ Registration of Conveyance Deed of allotted Unit/Plot
☐ Possession
☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter
☐ Others


☐ Refund
☐ Possession along with delay Interest
☐ Delay Interest
☐ Non-Issuance of Allotment letter& AFS/BBA
☒ Wrong Allotment of Alternate Unit

Ground For Complaint

#	
1	<input type="checkbox"/> The alternate unit allotted is of smaller size than originally allotted unit
2	<input type="checkbox"/> The alternate unit allotted is of smaller size than originally allotted unit and no refund with interest against extra amount received
3	<input type="checkbox"/> The alternate unit allotted is of smaller size than originally allotted unit but no relaxation in price of the unit is provided
4	<input type="checkbox"/> The alternate unit allotted is of larger size than originally allotted unit without the consent and extra amount is being charged

(k) Others: If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Tuesday, 25 Jun, 2024 | 01:53:09 PM



Uttar Pradesh Real Estate Regulatory Authority
HOME PROFILE COMPLAINT REQUEST EXECUTION REQUEST DOCUMENT REQUEST PRE REGISTERED LOGOUT

Relief Sought

- ☐ Possession, delay Interest along with Registry of the unit
- ☐ Possession along with Registration of sale deed/lease deed
- ☐ Registration of Conveyance Deed of allotted Unit/Plot
- ☐ Possession
- ☐ Restoration of Allotment due to cancellation of allotted Unit by the promoter
- ☒ Others

- ☐ Refund
- ☐ Possession along with delay Interest
- ☐ Delay Interest
- ☐ Non-Issuance of Allotment letter & AFS/BBA
- ☐ Wrong Allotment of Alternate Unit

Ground For Complaint

#	Others
1	<input type="checkbox"/> Charges not as per BBA/AFS except Statutory charges levied by Authority or by Orders of Courts-
2	<input type="checkbox"/> Electricity Connection for Unit
3	<input type="checkbox"/> Water connection for Unit
4	<input type="checkbox"/> Allotment of Garage/Parking Slot for the Unit
5	<input type="checkbox"/> Lift related issues (Non-installation or Non-operationalization)
6	<input type="checkbox"/> Non issuance of payment receipts
7	<input type="checkbox"/> Account Reconciliation
8	<input type="checkbox"/> Issuance of credit note

Step 16: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 17: In the seventh page of complaint form, the complaint is required to provide the request for interim relief, if any, in a maximum 500 characters.

Request For Interim Relief(If Any) (Max. 500 Characters Allowed)

Relief

PREVIOUS

SAVE AND NEXT

Step 18: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 19: In the eighth page of complaint form, the complainant has the option to provide any additional facts, as applicable, to support the complaint, by filing the following fields: -

Complaint Form (Form M)

Other Facts of the Case (if applicable, Max. 5 facts)

S.No.	Facts of the case	Document Name	Upload File	Upload		
1	Facts	Name	Choose File No...on	<div style="background-color: #008080; color: white; padding: 5px 10px; border-radius: 5px;">UPLOAD</div>	<div style="background-color: #008080; color: white; padding: 5px 10px; border-radius: 5px;">VIEW</div>	<div style="background-color: #ff0000; color: white; padding: 5px 10px; border-radius: 5px;">DELETE</div>
<div style="display: flex; justify-content: space-between; align-items: center;"> <div style="background-color: #008080; color: white; padding: 5px 10px; border-radius: 5px;">ADD MORE</div> </div>						

PREVIOUS

SAVE AND NEXT

(a) Facts of the Case: The complainant is required to provide the fact of the case.

(b) Document Name: The complainant is required to summarize the content of the document that is being uploaded as fact of the case.

(c) Upload File: The complainant is required to select for upload a PDF copy of the document that is being uploaded as an additional fact.

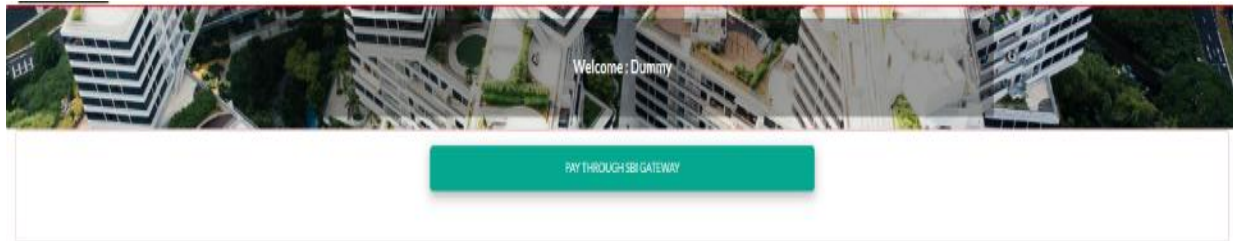
Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE** to add further facts. The fields described above will be the same for additional facts of the case.

By clicking on **DELETE**, the complainant has the option to delete the facts including the uploaded document, if required.

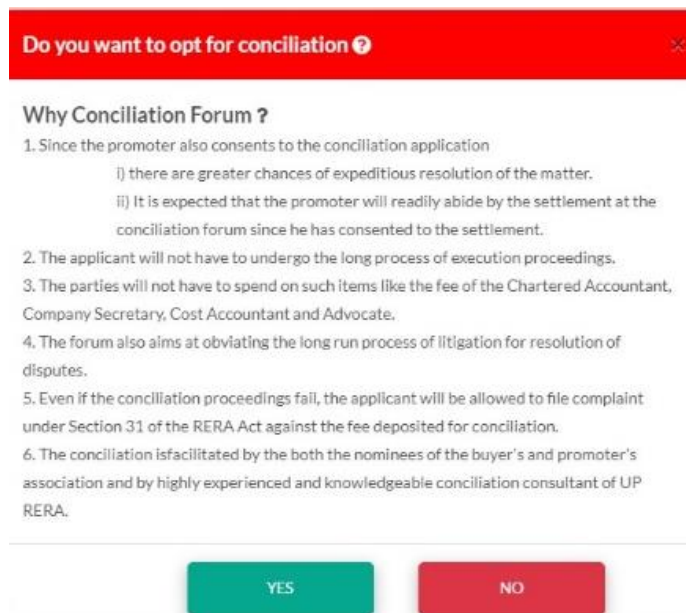
Step 20: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 21: In the ninth and the final page of complaint form, the complainant is required to click on **PAY THROUGH SBI GATEWAY** for initiating the payment of Rs. 1,000/- for filing the complaint.



6.2 Filing a Complaint Using Form 'N'

Step 1: Complainant is required to click on **Complaint for Compensation (Form N)** on the Complainant's Dashboard to initiate the complaint filing process. The complainant will be directed to the following page for filing a complaint.



Do you want to opt for conciliation ?

Why Conciliation Forum ?

1. Since the promoter also consents to the conciliation application
 - i) there are greater chances of expeditious resolution of the matter.
 - ii) It is expected that the promoter will readily abide by the settlement at the conciliation forum since he has consented to the settlement.
2. The applicant will not have to undergo the long process of execution proceedings.
3. The parties will not have to spend on such items like the fee of the Chartered Accountant, Company Secretary, Cost Accountant and Advocate.
4. The forum also aims at obviating the long run process of litigation for resolution of disputes.
5. Even if the conciliation proceedings fail, the applicant will be allowed to file complaint under Section 31 of the RERA Act against the fee deposited for conciliation.
6. The conciliation is facilitated by the both the nominees of the buyer's and promoter's association and by highly experienced and knowledgeable conciliation consultant of UP RERA.

YES **NO**

The complainant, at this stage, is provided an option to opt for Conciliation Forum as an alternate to resolve the demand for compensation through conciliation. Click on **YES** to opt for conciliation forum or **NO** to continue with the complaint application.

Step 2: In the first page of the complaint form, the complainant is required to first answer the following questions with a 'Yes' or 'No': -

- (a) Is there an earlier order passed by RERA in this matter?** – If this question is answered as 'Yes', then the complainant will be redirected to 'Execution Request' page. The next question is visible only if this question is answered as 'No'.
- (b) Is there any complaint u/s-31 pending in RERA?** – If this question is answered as 'Yes', then the complainant will be advised to seek relief under the existing pending complaint and the page will get redirected to the Complainant Dashboard. The next question is visible only if this question is answered as 'No'.
- (c) Pending court case regarding this complaint (if any)** – If this question is answered as 'Yes', then the complainant is advised to pursue the said case and seek relief from the concerned Forum/Commission. However, the complainant may choose to file a complaint in RERA after withdrawing the case pending in District Consumer Forum/State Consumer Dispute Redressal Commission (SCDRC)/National Consumer Disputes Redressal Commission (NCDRC) as per provisions of Section 71 of the RERA Act.

If this question is answered as 'No', the complainant is redirected to the second page of the complaint form.

Step 3: In the second page of the complaint form, the complainant is required to provide details of responding party.

