

KERALA REAL ESTATE REGULATORY AUTHORITY
Trinity Centre, Kesavadasapuram, Thiruvananthapuram-695 004
Ph:4713501013



Office Order No. K-RERA/T3/2273/2021, Dated: 24/02/2023

Sub: K-RERA -Work Distribution and instructions for smooth office functioning-Reg.

Ref : 1. Circular No Rules 2/90/2019 P & ARD Dt.17.8.2019.

2. Office Order No.T3/2273/2021, Dt.26.10.2021
3. Order No. 14/2022/KRERA dated 16/4/2022.
4. Order No. 36/2022/KRERA dated 20/9/2022
5. Order No. K-RERA/T3/2273/2021, Dt: 29/09/2022
6. Office Order No. K-RERA/T3/2273/2021, Dated: 15/11/2022
7. Circular No. K-RERA/T3/2273/2022, Dated: 28/12/2022

In accordance with the decisions taken in the meeting convened by the Chairman, Kerala Real Estate Regulatory Authority on 28. 09.2022 work allocation and instructions were issued for the smooth functioning of the office as per reference cited (5) above. Further to the appointments of additional staff, and further to discussion with the Chairman on 13.02.2023, the work allocation order is revised as follows and is approved by the Chairman. This order will come into force with effect from 01.03.2023. Seven working days will be considered as transition period for technical section for smooth enabling of the process by IT section and during this transition period they shall do the works presently attending.

Technical and Administration

Secretary (Tech & Admin) (Smt.Sheeba Rani.Y)

Will be in charge of all matters related to Technical and Administration matters of K-RERA. Any other works as directed by the Authority.

1.Technical Section

Name of Officer	Responsibilities
Deputy Director- Head 1 Sri Sibin Rajan	1. Will attend to all matters /scrutiny related to the Registration of Projects, Post Certified Applications, Cancellation of Registration, Withdrawal of applications, and Transfer of Projects. Will issue/coordinate all related communications both online and manually. 2. Will conduct site inspections and any other works as directed by the Authority Secretary(T&A). 3. He shall act as the State Public Information Officer - RTI Act.
Deputy Director- Head 2 Sri.Pradeep Kumar.PG	1. Will attend all matters/scrutiny related to Extension Applications, Monitoring of the registered projects (Form No 2, 3,4,5, quarterly progress of projects), all matters related to the completion of projects, submission of OC, Form No.6, lapsed completion date /extension of the project. Will prepare/ issue related necessary communications (letters/notices/orders) both online and manually.

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	<p>2. Will conduct site inspections and any other works as directed by the Authority Secretary(T&A).</p> <p>3. He shall attend to matters in connection to the Chief Minister's Public Grievance Redressal Cell and matters related to Assembly questions.</p>
<p>Consultant- Head 3 Smt.Durga SJ</p>	<p>Will attend all works related to /scrutiny of Agent Registration, Correction Applications, Petitions, and Show Cause Files. Will attend/draft various Public Notices, Orders(public), Agenda / Minutes for the Authority meetings, Letters / DO letters to Govt, Amendments to Rules and Regulations, related other Acts/Rules/Regulations. Will conduct site inspections and other works as directed by the Authority / Secretary(T&A).</p>
<p>2.Administration Section</p>	
<p>Administrative Officer. (Sri.Rajagopal)</p> <p>Will be in charge administrative section and accounts. Any other works as directed by the Authority.</p>	
<p>Accounts Officer Sri Ramachandran</p>	<p>Will attend all matters regarding Accounts, Budgeting, Auditing of the Authority. Any other works as directed by the Administrative Officer.</p>
<p>Assistant 1 T1(p) Smt.Divya. L</p>	<p>She will attend to matters of inward and dispatch sections. She will prepare draft Notices and Orders with the help of Legal Section. She will assist the Technical Section for all other correspondence pertaining to the technical section. Will act as the custodian of all manual files of the technical section. Will attend works related with registration of projects, issue Registration Certificates (Manual). Will assist officers in charge of RTI Act and Chief Ministers Public Grievance Redressal Cell and Assembly questions. Other communication with Government and other miscellaneous papers, upkeep of registers relating to registration of projects and others.</p>
<p>Assistant 2 T1(p), T2 & T3(P) Sri. Aneesh D</p>	<p>He will attend all works related to K-RERA Administration. Will assist the Administrative Officer in all Administration and Establishment related works and general office routine activities. He will attend Revenue Recovery, Show Cause Notice for non-registration of projects, and Agent registration. Coordination of show cause notice hearings. Works related to Awareness programmes. Any other works as directed by the Administrative Officer / Authority / Secretary(T&A).</p>
<p>Assistant (Accounts) Sri.Vineesh. V</p>	<p>He will attend matters on vehicles, accounts and all connected matters related to Income Tax, GST , Statutory deductions of employees, etc. The matters relating to Authority meetings.</p>
<p>PR Consultant Sri. Rithwik Razakh</p>	<p>Develop and execute public relation plans and programmes, in raising awareness regarding the provisions of the Act and Rules through electronic, print, social media and physical awareness programmes. Monitor, track and report media coverage, social media activity. Co-ordination of press conference.</p> <p>Initiating and maintaining media relations through proper and timely communication, preparation and delivery of PR materials including press release photographs , video graphs, posters, brochures, and banners whenever necessary.</p> <p>Develop and implement communications strategies designed to inform the public of initiatives and policies of the Authority.</p>

