

KERALA REAL ESTATE REGULATORY AUTHORITY (K-RERA)



USER MANUAL COMPLAINANT

REGISTER COMPLAINT TO KERALA REAL ESTATE REGULATORY AUTHORITY

Introduction

The Real Estate (Regulation and Development) Act 2016 was enacted by the Government of India and as per the powers conferred under the Act, the Government of Kerala established the Kerala Real Estate Regulatory Authority (K-RERA) for regulation and promotion of the real estate sector in the State of Kerala. The Real Estate (Regulation and Development) Act 2016 is a step towards reforming the real estate sector in the country encouraging greater transparency, citizen centricity, accountability, and financial discipline so as to protect the interest of the consumers in this industry.

1. Section 31 of the Act which provides the right to any aggrieved person for approaching the Authority with his/her grievances regarding violation of the provisions of the Act came into force on 01.05.2016. As per Section 31 of the Act, ***“any aggrieved person can file a complaint with the Authority or the Adjudicating Officer, as the case may be, for any violation or contravention of the provisions of this Act or the Rules and regulations made thereunder against any Promoter, Allottee or Real Estate Agent, as the case may be.”***

Explanation: - For the purpose of this Section, “Person” shall include the association of allottees or any voluntary association registered under any law for the time being in force.

2. Any claim for compensation under Section 12, 14, 18, and 19 of the Act shall be filed before the Adjudicating Officer and all other complaints regarding violation of any provisions of the Act shall be filed before the Authority.

3. As per the Act, the Complainant may either appear in person or authorize one more Chartered Accountants or Company Secretaries or Cost Accountants or Legal Practitioners or any of its officers to present his/its case before the Authority.

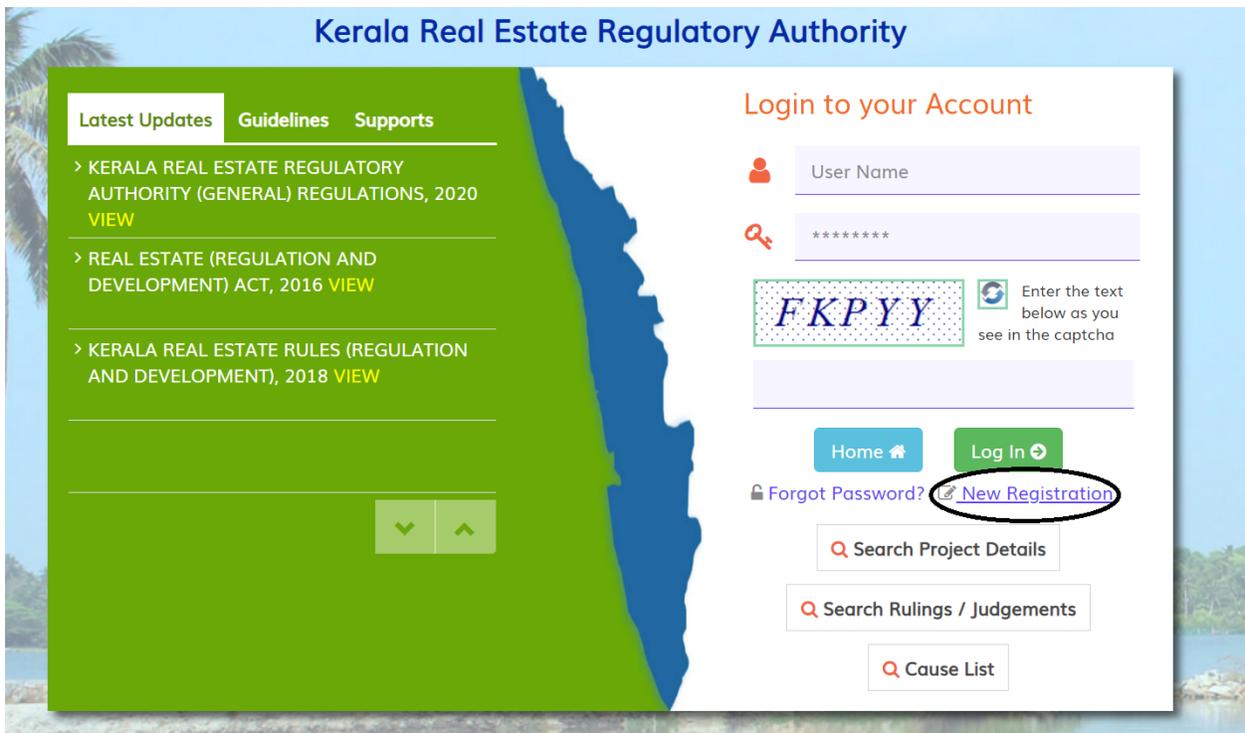
4. The Authority shall have the same powers as are vested in a Civil Court under the Code of Civil Procedure, 1908 while trying a suit in respect of i) the discovery and production of books of accounts and other documents, at such place and at such time as may be specified by the Authority, ii) summoning and enforcing the attendance of persons and examining them on oath, iii) issuing commissions for the examination of witnesses or documents and iv) any other matter prescribed by the Rules.