Complaint for Compensation Form (Form N)

Responding Party Details

Complaint Against*
Promoter

Select Project*
--Select--

District*
--Select--

Select Promoter*
--Select--

Competent Authority*
--Select--

The case will be presented before the bench by *

☒ Allottee ☐ Authorized Representative

SAVE AND NEXT

(a) Complaint Against: Select 'Promoter' from the drop-down list. (Mandatory Field)

(b) Select Promoter: Select the name of the promoter from the drop-down list. (Mandatory Filed)

In case the promoter's name is not available in the drop-down list, the complainant is required to select 'Others' to move forward. When 'Others' is selected, the 'Select Promoter' field will auto default to 'Un-Registered' and then provide the following details: -

Promoter Name*
Enter Promoter Name

Mobile Number*
Mobile Number

Email*
Email

Sector
Sector

Street
Street

Mohalla
Mohalla

Village
Village

Thana
Thana

District*
--Select--

State*
State

Pin Code
Pin Code

- i. **Promoter Name:** Enter the name of the promoter company which booked/sold the unit to the complainant. (Mandatory)
- ii. **Mobile Number:** Enter the mobile number of any one of the key officials/directors / owners of the promoter company. (Mandatory)
- iii. **Email:** Enter the email address of the promoter company or any one of the key officials/directors/owners of the promoter company.
- iv. **Sector:** Enter the name of sector of the address of the promoter company.
- v. **Street:** Enter the name of street of the address of the promoter company.
- vi. **Mohalla:** Enter the name of mohalla of the address of the promoter company.
- vii. **Village:** Enter the name of village/city of the address of the promoter company.
- viii. **Thana:** Enter the name of the thana of the address of the promoter company.
- ix. **District:** Enter the name of district of the address of the promoter company. (Mandatory)
- x. **State:** Enter the name of state of the address of the promoter company. (Mandatory)
- xi. **Pin Code:** Enter the Pin Code of the address of the promoter company provided above.

(c) Select Project: Select the name of project from the drop-down list.

If 'Others' is selected under the 'Select Promoter' field, then manually type the name of project in the field. (Mandatory Field)

If 'None' is selected under the 'Select Project' field, then manually type the name of project in the field 'Project Name'.

District: This field is auto filled based on the location of the project selected in the above field. (Mandatory Field)

If 'Others' is selected under the 'Select Promoter' field, then select the name of district from the drop-down list.

If 'None' is selected under the 'Select Project' field, then select the name of district from the drop-down list.

(d) Competent Authority: This field is auto filled based on the sanctioning competent authority of the project selected in the above field. (Mandatory Field)

If 'Others' is selected under the 'Select Promoter' field, then select the name of competent authority from the drop-down list.

If 'None' is selected under the 'Select Project' field, then select the name of competent authority from the drop-down list.

The screenshot displays a web form with four input fields. The first field, labeled 'Select Project*', is a dropdown menu with 'None' selected. The second field, labeled 'Enter Project Name*', is a text box containing 'Enter Project Name'. The third field, labeled 'District*', is a dropdown menu with '--Select--' selected. The fourth field, labeled 'Competent Authority*', is a dropdown menu with '--Select--' selected.

Step 3: Once the above fields are filled, the complainant is required to select whether the complaint will be presented before the Bench by either 'Allottee' itself or by an 'Authorized Representative'.

Step 4: Click on **SAVE AND NEXT** to move to the next page of the complaint form.

Note: The complainant after saving the first page can return to the complaint form at any given time in the future to continue with the complaint. Saving the page is essential to ensure the fields already filled are retained in the complaint form.

In case the complainant selects 'Allottee' as the option under Step 3 before clicking on **SAVE AND NEXT, the complainant will be redirected to third page (refer Step 7) of the complaint form.**

In case the complainant selects 'Authorized Representative' as the option under Step 3 before clicking on **SAVE AND NEXT, the complainant will be redirected to second page (refer Step 5) of the complaint form for adding the details of Authorized Representative.**

Step 5: In the second page of complaint form, select and provide the details of the 'Authorized Representative' by filing the following fields: -

Select the type of Authorized Representative from the drop down: Select any one from the options – Chartered Accountant, Company Secretary, Cost Accountant, Advocate and Family Member.

The succeeding fields will be based on the type of Authorized Representative selected.

(a) For Chartered Accountant, Company Secretary and Cost Accountant as Authorized Representative

The screenshot shows a web form for selecting an Authorized Representative. At the top, there is a dropdown menu labeled 'Select the type of Authorized Representative from the drop down' with 'Chartered Accountant' selected. Below this are four input fields: 'Name of Authorized Representative*', 'Professional Registration Number*', 'Mobile Number*', and 'Email Address*'. Each field has a corresponding label and a text input box. Below these fields is a section for 'Upload Authorization Letter*' with a 'Choose File' button and a text box showing 'No file chosen'. To the right of this is a blue 'UPLOAD' button. At the bottom left is an orange 'PREVIOUS' button, and at the bottom right is a green 'SAVE AUTHORIZATION DETAILS' button.

- i. **Name of Authorized Representative:** Enter the name of the authorized representative.
- ii. **Professional Registration Number:** Enter the professional registration number of the authorized representative.
- iii. **Mobile Number:** Enter the mobile number of the authorized representative.
- iv. **Email Address:** Enter the email address of the authorized representative.
- v. **Upload Authorization Letter:** Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

(b) For Advocate as Authorized Representative

The screenshot shows a web form for selecting an Authorized Representative. At the top, there is a dropdown menu labeled 'Select the type of Authorized Representative from the drop down' with 'Advocate' selected. Below this are four input fields: 'Name of Advocate*', 'Bar Registration Number*', 'Mobile Number*', and 'Email Address*'. Each field has a corresponding label and a text input box. Below these fields is a section for 'Upload Vakalatnama*' with a 'Choose File' button and a text box showing 'No file chosen'. To the right of this is a blue 'UPLOAD' button. At the bottom left is an orange 'PREVIOUS' button, and at the bottom right is a green 'SAVE AUTHORIZATION DETAILS' button.

- i. **Name of Advocate:** Enter the name of advocate.
- ii. **Bar Registration Number:** Enter the bar registration number of the advocate.
- iii. **Mobile Number:** Enter the mobile number of the advocate.
- iv. **Email Address:** Enter the email address of the advocate.
- v. **Upload Vakalatnama:** Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

(c)For Family Member

Select the type of Authorized Representative from the drop down

Family Member

Select the relation type

Husband

Name of Authorized Representative*

Mobile Number*

Email Address*

Name of Authorized Representative

Mobile Number..

Email..

Upload Authorization Letter*

Choose File No file chosen

UPLOAD

PREVIOUS

SAVE AUTHORIZATION DETAILS

- i. **Select the Relation Type:** Select one of the options – Husband, Wife, Father, Mother, Son, Daughter, Brother and Sister from the drop-down.
- ii. **Name of Authorized Representative:** Enter the name of authorized representative.
- iii. **Mobile Number:** Enter the mobile number of authorized representative.
- iv. **Email Address:** Enter the email address of authorized representative.
- v. **Upload Authorization Letter:** Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

Step 6: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 7: In the third page of the complaint form, the complainant is required to provide the following details:-

- (a) Is there any complaint registered / disposed in RERA for this compensation case?** – Select either 'Yes' or 'No'. If 'Yes' is selected, then enter the previous complaint number in the filed and click on **VERIFY COMPLAINT**.

Is there any complaint registered/dispensed in RERA for this compensation case?

☐ No ☒ Yes

Enter Registered Complaint Number?*

Complaint Number

VERIFY COMPLAINT

If the complaint number entered in correct, you will be shown a message '**Complaint Verified**'.

Allottee/ Complainant Name

Mobile No.

Email ID

Address

Apartment/Plot No. Booked*

Total Value of Apartment/Plot*

Amount Paid Till Date*

Amount

Apartment/Plot No. Booked

Total Value of Apartment/Plot

- (b) Allottee/Complainant Name:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (c) Mobile Number:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (d) Email ID:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (e) Address:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (f) Apartment/Plot No. Booked:** The complainant is required to provide the unit number of the apartment/plot booked in the real estate project. (Mandatory Filed)
- (g) Total Value of Apartment/Plot:** The complainant is required to provide the total value of the unit i.e., apartment / plot booked in the real estate project. The total value must match the value given in the Builder Buyer Agreement/Agreement of Sale/Allotment Letter etc. (Mandatory Filed)
- (h) Amount Paid Till Date:** The complainant is required to provide the total amount paid to the promoter till the date of filing of complaint. (Mandatory Filed)

Step 8: In the second section of third page of complaint form, the complainant is required to provide the dates and upload the documents related to booking of the unit using the following fields: -

- (a) Date of Application/Booking of Unit Letter:** The complainant is required to provide the date given on the Application/Booking Form. (Mandatory Field)

Application/Booking Form: The complainant is required to select 'Yes' or 'No' based on whether the Application/Booking Form is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

- (b) Date of Allotment:** The complainant is required to provide the date given on the Allotment Letter. (Mandatory Field)

Allotment Letter: The complainant is required to select 'Yes' or 'No' based on whether the Allotment Letter is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

- (c) Date of Completion as per Agreement for Sale/BBA:** The complainant is required to provide the date given on the Agreement for Sale/Build Buyer Agreement (BBA). (Mandatory Field)

Agreement for Sale: The complainant is required to select 'Yes' or 'No' based on whether the Agreement for Sale or Builder Buyer Agreement (BBA) is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

- (d) Date of Cancellation of Booking (if applicable):** The complainant is required to provide the date given on the Letter of Cancellation. (Not Mandatory)

Letter of Cancellation: The complainant is required to select 'Yes' or 'No' based on whether the letter of cancellation is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

#	Type	Date	Document Name(upload All the pages of document)	Is Available	Upload		
1	Date of Application/Booking of Unit Letter*	01/02/2024	Application/Booking Form	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N...n	UPLOAD	VIEW
2	Date of Allotment Letter*	01/02/2024	Allotment Letter	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N...n	UPLOAD	VIEW
3	Date of Completion as per Agreement For Sale/BBA *	01/02/2024	Agreement for sale	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N...n	UPLOAD	VIEW
4	Date of Cancellation of Booking (If applicable)	01/02/2024	Letter of Cancellation	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N...n	UPLOAD	VIEW

Note: The maximum size for the document to be upload in the above section must be 5 MB. The document file name must not have any spaces or special characters.

