

**Uttar Pradesh Real Estate Regulatory Authority**  
Naveen Bhavan, Rajya Niyojan Sansthan,  
Kala Kankar House, Old Hyderabad, Lucknow, Uttar Pradesh- 226007

No. 13216 /U.P. RERA/Gen. Regulation/ 2025-26

Date: 29 / 12 / 2025

**Uttar Pradesh Real Estate Regulatory Authority (General)**  
**Regulations, 2019**

**Notification**

In exercise of the powers conferred up on it under Section-85 of the Real Estate (Regulation and Development) Act, 2016 read with section-38(2) and all other powers enabling it in that behalf, Uttar Pradesh Real Estate Regulatory Authority hereby decides to substitute Regulation no. 24 with new Regulation no. 24 in relation to Adjudication proceedings.

**Regulation 24**

**24. Adjudication proceedings**

(a) For adjudication proceedings with respect to complaints filed with the Authority, there will be single member benches of the Authority at Lucknow Headquarter and NCR Regional Office with one of the benches at both Lucknow and NCR Office presided over by the Chairman and others by the Members of the Authority. The Chairman shall have the following powers with respect to the constitution of bench(s), institution of complaints, manner of allocation and transfer of complaints:-

- (i) to constitute single member benches depending on the availability of the Members and the number of complaints pending for adjudication.
- (ii) to constitute division bench(s) or full bench of the Authority at Lucknow Headquarter and NCR, depending upon the nature of the complaints or the complainants.
- (iii) to direct the first hearing(s) of all complaints before the bench of the Chairman at Lucknow Headquarter or NCR Regional Office, as the case may be and to transfer such complaints to other benches of the Authority after preliminary hearing(s) with such orders, including interim orders, as



deemed fit by him in the light of the provisions of the Act and the Rules and the Regulations made thereunder.

- (iv) to revise, from time to time, the list of the districts affiliated to the benches of the Lucknow Headquarter or NCR Regional Office depending upon the number of complaints from these districts and availability of the benches at the respective offices.
  - (v) to decide the manner of allocation of cases to individual or division or full bench of the Authority and such allocation shall be made in a manner that the cases relating to the same promoter or the same project, as far as possible, are allocated to the same bench of the Authority.
  - (vi) to periodically review the allocation of districts with Lucknow and NCR Offices, the number of pending complaints with the benches and make such changes in the manner and number of allocation of complaints, as deemed proper by him with a view to streamline the adjudicatory proceedings, through appropriate executive order in this regard.
  - (vii) to transfer the complaints from one single member bench to the other single member bench or to the division bench or the full bench of the Authority on the basis of application of a party to the complaint or suo motu, in the interest of justice. However, he shall solicit the comments of the concerned bench before passing such orders.
- (b) The Authority, in consultation with the State Government, will appoint two Adjudicating Officers, one at Lucknow Headquarter and the other at NCR Regional Office, for the purposes of adjudging the complaints regarding to compensation admissible under the Act.
- (c) The aggrieved person shall be required to file online complaints before the Authority in Form-M and complaints for compensation before the Adjudicating Officer in Form-N. The complaints for compensation will be decided by the Adjudicating Officer, as far as possible, preferably within sixty days.
- (d) The complaints for compensation from the allottees of the districts affiliated, as per orders of the Chairman from time to time, to the Lucknow Headquarter will be decided by the Adjudicating Officer at Lucknow and the complaints from the districts affiliated to the NCR Regional Office will be

decided by the Adjudicating Officer at NCR Office. The Chairman shall have powers to transfer any complaint from one Adjudicating Officer to the other based on the application by one of the parties or suo-motu, after calling for comments from the concerned Adjudicating Officer.

This amendment shall come into force from the date of its publication on the website of the Authority.



(Sanjay R. Bhosreddy)

Chairman

Uttar Pradesh Real Estate Regulatory Authority