Before filing a complaint, please refer to Public Notice no. 609/K-RERA/2021 (L) 1
Dated - 20/03/2021.

- <https://rera.kerala.gov.in/node/188>

Create a User

- To start, a complainant has to create a new user ID and password.
- Users can file more than one complainant under one user name
- The complainant can be an allottee, promoter, association of allottees, agent, etc.
- Click on New Registration to create a user



- The new page will get loaded for user creation

Create New Account

Select User Type *

Promoter
 Real Estate Agent
 Complainant

User Name *

User Name

Password *

Enter New Password

Confirm Password *

Confirm New Password

Note : Password must contains one digit from 0 - 9, and contains atleast one lowercase characters and one uppercase characters, Must contains one special symbols in the list @#%\$ and Password length atleast 7 character and maximum

Mobile Number *

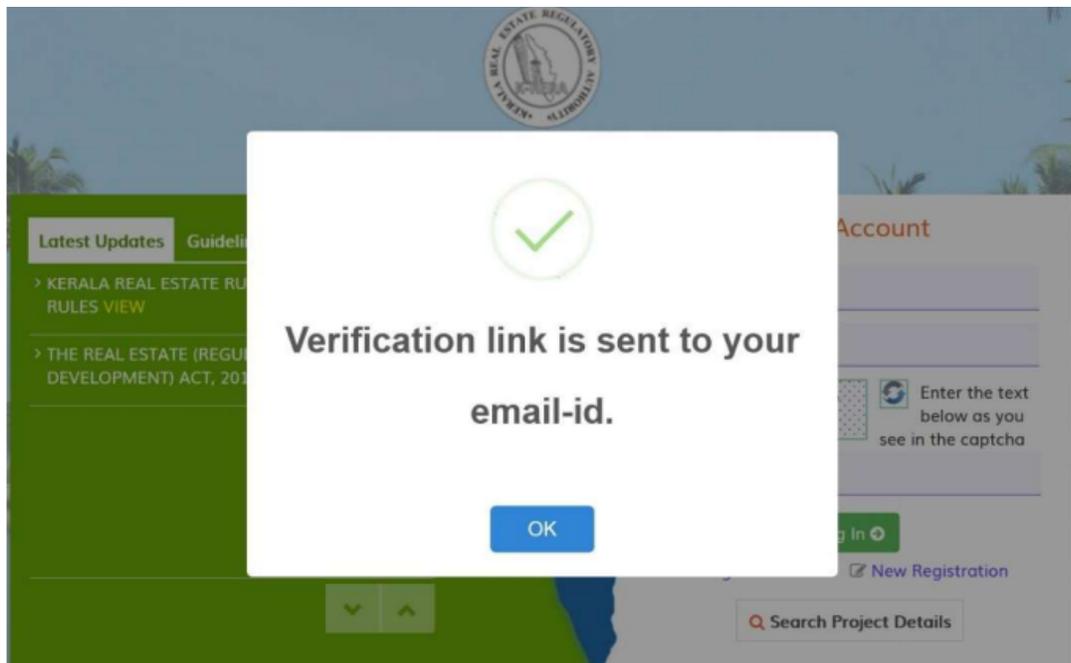
Mobile Number

E-mail ID *

Email ID


 Enter the text below as you see in the captcha

- Select user type as Complainant.
- Enter all details and click on Create user. The below message will be displayed as soon as the user is created.