Step 8: Select 'Yes' in case there is an additional grace period for the date of completion as per the Agreement for Sale/Supplementary Agreement for Sale etc. By default, the field be auto selected as 'No'.

Grace Period
☐ No ☒ Yes

Grace Period Duration*
--Select--

Revised Date of Completion*
DD/MM/YYYY

PREVIOUS
SAVE AND NEXT

If 'Yes' is selected for Grace Period, following details are to be provided: -

iii. Grace Period Duration: Select the grace period duration from the options - 1 to 12 months from the drop-down list. (Mandatory)

iv. Revised Date of Completion: Enter the revised date of completion as applicable. (Mandatory)

Step 9: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 10: In first section of the fourth page of the complaint form, the complaint is required to provide the details of the payment made to the promoter.

(b) Receipt Type: Select 'Individual Receipts' option to enter details of individual receipts of payments or select 'Account Statement' to details of account statement showing the payment made.

For Individual Receipts

Details of Payment Made to Promoter

Receipt Type ☒ Individual Receipt ☐ Account Statement

S No	Date*	Amount(INR) *	Receipt No.*	Receipt *	Upload	
1	DD/MM/YYYY	Amount	Receipt No.	Choose File No file chosen	UPLOAD	DELETE

[ADD MORE DETAILS OF PAYMENT](#)

Total amount Paid- Rs 231234 , Payment Receipt Uploaded-Rs. Kindly Upload receipt of remaining payment.

(e) Date of Receipt: The complainant is required to provide the date given on the receipt or payment proof. (Mandatory)

(f) Amount (INR): The complainant is required to provide the amount given on the receipt or payment proof. (Mandatory)

(g) Receipt No: The complainant is required to provide the receipt number given on the receipt or payment proof. (Mandatory)

(h) Receipt: The complaint is required to click on **Choose File** to select the PDF copy of receipt or payment proof document.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of payment. The fields described above will be the same for additional payment details.

By clicking on **DELETE**, the complainant has the option to delete the payment receipt details including the uploaded document, if required.

For Account Statement

Details of Payment Made to Promoter

Receipt Type ☐ Individual Receipt ☒ Account Statement

From * To* Amount (INR) * Receipt/Letter/Journal No. *

DD/MM/YYYY DD/MM/YYYY Amount(INR) Receipt No.

Account Statement* Upload View Receipt.

Choose File No file chosen **UPLOAD** **VIEW**

Total amount Paid- Rs 231234 , Payment Receipt Uploaded-Rs. Kindly Upload receipt of remaining payment.

(f) From: Enter the From date of the account ledger provided by the promoter.

(g) To: Enter the To date of the account ledger provided by the promoter.

(h) Amount (INR): Enter the cumulative amount of the payments made and shown in the account ledger provided by the promoter. (Mandatory)

(i) Receipt/Letter/Journal No: Enter the receipt/letter/journal number of the account ledger provided by the promoter.

(j) Account Statement: Click on **Choose File** to select the PDF copy of account ledger for upload.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Note: The maximum size for the document to be upload in the above section must be 2 MB. The document file name must not have any spaces or special characters.

Step 11: In second section of the fourth page of the complaint form, the complainant is required to provide the details of the payment received from promoter, if any, by selected 'Yes'. If 'Yes' is selected, then following details are to be provided: -

- (a) **Date:** Enter the date given on the receipt or proof of payment from the promoter. (Mandatory)
- (b) **Amount:** Enter the amount given on the receipt or proof of payment from the promoter. (Mandatory)
- (c) **Payment Mode:** Select the mode of payment i.e., Demand Draft (DD), RTGS, NEFT Cheque, from the drop-down list, used by the promoter to make the payment. (Mandatory)
- (d) **Payment For:** Select whether the payment was made against Principal Amount or Delay Interest from the drop-down list. (Mandatory)
- (e) **Transaction Number:** Enter the receipt/transaction number given on the receipt or proof of payment from the promoter. (Mandatory)
- (f) **Ground for Repayment:** Select the ground of payment from the promoter from the options i.e. Against Cancellation, Against Delay in Possession, Any Other from the drop-down list. (Mandatory)
- (k) **Receipt:** Click on **Choose File** to select the PDF copy of receipt for upload.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETIALS OF PAYMENT** to add further receipts of payment. The fields described above will be the same for additional payment details.

By clicking on **DELETE**, the complainant has the option to delete the payment receipt details including the uploaded document, if required.

Step 12: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 13: In the first section of the fifth page of the complaint form, the complainant is required to provide the details of bank loan, if any, availed by clicking on either 'Yes' or 'No'. If 'Yes' is selected, then the following fields are to be filled: -

Loan Details

Note: Attachment Size: 2 MB Max, Format: PDF only, File Name: without space and special character Please Upload PDF File as an Attachment for Faster Experience

Please Upload PDF File as an Attachment for Faster Experience

Details of Bank Loan

Is there a Bank Loan (relevant to this particular case)? ☐ No ☒ Yes

S.No.	Loan Sanction Date *	Loan Amount (INR) *	Total Amount Disburse By Bank *	Loan Sanction Letter *	Tripartite Agreement *	Upload	View Letter	View Agreement
1	01/02/2024	1	1	<input type="button" value="Choose File"/> No.en	<input type="button" value="Choose File"/> N.en	<input type="button" value="UPLOAD"/>	<input type="button" value="VIEW"/>	<input type="button" value="VIEW"/>

(e) Loan Sanction Date: Enter the date on which the bank/financial institution loan was sanctioned, which could be found on the sanction letter. (Mandatory)

(f) Loan Amount: Enter the total amount of the loan sanctioned by the bank/financial institution.

(g) Total Amount Disburse by Bank: Enter the total amount that was disbursed i.e., utilized from the total loan amount sanctioned by the bank/financial institution.

(j) Loan Sanction Letter: Select for upload a PDF copy of the bank/financial institution loan sanction letter by clicking on **Choose File**. (Mandatory)

(h) Tripartite Agreement: The complaint is required to select for upload a PDF copy of the bank/financial institution loan tripartite agreement by clicking on **Choose File**. (Mandatory)

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** under 'View Letter' to check the sanction letter that was uploaded, likewise can click on **VIEW** under 'View Agreement' to check the tripartite agreement that was uploaded.

Note: The maximum size for the document to be upload in the above section must be 2 MB. The document file name must not have any spaces or special characters.

Step 14: In the second section of the fifth page of complaint form, the complainant is required to provide the details of bank loan repayment, if any, by clicking on either 'Yes' or 'No'. If 'Yes' is selected, then the following fields are to be filled: -

Details of Repayment of Loan

Loan Re-Payment details (if any, paid by Allottee to the Bank in lieu of Pre-EMI)? ☐ No ☒ Yes

S.No.	Date *	Amount (INR) *	Receipt No. *	Receipt *	Upload *	View	Delete
1	01/02/2024	1	1	<input type="button" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	<input type="button" value="VIEW"/>	<input type="button" value="DELETE"/>

(d) Date: Enter the date on which the bank/financial institution loan was sanctioned, which could be found on the sanction letter. (Mandatory)

(e) Amount (INR): Enter the amount repaid on the above provided date towards the loan sanctioned by the bank/financial institution. (Mandatory)

(f) Receipt No: Enter the receipt number for the repayment made towards loan amount sanctioned by the bank/financial institution. (Mandatory)

(k) Receipt: Select for upload a PDF copy of receipt of repayment towards loan availed by clicking on **Choose File**. (Mandatory)

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of repayment. The fields described above will be the same for additional repayment details.

By clicking on **DELETE**, the complainant has the option to delete the repayment receipt details including the uploaded document, if required.

Step 15: In the third section of fifth page of the complaint form, the complainant is required to provide the details of reimbursements from the promoter against the pre-EMI, if any, paid by the complainant by clicking on either 'Yes' or 'No'. If 'Yes' has been selected, then the following fields are to be filled: -

(a) Date: Enter the date on which reimbursement was made by the promoter. (Mandatory)

(b) Amount: Enter the amount that was reimbursed on the above selected date. (Mandatory)

(c) Payment Mode: The complainant is required to provide the amount through which the reimbursement was made by the promoter on the above selected date. (Mandatory)

(d) Transaction Number: The complainant is required to provide the transaction number for the reimbursement made by the promoter on the above selected date. (Mandatory)

(e) Receipt: The complaint is required to select for upload a PDF copy of the receipt or payment proof for the reimbursed amount on the above selected date. (Mandatory)

Details of Re-imbursement by the Promoter of the pre-EMI paid by the Allottee

Is there any Re-imbursement By Promoter in lieu of pre-EMI
☐ No
☒ Yes

S No	Date*	Amount*	Payment Mode*	Transaction Number*	Receipt*	Upload*	View	
1	02/02/2024	1	DD	1	<input type="text" value="Choose File"/> No file chosen	<input type="button" value="UPLOAD"/>	<input type="button" value="VIEW"/>	<input type="button" value="DELETE"/>

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of reimbursement. The fields described above will be the same for additional reimbursement details.

