

Frequently Asked Questions

Note: As certain columns/fields may not be applicable to certain types of the projects, these columns/fields are given as non-mandatory in the portal which does not mean that these columns/fields are non-mandatory to all the projects. Hence the Promoters are hereby directed to ensure that all the details/documents required as per Rule 17 are fully uploaded and the uploaded information are true and accurate as declared by them through the affidavit in Form B.

Dashboard

1. How can I know about the status of my project registration application?

- Once the project/ agent registration application's mandatory fields are filled, "Application Status" will be shown as done.
- Once you make the payment and submit the application to authority, "Payment/ Submitted Status" will be shown as done.
- Current status of the file can be seen under Scrutiny Status.
- After the Authority scrutinises the application, a certificate will be generated. If there is any correction in the certificate generated, Promoters can submit a correction application to the authority. The Status of the correction application will be shown in "Correction Status".

2. What is the correction status in the dashboard?

After the Authority scrutinises the application, a certificate will be generated for your Project. If there is any correction required in the registered projects, Promoters can submit a correction application to the authority through "Application for change" in project details. The Status of the correction application will be shown in the dashboard under "Correction Status"

Promoter's profile

1. How can I enter an organization type that is not given in the drop-down?

For those organization types that are not given in the dropdown, select "others" from the dropdown and you can enter the type of your organization in the textbox. Then, in "Add organization other member details" specify the type of your organization.

2. What is a newly registered or incorporated entity?

If your organization is a newly incorporated entity, then give option "Yes". If there is a parent company for your organization, give the details in the web portal.

3. How can I give past experience details?

For the option “Do you have any past experience as a promoter?”, choose “Yes”. Then, in “Add past experience”, you can enter your past experience details.

4. How and when can I edit the promoter’s profile?

Promoters can edit their profile until they submit an application for registration. Promoters are not allowed to edit their details if there is any application for registration under scrutiny or at the time when authority asks for more information required.

Certain changes like adding and removing the promoter member details can be done if there is no application under scrutiny. Rest can be done through “Correction application”.

5. What is the track record of the promoter and what if the promoter has no track record?

It is the total number of years of experience and other details of projects the promoter has done till date. Both RERA certified and old project details can be updated . If the Promoter has no track records, give value as zero. These fields can be edited in quarterly updates.

Add project

1. What are the project types and how can I choose my project type?

- There are five main types of projects in the dropdown and you can select “others” and specify the type of your project if it is not listed in the dropdown.
- Commercial- Commercial only project
- Residential- Residential only projects
- Industrial- Industrial only projects
- Plots- Projects having plot development only
- Mixed (Plots with building)- Villa projects, plot development with any additional buildings like club house, security cabin, swimming pool etc.
- Others- All other types of projects and combinations

2. What is other promoter(s) (landowners/ investors) in the project?

If there are any landowners/investors in a particular project, promoters need to give details of them and upload agreement or MoU copy.

3. How can I fill land details?

- Land area - Land area of the project for registration as per Development Permit.
- Total Building Count (As per Sanctioned Plan) - Number of individual buildings in the project. Eg: In villa projects, total number of villas and, in case of apartment projects, number of towers/blocks.
- Total Floor Area of the project proposed for registration (As mentioned in the Building Permit) (in Sqmts) - Sum of all building areas mentioned in the building permit.

- Total Floor Area under Residential Use (As mentioned in the Building Permit) (in Sqmts) - Building area used for residential purpose.
- Total Floor Area under Other uses (As mentioned in the Building Permit) (in Sqmts) - Building area mentioned in the building permit as commercial area or all types of occupancy other than residential.
- Number of Residential Units (As per Sanctioned Plan) - Total residential units in the project.
- Number of Commercial Units (As per Sanctioned Plan) - Total number of commercial units in the project.

Add bank account details

1. Why am I not able to “add bank account details” in the menu for new projects?

For new projects, there shall be no money collected from allottees. That is why this page is not accessible for new projects. Promoters can enter details of the amount collected from allottees in the “Add bank account details” in project quarterly updates.

Add co-promoter/landowner details

1. What if the co-promoter/ landowner doesn't have a PAN number?

If the co-promoter/landowner/director doesn't have a PAN card, use promoter's PAN number.

2. How can I fill contact details of co-promoter/ land owner?

If the co-promoter/landowner doesn't have a contact number, use the promoter's contact details.

Add building

1. How to add details in the “Add building” menu?

Promoters have to add details of buildings and plots in this menu. To add details of buildings, first provide basic details of the building then add apartment type details. Promoters can select apartment types from the dropdown menu. After adding apartment type details fill in details of parking space. After giving all these data, click on the “Add building” button to save details of a single building. Repeat this process to give details of all the buildings in that project.

In case of plot development or mixed projects, promoters have to provide details of plots being developed for that project. For plot development only projects, promoters cannot fill building details but can only fill plot details. In case of mixed projects, click on the plot details given below the project name, and fill details there.

Document upload

1. How can I add multiple documents in the same head?

First, upload a document and then click on the “add” button showing the right side of that row. A new document upload field will appear with the same head, where you can upload similar documents.

2. What is a land title search report?

A land title search report is a past property document given by an advocate having ten years or more experience in the field of land related matters.

3. What is the plan of development work to be executed?

These are the additional plans related to the project. Eg: fire plan, electrical plan, etc.

4. How can I submit completion of my project to the authority?

Promoters are required to submit completion of their projects in Form 6 as per Kerala Real Estate Regulatory Authority (General) Regulations, 2020.

Upload photographs

1. Why am I not able to upload photographs?

Photograph upload facility is only available for project quarterly updates. Once a project is approved in the online platform, this facility will be available for the particular project.

2. When I need to upload photographs?

Promoters have to upload photographs of the project at least once in a quarter as prescribed in Rule 17 (1) (e) (iii).

Application withdrawal

1. How can I withdraw my application for project registration?

Promoters can withdraw their applications submitted for registration of projects under application withdrawal menu. Promoters can only withdraw applications for which payment is already done and registration certificate is not issued. Registration fee to the extent of ten percent paid under sub-rules (3) above, or Rupees Fifty Thousand, whichever is more, shall be retained as processing fee by the Regulatory Authority and the remaining amount shall be refunded to the promoter within thirty days from the date of such withdrawal.