- You will get a verification link to the registered email ID.
- Click on the link to verify your account.
- You can log in to your account after verification

File a complaint

- Once logged into the system, you land on the dashboard page
- You will get the details of your complaint filed in the dashboard



The screenshot displays the Kerala Real Estate Regulatory Authority (RERA) dashboard. The left sidebar contains navigation options: Dashboard, Account (selected), Complainant's Profile, Change Password, Complaint Details, Payment, and Log Out. The main content area shows the 'Status' section with a table of complaint details.

Application No.	Complaint No.	Complaint Status	Payment Status	Hearing Date	Order	Execution of order
CC001000000020058	C.No. 41/2021	Done	Done	13/09/2021	View Order	Apply
CC001000000020101		Done	Pending	No hearing scheduled yet	Pending	
CC001000000020136		Done	Pending	No hearing scheduled yet	Pending	

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- Before filing a complaint, the user should click 'Account' in the menu and then file the required details in the Complaint's Profile.

Kerala RERA
Welcome,
comp2
Complainant

Kerala Real Estate Regulatory Authority

Complainant Profile

All * Mark field are mandatory.

General Information

Individual

First Name* Middle Name
Last Name*

Address For Official Communication

House Number/ Building Name* Street Name*
Locality Landmark
State/ UT* District*
Taluk* Panchayat/ Municipality/ Corporation
Pin Code*

- Once the required details are filed, save your profile.

How to add a new complaint

Now for filing a complaint, click on the Complaint Details menu, it will expand in two more sub-menus as "Add New Complaints" and "List of Complaints". To add your complaint, click on "Add New Complaints" and start filling up the details as instructed below.

Filing a complaint can be done in 5 steps. You can move between each step by clicking on the icon at the top, or by clicking on the “Next” or ”Back” button at the bottom of the pages.

Step 1: Add Complaint

The screenshot shows the 'Add Complaint' step of the Kerala Real Estate Regulatory Authority's online portal. The page has a dark sidebar on the left with navigation options: Dashboard, Account, Complaint Details, Payment, and Log Out. The main content area displays a progress bar with five steps: 'Add Complaint' (highlighted in red), 'Add Complainant', 'Add Respondent', 'Upload Document', and 'Declaration'. Below the progress bar is the 'Complaint Details' form. The form includes a 'Complaint To' field with radio buttons for 'Real Estate Regulatory Authority' and 'Adjudicating Officer (Claim For Compensation)'. There is a 'Registered Project' field with 'Yes' and 'No' radio buttons. The 'Registration Number' field has a 'Verify' button and a 'Reset' button. The 'Project/ Agent Name' and 'Promoter Name' fields are text input boxes. A 'Save Complaint Details' button is located at the bottom left of the form area. A note at the top right of the form states 'All * mark fields are mandatory.' The browser's address bar shows 'testkrea.mahaitgov.in/Complaint/Complaint' and the system tray at the bottom indicates the time is 15:19.

- Select the type of complaint to who you're filing the complaint
- If the project is registered, the system will automatically populate the details of your project. Else, fill in the required details
- Then save the data

Step 2: Add Complainant

- Give the Complainant name, type, and a brief description of the case.
- Address and contact details of the complainant
- Give the Council contact details
- Then save the data.
- Two different apartment or villa allottees can't give a single case, the same will be rejected by the Authority.
- Co-owners of a single flat can file a case together

Step 3: Add Respondent

- Give Respondent Name and type
- Address and contact details of the Respondent
- Then save the data
- You can add multiple respondents and details of each respondent will be listed in the table at the bottom of the page.