By clicking on **DELETE**, the complainant has the option to delete the reimbursement receipt details including the uploaded document, if required.

Step 16: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 17: In the sixth page of the complaint form, select the appropriate grounds for compensation provided as under by selected 'Yes'.

Grounds For Compensation

#	Grounds For Compensation	Applicability	Amount (INR)	Explanatory Note(s) (Max. 200 Characters)	Document	Upload	View
1	Incorrect/False Information provided	<input type="radio"/> No <input checked="" type="radio"/> Yes	Amount (INR)	Remark	Choose File No file chosen	UPLOAD	
2	Deviation from Sanction Plan	<input type="radio"/> No <input checked="" type="radio"/> Yes	Amount (INR)	Remark	Choose File No file chosen	UPLOAD	
3	Delay in possession	<input checked="" type="radio"/> No <input type="radio"/> Yes					
4	Defective title of land	<input type="radio"/> No <input checked="" type="radio"/> Yes	Amount (INR)	Remark	Choose File No file chosen	UPLOAD	
5	Structural Defect or any other defect in services within 5 years from possession/completion	<input checked="" type="radio"/> No <input type="radio"/> Yes					
6	Failure to discharge duties as per Act/Rules/Regulations and Agreement for sale	<input checked="" type="radio"/> No <input type="radio"/> Yes					
Total Compensation Sought							

PREVIOUS

SAVE AND NEXT

(a) Incorrect/False Information

(b) Deviation from Sanction Plan

(c) Delay in possession

(d) Defective title of land

(e) Structural defect or any other defect in services within 5 years from possession/completion

(f) Failure to discharge duties as per Act/Rules/Regulations and Agreement for Sale

For each ground for compensation selected, provide the amount sought as compensation and a short explanatory note of maximum 200 characters. Click on Choose File to select the PDF copy of the supporting document and then click on **UPLOAD** to upload the document.

Step 18: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 19: In the eighth page of complaint form, the complainant has the option to provide any additional facts, as applicable, to support the complaint, by filing the following fields: -

Other Facts of the Case (if applicable, Max. 5 facts)						
Sl. No	Facts of the case	Document Name	Upload File	Upload	View	
1	<input type="text" value="enter other facts if any(optional)"/>	<input type="text" value="Document Name"/>	<input type="button" value="Choose File"/> No...en	<input type="button" value="UPLOAD"/>		<input type="button" value="DELETE"/>
<input type="button" value="ADD MORE"/>						
<input type="button" value="PREVIOUS"/> <input type="button" value="PREVIEW AND NEXT"/>						

(a) Facts of the Case: The complainant is required to provide the fact of the case.

(b) Document Name: The complainant is required to summarize the content of the document that is being uploaded as fact of the case.

(c) Upload File: The complainant is required to select for upload a PDF copy of the document that is being uploaded as an additional fact.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE** to add further facts. The fields described above will be the same for additional facts of the case.

By clicking on **DELETE**, the complainant has the option to delete the facts including the uploaded document, if required.

Step 20: Click on **PREVIEW AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 21: In the ninth page of the complaint form, the complaint is shown the complete complaint form created. The complainant is required to review the complaint form and then click on Declaration.

Declaration	
<input type="checkbox"/> I, <input type="text" value="son / daughter / wife of"/> do hereby verify that the contents provided in the complaint form are true to my personal knowledge and belief and that I have not suppressed any material fact(s). I declare that the subject matter of the claim falls within the jurisdiction of the regulatory adjudicating officer.	
<input type="button" value="EDIT"/> <input type="button" value="SUBMIT AND NEXT"/>	

Step 22: Click on **SUBMIT AND NEXT** to be move the next page of the complaint form. Click on **EDIT** to return to first page of complaint form to make any changes to the information submitted.

Step 23: In the tenth page of the complaint form, complainant may upload additional documents, if any, as a supporting document to the complaint form by clicking on 'Yes'.

Click on **Choose File** to select the copy of the supporting document for upload.

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Documents

Note: Attachment Size: 2 MB Max., Format: PDF,JPEG,PNG,JPG only, File Name: without space and special character Please Upload PDF File as an Attachment for Faster Experience

Documents	Applicability	Attachment
Advertisement/Brochure/Prospectus Copy	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Payment Plan	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="button" value="Choose File"/> No file chosen
Sanctioned Plan	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="button" value="Choose File"/> No file chosen
Lease deed/ Sub-lease document/Sale deed/ Conveyance deed	<input type="radio"/> No <input checked="" type="radio"/> Yes	<input type="button" value="Choose File"/> No file chosen
Offer of Possession	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Letter of Possession	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Demand Letter/Communication Proofs	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Information through RTI	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Supplementary Agreement For Sale	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Vakalatnama	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Any Other	<input checked="" type="radio"/> No <input type="radio"/> Yes	

UPLOAD DOCUMENT AND MAKE PAYMENT

Click on **UPLOAD DOCUMENT AND MAKE PAYMENT** to upload the documents selected above and move to the payment page.

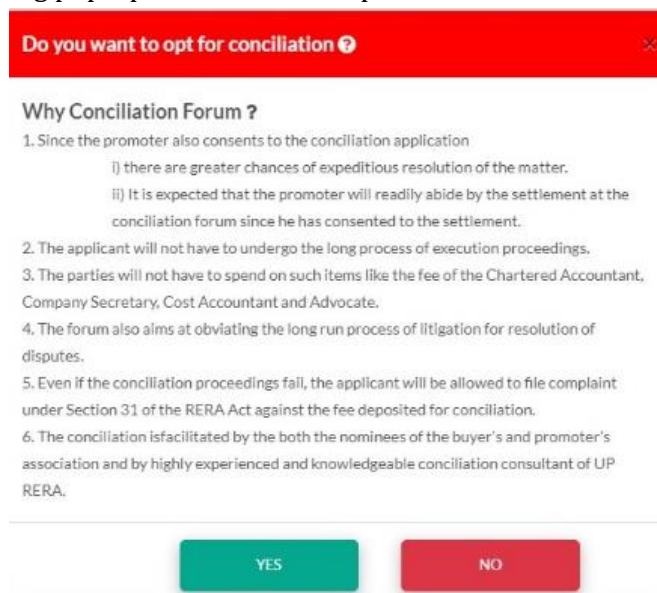
Step 21: In the ninth and the final page of complaint form, the complainant is required to click on **PAY THROUGH SBI GATEWAY** for initiating the payment of Rs. 1,000/- for filing the complaint.



7. Filing a Complaint Against Agent

Complainant has the option to file a complaint against an Agent only using Form M. This form can be utilized by allottees or association of allottees (AoA) to file a complaint for any dispute with a real estate agent before the Authority.

Step 1: Complainant is required to click **Register New Complaint (Form M)** on Complainant's Dashboard to initiate the complaint filing process. Before the complaint form is shown to the complainant, the following pop-up window would open.



Do you want to opt for conciliation ?

Why Conciliation Forum ?

1. Since the promoter also consents to the conciliation application
 - i) there are greater chances of expeditious resolution of the matter.
 - ii) It is expected that the promoter will readily abide by the settlement at the conciliation forum since he has consented to the settlement.
2. The applicant will not have to undergo the long process of execution proceedings.
3. The parties will not have to spend on such items like the fee of the Chartered Accountant, Company Secretary, Cost Accountant and Advocate.
4. The forum also aims at obviating the long run process of litigation for resolution of disputes.
5. Even if the conciliation proceedings fail, the applicant will be allowed to file complaint under Section 31 of the RERA Act against the fee deposited for conciliation.
6. The conciliation is facilitated by the both the nominees of the buyer's and promoter's association and by highly experienced and knowledgeable conciliation consultant of UP RERA.

YES **NO**

The complainant, at this stage, is provided an option to opt for Conciliation Forum as an alternate to resolve the demand for compensation through conciliation. Click on **YES** to opt for conciliation forum or **NO** to continue with the complaint application.

Step 2: In the first page of the complaint form, the complainant is required to first answer the following questions with a 'Yes' or 'No': -

- (d) Is there an earlier order passed by RERA in this matter?** – If this question is answered as 'Yes', then the complainant will be redirected to 'Execution Request' page. The next question is visible only if this question is answered as 'No'.
- (e) Is there any complaint u/s-31 pending in RERA?** – If this question is answered as 'Yes', then the complainant will be advised to seek relief under the existing pending complaint and the page will get redirected to the Complainant Dashboard. The next question is visible only if this question is answered as 'No'.
- (f) Pending court case regarding this complaint (if any)** – If this question is answered as 'Yes', then the complainant is advised to pursue the said case and seek relief from the concerned Forum /Commission. However, the complainant may choose to file a complaint in RERA after withdrawing the case pending in District Consumer Forum/State Consumer Dispute Redressal Commission (SCDRC)/National Consumer Disputes Redressal Commission (NCDRC) as per provisions of Section 71 of the RERA Act.

If this question is answered as 'No', the complainant is redirected to the second page of the complaint form.

Step 3: In the second page of the complaint form, the complainant is required to provide details of responding party. At this stage, the complainant has the option to either file a **Complaint Against Promoter** or **Complaint Against Agent**.

(a) Complaint Against: Select 'Agent' from the drop-down list. (Mandatory Field)

Responding Party Details

Complaint Against*	Select Agent*
Agent	--Select--

(b) Select Agent: Select the name of the Agent from the drop-down list. (Mandatory Filed)

In case the Agent's name is not available in the drop-down list, the complainant is required to select 'Others' and then provide the following details: -

Agent Name*	Mobile Number*	Email*
Enter Agent Name	Mobile Number	Email

Sector	Street	Mohalla	Village
Sector	Street	Mohalla	Village

Thana	District*	State*	Pin Code
Thana	--Select--	State	Pin Code

- i. **Agent Name:** Enter the name of the Agent which facilitated booking of the unit to the complainant. (Mandatory)
- ii. **Mobile Number:** Enter the mobile number of any one of the key officials/directors/owners of the Agent. (Mandatory)
- iii. **Email:** Enter the email address of the Agent or any one of the key officials/directors/owners of the Agent.
- iv. **Sector:** Enter the name of sector of the address of the Agent.
- v. **Street:** Enter the name of street of the address of the Agent.
- vi. **Mohalla:** Enter the name of mohalla of the address of the Agent.
- vii. **Village:** Enter the name of village / city of the address of the Agent.
- viii. **Thana:** Enter the name of the thana of the address of the Agent.
- ix. **District:** Enter the name of district of the address of the Agent. (Mandatory)
- x. **State:** Enter the name of state of the address of the Agent. (Mandatory)
- xi. **Pin Code:** Enter the Pin Code of the address of the Agent provided above.

(c) Do you want to add an Agent (If Any): Complaint has the option to also include an Agent as a responding party to the complaint by selecting 'Yes'. If 'Yes' has been selected, the complainant is required to provide the following details -

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Do you want to add an Agent (If Any)

☐ No ☒ Yes

Select Another Agent*

SNo	Name	Address	Mobile No.	Email
1	--Select--	Enter Agent Address	Enter Agent Mobile	Enter Agent Email

- i. **Name:** Select the name of agent from the drop-down list.
- ii. **Address:** The address of the agent will be auto filled with the address of the agent available with U.P. RERA.
- iii. **Mobile No:** The address of the agent will be auto filled with the address of the agent available with U.P. RERA.
- iv. **Email:** The address of the agent will be auto filled with the address of the agent available with U.P. RERA.

(d) Select Project: Select the name of project from the drop-down list. Only those projects where the promoter has assigned the Agent for the project will be available in the drop-down list.

If 'Others' is selected under the 'Select Agent' field, then manually type the name of project in the field. (Mandatory Field)

If 'None' is selected under the 'Select Project' field, then manually type the name of project in the field 'Project Name'.

(e) District: This field is auto filled based on the location of the project selected in the above field. (Mandatory Field)

If 'Others' is selected under the 'Select Promoter' field, then select the name of district from the drop-down list.

If 'None' is selected under the 'Select Project' field, then select the name of district from the drop-down list.

Select Project*

Enter Project Name*

District*

Competent Authority*

(f) Competent Authority: This field is auto filled based on the sanctioning competent authority of the project selected in the above field. (Mandatory Field)

If 'Others' is selected under the 'Select Promoter' field, then select the name of competent authority from the drop-down list.

If 'None' is selected under the 'Select Project' field, then select the name of competent authority from the drop-down list.

Step 4: Once the above fields are filled, the complainant is required to select whether the complaint will be presented before the Bench by either 'Allottee' itself or by an 'Authorized Representative'.

Step 5: Click on **SAVE AND NEXT** to move to the next page of the complaint form.

Note: The complainant after saving the first page can return to the complaint form at any given time in the future to continue with the complaint. Saving the page is essential to ensure the fields already filled are retained in the complaint form.

In case the complainant selects 'Allottee' as the option under Step 3 before clicking on **SAVE AND NEXT, the complainant will be redirected to third page (refer Step 7) of the complaint form.**

In case the complainant selects 'Authorized Representative' as the option under Step 3 before clicking on **SAVE AND NEXT, the complainant will be redirected to second page (refer Step 5) of the complaint form for adding the details of Authorized Representative.**

Step 6: In the second page of complaint form, select and provide the details of the 'Authorized Representative' by filing the following fields: -

Select the type of Authorized Representative from the drop down: Select any one from the options – Chartered Accountant, Company Secretary, Cost Accountant, Advocate and Family Member.

The succeeding fields will be based on the type of Authorized Representative selected.

(a) For Chartered Accountant, Company Secretary and Cost Accountant as Authorized Representative

The screenshot shows a web form for adding an Authorized Representative. At the top, there is a dropdown menu labeled 'Select the type of Authorized Representative from the drop down' with 'Chartered Accountant' selected. Below this are four input fields: 'Name of Authorized Representative*', 'Professional Registration Number*', 'Mobile Number*', and 'Email Address*'. Each field has a corresponding input box. Below these fields is an 'Upload Authorization Letter*' section with a 'Choose File' button, a 'No file chosen' text, and an 'UPLOAD' button. At the bottom, there are two buttons: 'PREVIOUS' (orange) and 'SAVE AUTHORIZATION DETAILS' (teal).

- i. Name of Authorized Representative:** Enter the name of the authorized representative.
- ii. Professional Registration Number:** Enter the professional registration number of the authorized representative.
- iii. Mobile Number:** Enter the mobile number of the authorized representative.
- iv. Email Address:** Enter the email address of the authorized representative.
- v. Upload Authorization Letter:** Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

(b) For Advocate as Authorized Representative

Select the type of Authorized Representative from the drop down

Advocate

Name of Advocate* Bar Registration Number* Mobile Number* Email Address *

Name of Advocate Bar Registration Number Mobile Number Email

Upload Vakalatnama*

Choose File No file chosen

UPLOAD

PREVIOUS

SAVE AUTHORIZATION DETAILS

- i. **Name of Advocate:** Enter the name of advocate.
- ii. **Bar Registration Number:** Enter the bar registration number of the advocate.
- iii. **Mobile Number:** Enter the mobile number of the advocate.
- iv. **Email Address:** Enter the email address of the advocate.
- v. **Upload Vakalatnama:** Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

(c) For Family Member

Select the type of Authorized Representative from the drop down

Family Member

Select the relation type

Husband

Name of Authorized Representative* Mobile Number* Email Address *

Name of Authorized Representative Mobile Number Email

Upload Authorization Letter*

Choose File No file chosen

UPLOAD

PREVIOUS

SAVE AUTHORIZATION DETAILS

- i. **Select the Relation Type:** Select one of the options – Husband, Wife, Father, Mother, Son, Daughter, Brother and Sister from the drop-down.
- ii. **Name of Authorized Representative:** Enter the name of authorized representative.
- iii. **Mobile Number:** Enter the mobile number of authorized representative.
- iv. **Email Address:** Enter the email address of authorized representative.
- v. **Upload Authorization Letter:** Click on **Choose File** to select the document for upload.

Click on **UPLOAD** to upload the document.

Step 7: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 8: In the third page of the complaint form, the following fields should be filled: -

- (a) **Allottee/Complainant Name:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (b) **Mobile Number:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.

- (c) **Email:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (d) **Address:** This field is auto filled using the 'Allottee Name' provided during enrollment and cannot be edited.
- (e) **Apartment/Plot No. Booked:** The complainant is required to provide the unit number of the apartment/plot booked in the real estate project. (Mandatory Filed)
- (f) **Total Value of Apartment/Plot:** The complainant is required to provide the total value of the unit i.e., apartment / plot booked in the real estate project. The total value must match the value given in the Builder Buyer Agreement/Agreement of Sale/Allotment Letter etc. (Mandatory Filed)
- (g) **Amount Paid till Date (in Rupees):** The complainant is required to provide the total amount paid to the promoter till the date of filing of complaint. (Mandatory Filed)

Complaint Form (Form M)

Complaint Details

Note Name, email address, mobile number and correspondence address are obtained from the registration details. To change these details, please edit the profile details from the Profile tab on the eCourts panel.
You are advised to file complaint against only one unit at a time in the complaint form of UP RERA

Allottee/Complainant Name:

Mobile Number:

Email:

Address:

Apartment/Plot No. Booked*:

Total Value of Apartment/Plot*:

Amount Paid Till Date(In Rupees)*:

Step 9: In the second section of third page of the complaint form, the complainant is required to provide the dates and upload the documents related to booking of the unit using the following fields:

- (a) **Date of Application/Booking of Unit Letter:** The complainant is required to provide the date given on the Application/Booking Form. (Mandatory Field)
- (b) **Application/Booking Form:** The complainant is required to select 'Yes' or 'No' based on whether the Application/Booking Form is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)
- (c) **Date of Allotment Letter:** The complainant is required to provide the date given on the Allotment Letter. (Mandatory Field)
- (d) **Allotment Letter:** The complainant is required to select 'Yes' or 'No' based on whether the Allotment Letter is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)
- (e) **Date of Completion as per Agreement for Sale/BBA:** The complainant is required to provide the date given on the Agreement for Sale/Build Buyer Agreement (BBA). (Mandatory Field)

(f) Agreement for Sale: The complainant is required to select 'Yes' or 'No' based on whether the Agreement for Sale or Builder Buyer Agreement (BBA) is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

(g) Date of Cancellation of Booking (if applicable): The complainant is required to provide the date given on the Letter of Cancellation. (Not Mandatory)

(h) Letter of Cancellation: The complainant is required to select 'Yes' or 'No' based on whether the letter of cancellation is available. If 'Yes' is selected, then click on **UPLOAD** to upload a PDF copy of the document. Complainant can click on **VIEW** to check the document that has been uploaded. (Not Mandatory)

#	Type	Date	Document Name(upload All the pages of document)	Is Available	Upload		
1	Date of Application/Booking of Unit Letter*	01/02/2024	Application/Booking Form	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N..n	UPLOAD	VIEW
2	Date of Allotment Letter*	01/02/2024	Allotment Letter	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N..n	UPLOAD	VIEW
3	Date of Completion as per Agreement For Sale/BBA*	01/02/2024	Agreement for sale	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N..n	UPLOAD	VIEW
4	Date of Cancellation of Booking (if applicable)	01/02/2024	Letter of Cancellation	<input type="radio"/> No <input checked="" type="radio"/> Yes	Choose File N..n	UPLOAD	VIEW

Note: The maximum size for the document to be upload in the above section must be 5 MB. The document file name must not have any spaces or special characters.