Step 4: Upload documents

- Add a short description of the mentioned details and upload the documents.
- Mandatory document to be uploaded
 - Facts of the Case: Give a concise statement of facts and grounds for complaint/claim against the respondent
 - Relief(s) sought In view of the facts mentioned: the complainant prays for the following relief(s)[Specify the relief(s) claimed to explain the grounds of relief(s) and the legal provisions (if any) relied upon
- Other documents to be uploaded
 - Interim order, if prayed for: Pending final decision on the complaint the complainant seeks issue of the following interim order
 - Legal representative (if any), upload vakalat authorization letter.
 - Others: any other supporting documentation related to the case and any other request before the authority can be uploaded

Step 5: Declaration

- This declaration contains a disclaimer that all the information is true and is not pending before any court of law or any other Authority or any other Tribunal(s).

Pay the fee, once all the steps are covered and completed successfully, click on the Payment tab on the left-hand side. A preview of the complaint with all the details will appear and at the end, you can proceed to payment. Click on the proceed to payment button and make the payment online.

- Dashboard
- Account
- Complaint Details
- Payment
- Log Out



Application No : CC001000000020136

Details of Complainant(S)

Complainant Name* Complainant Type*

State brief description of the case* (Not more than 2000 characters)

Address of the existing office/ residence of the complainant

House Number/ Building Name* Street Name*

Locality Landmark

State/ UT* District*

Taluk* Panchayat/ Municipal/ Corporation

Pin Code*

Contact Details

Mobile Phone Number* Office Number

Email ID*

Save Complainant

Back

Next

Sr.No.	Complainant Name	House Number/ Building Name	Street Name	Landmark	Locality	Office Number	Mobile Phone Number	Email ID	Action
1	XYZ	DSD	DSA				9898989889	HGHHH@BH.CO	Edit Delete

- Dashboard
- Account
- Complaint Details
- Payment
- Log Out



Application No : CC001000000020136

Particulars of the Respondent

Respondent Name * Type of Respondent*

Address of the existing office Respondent

House Number/ Building Name* Street Name*

Locality Landmark

State/ UT * District *

Taluk * Panchayat/ Municipal/ Corporation

PinCode *

Contact Details

Mobile Number

E-mail ID

Save Respondent

Back

Next

Sr.No.	Respondent Name	House Number/ Building Name	Street Name	Landmark	Locality	Action
1	JKHFDH	JLFSJ	SDF		JDSFJK	Edit Delete

- Dashboard
- Account
- Complaint Details
- Payment
- Log Out



Upload Documents

All * mark fields are mandatory.

Application No : CC00100000020101

Sr. No.	Document Name	Description (short summary is required)	Upload Document (document size is 5 MB per document)	Action
1	Give a concise statement of facts and grounds for complaint/claim against the respondent *	dds	Choose File N...sen	Upload View Download Delete + Add
2	Relief(s) / Compensation Sought: In view of the facts mentioned above, the complainant/applicant prays for the following relief(s)/compensation(s)..... [Specify below the relief(s)/compensation(s) claimed explaining the grounds of relief(s)/claim(s) or the legal provisions (if any) relied upon] *	gfgf	Choose File N...sen	Upload View Download Delete + Add
3	Interim order, if prayed for: Pending final decision on the complaint the complainant seeks issue of the following interim order: [Give here the nature of the interim order prayed for with reasons] [not more than 100 words]		Choose File N...sen	Upload + Add
4	Legal representative (if any), upload vakalat authorisation letter.		Choose File N...sen	Upload + Add
5	Others	test	Choose File N...sen	Upload View Download Delete + Add

[Back](#) [Next](#)

- Dashboard
- Account
- Complaint Details
- Payment
- Log Out



Declaration

Application No : CC00100000020101

In case of Individuals please write first complainant name, and in case of Organization please write Authorized Signatory's name

I declare that the subject matter of the claim falls within the jurisdiction of the Authority

I further declare that the matter regarding which this complaint has been made is not pending before any court of law or any other Authority or any other Tribunal(s).

I son / daughter of the complainant do hereby verify that all information provided by me are true to my personal knowledge and belief and that I have not suppressed any material fact(s).

Place:

Date:

Save

Back