Step 10: In the third and last section of third page of the complaint form, the complainant has the option to upload additional documents related to booking of the unit. All the following fields are not mandatory and hence are auto defaulted to 'No'.

(a) Advertisement/Brochure/Prospective Copy: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select the document for upload.

Payment Plan	<input type="radio"/> No <input checked="" type="radio"/> Yes	11321081296Dummy.pdf Choose File No file chosen
Sanction Plan	<input checked="" type="radio"/> No <input type="radio"/> Yes	11321041156Dummy.pdf
Lease deed/ Sub-lease document/Sale deed/ Conveyance deed	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Offer of Possession	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Letter of Possession	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Demand Letter/Communication Proofs	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Information through RTI	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Supplementary Agreement For Sale	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Vakalatnama	<input checked="" type="radio"/> No <input type="radio"/> Yes	
Any Other	<input checked="" type="radio"/> No <input type="radio"/> Yes	

UPLOAD DOCUMENT

(b) Payment Plan: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

(c) Sanction Plan: The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

- (d) **Lease Deed/Sub-Lease Document/Sale Deed/Conveyance Deed:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (e) **Offer of Possession:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (f) **Letter of Possession:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (g) **Demand Letter/Communication Proof:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (h) **Information through RTI:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (i) **Supplementary Agreement for Sale:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (j) **Vakalatnama:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.
- (k) **Any Other:** The complainant is required to select 'Yes' to view the **Choose File** button. Click on **Choose File** to select document for upload.

Click on **UPLOAD** at the end of the above fields, to upload all the documents.

Step 11: Select 'Yes' in case there is an additional grace period for the date of completion as per the Agreement for Sale/Supplementary Agreement for Sale etc. By default, the field be auto selected as 'No'.

The screenshot shows a form with three main sections: 'Grace Period' with radio buttons for 'No' (selected) and 'Yes'; 'Grace Period Duration' with a dropdown menu showing '--Select--'; and 'Revised Date of Completion' with a date input field showing 'DD/MM/YYYY'. At the bottom left is an orange 'PREVIOUS' button, and at the bottom right is a green 'SAVE AND NEXT' button.

If 'Yes' is selected for Grace Period, following details are to be provided: -

- i. **Grace Period Duration:** Select the grace period duration from the options - 1 to 12 months from the drop-down list. (Mandatory)
- ii. **Revised Date of Completion:** Enter the revised date of completion as applicable. (Mandatory)

Step 12: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 13: In first section of the fourth page of the complaint form, the complaint is required to provide the details of the payment made to the agent.

(a) Receipt Type: Select 'Individual Receipts' option to enter details of individual receipts of payments or select 'Account Statement' to details of account statement showing the payment made.

(b) For Individual Receipts

Details of Payment Made to Promoter

Receipt Type ☒ Individual Receipt ☐ Account Statement

S No	Date*	Amount(INR) *	Receipt No.*	Receipt *	Upload	
1	DD/MM/YYYY	Amount	Receipt No.	Choose File No file chosen	UPLOAD	DELETE

ADD MORE DETAILS OF PAYMENT

Total amount Paid- Rs 231234 , Payment Receipt Uploaded-Rs. Kindly Upload receipt of remaining payment.

(c) Date of Receipt: The complainant is required to provide the date given on the receipt or payment proof. (Mandatory)

(d) Amount (INR): The complainant is required to provide the amount given on the receipt or payment proof. (Mandatory)

(e) Receipt No: The complainant is required to provide the receipt number given on the receipt or payment proof. (Mandatory)

(f) Receipt: The complaint is required to click on **Choose File** to select the PDF copy of receipt or payment proof document.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of payment. The fields described above will be the same for additional payment details.

By clicking on **DELETE**, the complainant has the option to delete the payment receipt details including the uploaded document, if required.

For Account Statement

Details of Payment Made to Promoter

Receipt Type ☐ Individual Receipt ☒ Account Statement

From* DD/MM/YYYY To* DD/MM/YYYY Amount (INR)* Amount (INR) Receipt/Letter/Journal No.* Receipt No.

Account Statement* Choose File No file chosen Upload View Receipt. VIEW

Total amount Paid- Rs 231234 , Payment Receipt Uploaded-Rs. Kindly Upload receipt of remaining payment.

(a) From: Enter the From date of the account ledger provided by the agent.

(b) To: Enter the To date of the account ledger provided by the agent.

(c) Amount (INR): Enter the cumulative amount of the payments made and shown in the account ledger provided by the agent. (Mandatory)

(d) Receipt/Letter/Journal No: Enter the receipt/letter/journal number of the account ledger provided by the agent.

(e) Account Statement: Click on **Choose File** to select the PDF copy of account ledger for upload.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Note: The maximum size for the document to be upload in the above section must be 2 MB. The document file name must not have any spaces or special characters.

Step 14: In second section of the fourth page of the complaint form, the complainant is required to provide the details of the payment received from agent using the following fields: -

Details of Payment Received from Agent

Details of Payment Received from Agent ☐ No ☒ Yes

SNo	Date*	Amount*	Payment Mode*	Payment For*	Transaction Number*
1	DD/MM/YYYY	Amount	--Select--	--Select--	Transaction Number

Ground For Repayment*

Receipt* No file chosen

(a) Date: The complainant is required to provide the date given on the receipt or proof of payment from the agent. (Mandatory)

(b) Amount: The complainant is required to provide the amount given on the receipt or proof of payment from the agent. (Mandatory)

(c) Payment Mode: The complainant is required to provide the date given on the receipt or proof of payment from the agent. (Mandatory)

(d) Payment For: The complainant is required to provide the date given on the receipt or proof of payment from the agent. (Mandatory)

(e) Transaction Number: The complainant is required to provide the date given on the receipt or proof of payment from the agent. (Mandatory)

(f) Ground for Repayment: The complainant is required to provide the grounds of payment from the agent from the options in the drop-down. (Mandatory)

(g) Receipt: The complainant is required to select the PDF copy of the receipt by clicking on **Choose File**.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **Add More Details of Payment** to add further receipts of payment. The fields described above will be the same for additional payment details.

By clicking on **DELETE**, the complainant has the option to delete the payment receipt details including the uploaded document, if required.

Step 15: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 16: In the first section of the fifth page of the complaint form, the complainant is required to provide the details of bank loan, if any, availed by clicking on either 'Yes' or 'No'. If 'Yes' is selected, then the following fields are to be filled: -

(a) Loan Sanction Date: The complaint is required to provide the date on which the bank/financial institution loan was sanctioned, which could be found on the sanction letter. (Mandatory)

(b) Loan Amount: The complainant is required to provide the total amount of the loan sanctioned by the bank/financial institution.

(c) Total Amount Disburse by Bank: The complainant is required to provide the total amount that was disbursed i.e., utilized from the total loan amount sanctioned by the bank/financial institution.

(d) Loan Sanction Letter: The complainant is required to select for upload a PDF copy of the bank/financial institution loan sanction letter by clicking on **Choose File**. (Mandatory)

(e) Tripartite Agreement: The complaint is required to select for upload a PDF copy of the bank/financial institution loan tripartite agreement by clicking on **Choose File**. (Mandatory)

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** under 'View Letter' to check the sanction letter that was uploaded, likewise can click on **VIEW** under 'View Agreement' to check the tripartite agreement that was uploaded.

Note: The maximum size for the document to be upload in the above section must be 2 MB. The document file name must not have any spaces or special characters.

Step 17: In the second section of the fifth page of complaint form, the complainant is required to provide the details of bank loan repayment, if any, by clicking on either 'Yes' or 'No'. If 'Yes' is selected, then the following fields are to be filled: -

Details of Repayment of Loan						
Loan Re-Payment details (If any, paid by Allottee to the Bank in lieu of Pre-EMI)?						
<input type="radio"/> No <input checked="" type="radio"/> Yes						
S No	Date*	Amount(INR)*	Receipt No.*	Receipt*	Upload*	
1	DD/MM/YYYY	Amount	Receipt No.	Choose File No ...osen	<input type="button" value="UPLOAD"/>	<input type="button" value="DELETE"/>
<input type="button" value="ADD MORE DETAILS OF PAYMENT"/>						

(a) Date: The complainant is required to provide the date on which the bank/financial institution loan was sanctioned, which could be found on the sanction letter. (Mandatory)

(b) Amount (INR): The complainant is required to provide the amount repaid on the above provided date towards the loan sanctioned by the bank/financial institution. (Mandatory)

(c) Receipt No: The complainant is required to provide the receipt number for the repayment made towards loan amount sanctioned by the bank/financial institution. (Mandatory)

(d) Receipt: The complainant is required to select for upload a PDF copy of receipt of repayment towards loan availed by clicking on **Choose File**. (Mandatory)

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of repayment. The fields described above will be the same for additional repayment details.

By clicking on **DELETE**, the complainant has the option to delete the repayment receipt details including the uploaded document, if required.

Step 18: In the third section of fifth page of the complaint form, the complainant is required to provide the details of reimbursements from the promoter against the pre-EMI, if any, paid by the complainant by clicking on either 'Yes' or 'No'. If 'Yes' has been selected, then the following fields are to be filled: -

(a) Date: The complainant is required to provide the date on which reimbursement was made by the promoter. (Mandatory)

(b) Amount: The complainant is required to provide the amount that was reimbursed on the above selected date. (Mandatory)

(c) Payment Mode: The complainant is required to provide the amount through which the reimbursement was made by the promoter on the above selected date. (Mandatory)

(d) Transaction Number: The complainant is required to provide the transaction number for the reimbursement made by the promoter on the above selected date. (Mandatory)

(e) Receipt: The complaint is required to select for upload a PDF copy of the receipt or payment proof for the reimbursed amount on the above selected date. (Mandatory)

Details of Re-imbursement by the Agent of the pre-EMI paid by the Allottee

Is there any Re-imbursement By Promoter in lieu of pre-EMI ☐ No ☒ Yes

S No	Date*	Amount*	Payment Mode*	Transaction Number*	Receipt*	Upload*	
1	DD/MM/YYYY	Amount	--Select--	Transaction Number	Choose File N...en	UPLOAD	DELETE

ADD MORE DETAILS OF PAYMENT

PREVIOUS SAVE AND NEXT

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE DETAILS OF PAYMENT** to add further receipts of reimbursement. The fields described above will be the same for additional reimbursement details.

By clicking on **DELETE**, the complainant has the option to delete the reimbursement receipt details including the uploaded document, if required.

Step 19: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 20: In the sixth page of the complaint form, the complainant is required to provide the details of the relief that is being sought from the Authority by selecting one of the four following options: -

Relief Sought

Refund ☒ Possession and payment of interest for delay (If Applicable) ☐ Registration of Sale Deed ☐ Others ☐

Ground For Complaint

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input checked="" type="checkbox"/> Delay in handing over the possession of Unit	Note
2	<input type="checkbox"/> Stoppage of Work due to revocation of registration of project	
3	<input type="checkbox"/> Discontinuation of the work of project for any reason other than force majeure	
4	<input type="checkbox"/> Deviation from Sanction Plan	
5	<input type="checkbox"/> Misleading information through prospectus/advertisements	
6	<input type="checkbox"/> Inability of promoter to deliver the unit as per Agreement for Sale	
7	<input type="checkbox"/> Multiple sale of Unit	

PREVIOUS SAVE AND NEXT

(I) Refund: If this option has been selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

- Delay in handing over the possession of unit
- Stoppage of work due to revocation of registration of project

- Discontinuation of work of project for any reason other than force majeure
- Deviation from sanction plan
- Misleading information through prospectus/advertisements
- Inability of promoter to deliver that unit as per Agreement for Sale
- Multiple sale of unit

(m) Possession and Payment of Interest for Delay (if applicable): If this option is selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

The screenshot shows the 'Relief Sought' form. At the top, there are four radio button options: 'Refund', 'Possession and payment of interest for delay (if Applicable)' (which is selected), 'Registration of Sale Deed', and 'Others'. Below this is a section titled 'Ground For Complaint' with a table containing four rows of grounds. Each row has a checkbox and a text description. At the bottom of the form, there are two buttons: 'PREVIOUS' (orange) and 'SAVE AND NEXT' (green).

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input type="checkbox"/> Where the project is delayed and the work is slowed down	
2	<input type="checkbox"/> Where the promoter has not secured required certificates and NOCs	
3	<input type="checkbox"/> Promoter has not completed Development/Construction work as per Sanction Plan	
4	<input type="checkbox"/> Where promoter is not giving possession for no fault of the Allottee	

- Where the project is delayed, and the work is slowed down
- Where the promoter has not secured required certificates and NOCs
- Promoter has not completed Development/Construction work as per Sanction Plan
- Where promoter is not giving possession for no fault of the Allottee

(n) Registration of Sale Deed: If this option has been selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

The screenshot shows the 'Relief Sought' form. At the top, there are four radio button options: 'Refund', 'Possession and payment of interest for delay (if Applicable)', 'Registration of Sale Deed' (which is selected), and 'Others'. Below this is a section titled 'Ground For Complaint' with a table containing two rows of grounds. Each row has a checkbox and a text description. At the bottom of the form, there are two buttons: 'PREVIOUS' (orange) and 'SAVE AND NEXT' (green).

#	Ground (s)	Explanatory Note(s) (Max. 200 Characters)
1	<input type="checkbox"/> Where Completion/Occupancy certificate is not available	
2	<input type="checkbox"/> Where the promoter is raising unreasonable demands	

- Where Completion/Occupancy certificate is not available
- Where the promoter is raising unreasonable demands

(o) Others: If the option 'Refund' has been selected, the complainant is required to select the requisites grounds and provide 'Explanatory Note' for each ground selected.

Relief Sought		
<input type="radio"/> Refund <input type="radio"/> Possession and payment of interest for delay (if Applicable) <input type="radio"/> Registration of Sale Deed <input checked="" type="radio"/> Others		
Ground For Complaint		
#	Ground (s)	Explanatory Notes(s) (Max. 200 Characters)
1	<input type="checkbox"/> Lift/Electricity connection/Water supply/Parking/Garden/Swimming Pool/Basic Amenities not present	
2	<input type="checkbox"/> Subvention scheme – Promoter is not paying the EMI amount to bank	
3	<input type="checkbox"/> Multiple sale of a single unit	
4	<input type="checkbox"/> Project OC/CC not obtained	
5	<input type="checkbox"/> Request for withdrawal from project	
6	<input type="checkbox"/> Restoration of wrongful cancellation of allotment	
<div> <div>PREVIOUS</div> <div>SAVE AND NEXT</div> </div>		

- Lift/Electricity connection/Water supply/Parking/Garden/Swimming Pool/Basic Amenities not present
- Subvention scheme – Promoter is not paying the EMI amount to bank
- Multiple sale of a single unit
- Project OC/CC not obtained
- Request for withdrawal from project
- Restoration of wrongful cancellation of allotment

Step 21: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 22: In the eighth page of complaint form, the complainant has the option to provide any additional facts, as applicable, to support the complaint, by filing the following fields: -

Complaint Form (Form M)					
Other Facts of the Case (if applicable, Max. 5 Facts)					
S.No.	Facts of the case	Document Name	Upload File	Upload	
1	Facts	Name	Choose File No...en	UPLOAD	VIEW DELETE
<div> <div>ADD MORE</div> </div>					
<div> <div>PREVIOUS</div> <div>SAVE AND NEXT</div> </div>					

(a) Facts of the Case: The complainant is required to provide the fact of the case.

(b) Document Name: The complainant is required to summarize the content of the document that is being uploaded as fact of the case.

(c) Upload File: The complainant is required to select for upload a PDF copy of the document that is being uploaded as an additional fact.

Click on **UPLOAD** to upload the document selected. Complainant can click on **VIEW** to check the document that has been uploaded.

Click on **ADD MORE** to add further facts. The fields described above will be the same for additional facts of the case.

By clicking on **DELETE**, the complainant has the option to delete the facts including the uploaded document, if required.

Step 23: Click on **SAVE AND NEXT** to be move the next page of the complaint form. Click on **PREVIOUS** to return to the previous page.

Step 24: In the ninth page of the complaint form, the complaint is shown the complete complaint form created. The complainant is required to review the complaint form and then click on Declaration.



The screenshot shows a 'Declaration' section with a pink header. Below the header is a text area containing a declaration statement: 'I, [blank] son / daughter / wife of [blank] do hereby verify that the contents provided in the complaint form are true to my personal knowledge and belief and that I have not suppressed any material fact(s). I declare that the subject matter of the claim falls within the jurisdiction of the regulatory adjudicating officer.' There are two buttons at the bottom: an orange 'EDIT' button and a teal 'SUBMIT AND NEXT' button.

Step 25: Click on **SUBMIT AND NEXT** to be move the next page of the complaint form. Click on **EDIT** to return to first page of complaint form to make any changes to the information submitted.

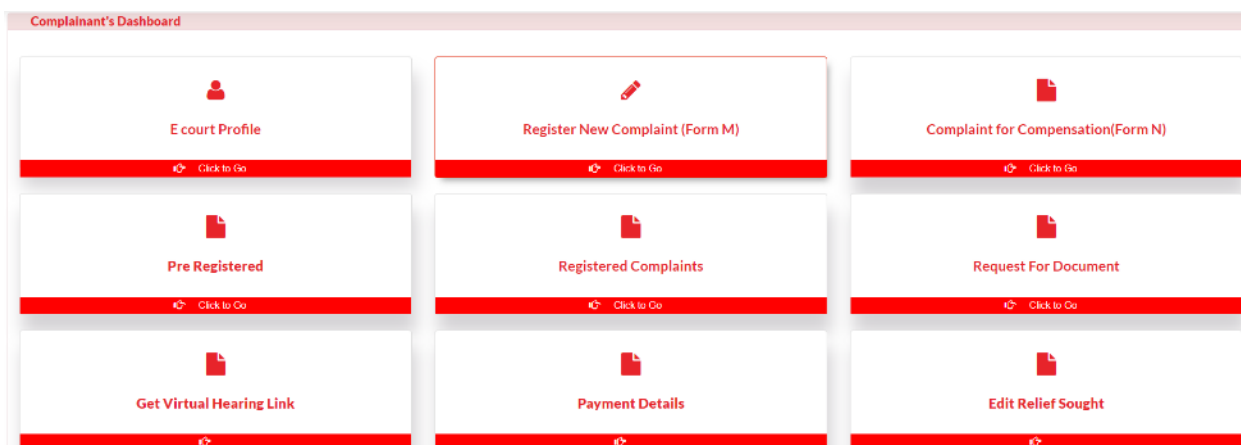
Step 26: In the ninth and the final page of complaint form, the complainant is required to click on **PAY THROUGH SBI GATEWAY** for initiating the payment of Rs. 1,000/- for filing the complaint.



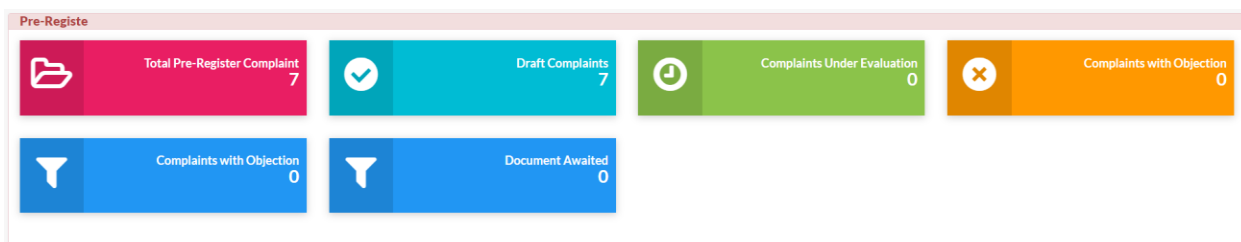
The screenshot shows the final page of the complaint form. It features a banner image of a modern building complex with the text 'Welcome : Dummy' in the center. Below the banner is a large teal button labeled 'PAY THROUGH SBI GATEWAY'.

8. Completing Incomplete Complaint Forms

Complainant can access incomplete complaint form, which was saved but not yet submitted or the payment has not made, by clicking on “**Pre-Registered**” on the Complainant’s Dashboard.



Step 1: On the Pre-Registered page, the complaint is required to click on **Draft Complaints** to access incomplete complaint form.



Step 2: Complainants have two options on the Draft Complaints page.

- Edit Complaint:** Clicking on **EDIT** for a draft complaint will redirect the complainant to the first page of the complaint form. The complainant can then complete the entire complaint form and submit.
- Making Payment:** The **PAYMENT** link is visible for such complaints that have been submitted by the payment of fees is still pending. Click on **PAYMENT** to initiate payment of fees and final submission of complaint.

Sno	Complaint Number	Complaint Date	Complaint Type	Complainant Name	Mobile Number	email	Complaint Status		
1	ADJ/TEMP14403118151/2024	14-03-2024	Promoter				Draft	EDIT	PAYMENT
2	TEMP14403118157/2024	14-03-2024	Agent				Draft	EDIT	
3	TEMP14403118162/2024	14-03-2024	Agent				Draft	EDIT	PAYMENT

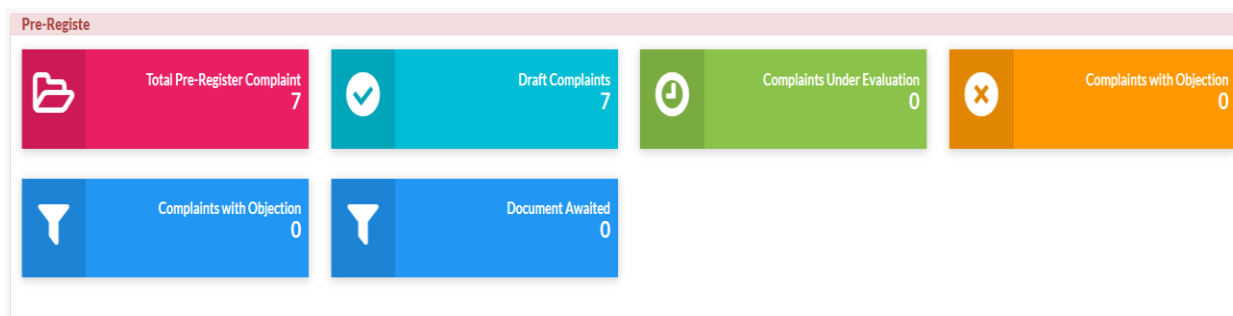
9. Submission of Response Against Objections

After the payment of complaint fees and submission of the complaint form, the complaint is automatically assigned to Legal Division of U.P. RERA for evaluation.

In case it is observed that the complaint and/or the supporting documents are incomplete or inaccurate, objections are raised for response. The complainant is required to submit the response to clear the objections raised.

Step 1: Click on “**Pre Registered**” on the Complainant’s Dashboard.

Step 2: Click on “**Complaints with Objection**” to view the objections and provide the response.



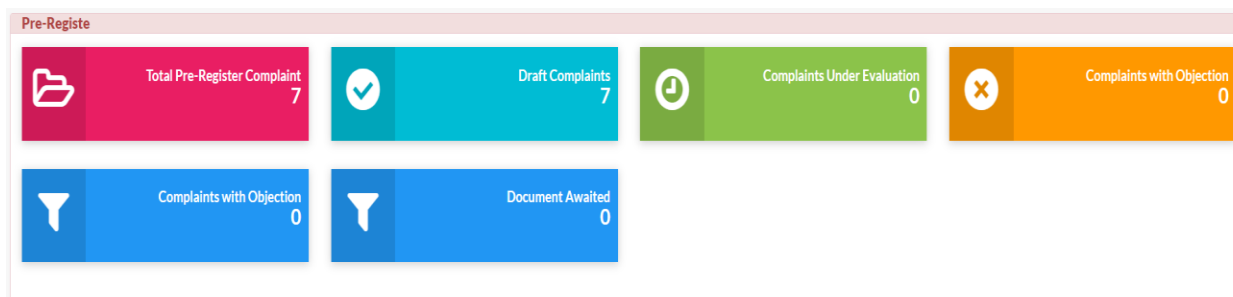
Only when all the objections raised are cleared, the complaint will move to the next stage.

10. Submission of Physical Copies of Complaint Form & Documents

Once the evaluator clears the complaint with no objections, the complainant is required to submit a physical copy of the complaint form and the supporting documents duly attested by signature on all the pages.

Step 1: Click on “**Pre Registered**” on the Complainant’s Dashboard.

Step 2: Click on “**Document Awaited**” to print the complaint form and supporting documents uploaded during complaint filing.



Step 3: Complaint is required to separately print the complaint form and supporting documents by clicking on “**Print**” under “Print Complaint Form” and “Print Attached Document”.

DocumentAwaited Complaints(You are hereby directed to take a print out of the Documents and Complaint form and deposit the self-attested hard copy in the U.P. RERA office at Lucknow/ Gautambudh Nagar either by post or in person.)

Sno	Complaint Number	Complaint Date	Complaint Type	Complaint Name	Complaint Status	Print Complaint Form	Print Attached Document	Upload Proof of Delivery of Hard Copy
1	NCR144/09/111919/2023	04-09-2023	Promoter	Marine Solutionz Ship Management Pvt. Ltd	DocumentAwaited	Print	Print	UPLOAD PROOF OF DELIVERY OF HARD COPY

Step 4: Compliant is required to self-attest (sign) each page of the complaint form and supporting documents and mail them to or submit them at any one of following addresses: -

U.P. RERA Headquarters in Lucknow	U.P. RERA Regional Office in Greater Noida
Naveen Bhavan, Rajya Niyojan Sansthan, Kala Kankar House, Old Hyderabad, Lucknow, Uttar Pradesh – 226007	H - 169, Chitvan State Rd, Estate Sector, Block H, Gamma II, Greater Noida, Uttar Pradesh – 201308

Step 5: Complainant is required to upload a copy of proof of mailing or physical submission at the U.P. RERA office by clicking on **UPLOAD PROOF OF DELIVERY OF HARD COPY**. In the pop-up window, click on **Choose File** to select the file and then click on **UPLOAD** to upload the document.

Submission Type	Supporting Proof Required
For Mailed Document	Registered Post/Speed Post/Courier acknowledgement
For Physical Submission at U.P. RERA Office	Receiving of submission from U.P. RERA Dispatch Desk