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	<p>Create written and visual content for effective interactive communication on social media platforms. Handle and manage Authority's official social media accounts by posting and updating various contents. Writing or editing content on the official website whenever necessary.</p> <p>Advise on the advertising and promotional needs of the Authority. Develop and implement advertising campaigns appropriate for print or electronic media. Preparation of Administration Report of K-RERA. Any other duties as assigning by the Authority/Secretary (T&A).</p>
Executive Assistant Sri. Kiran. CS	<p>Assisting Chairman and taking dictation in the best manner possible, Fixing up of appointments of visitors, screening the telephone calls and the visitors in a tactful manner, Keeping an accurate list of engagements, meetings etc, and reminding the Chairman sufficiently in advance for keeping them up, keeping a note of the movement of files seen by the Chairman. Prepares meeting report and designates and follows up on assigned action items, Make travel and accommodation arrangements for the Chairman & Authority, Take minutes during meetings of the Chairman. Assist Chairman during other public meetings, public programmes, site verification, and other official meetings. Other office works as assigning by the officers of K-RERA/Members with the consent of the Chairman. Any other works as assigning by the Chairman.</p>
3. IT Section	
IT Officer (Sri.Rahul Chandran. VR)	
Will be in charge IT section. Any other works as directed by the Authority/Secretary(T&A).	
Software Engineer Smt. Aiswarya Suresh	<p>Will attend matters related with online applications, and status updates. Web portal customer support for Promoters/Agents and allottees. Web portal requirement analysis. Upload and maintain the K-RERA website. Report generation from web portal. Provide draft notice and report for IT section. Support technical team for online file monitoring process. Online certificate scheduling and generation. Online portal testing. Any other works as assigning by the IT Officer.</p>
Software Engineer Sri. Krishnakumar.R	<p>Analyse the process requirement of the Authority, Technical Section, and design user flow. Supporting and maintain application servers and databases. Estimation of time and effort for the development sprints planned. Authority Design work like banner, brochures, PPTs etc. Handles DB change requests and other online application-related files. Report generation from web portal. Enchantments, Optimization and migrate K-RERA Web portal and Website to the latest industry standards. Web portal design user flow. Web portal 3rd party support. Authority Web site support. Any other works as assigning by the IT Officer.</p>
System Admin.	<p>Will monitor system performance and troubleshoot issues, Firewall maintenance and monitoring. Ensure security and efficiency of IT Infrastructure. Identify system</p>

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(Hard ware & Network Consultant) Sri.Mathew. A	requirements and upgrade. Maintain, secure, and upgrade a web system, CCTV and ELV system monitoring, Hardware maintenance, and live software updating support for the system, printer routers, switches, etc. Maintaining register for hardware and software license and warranty details, Maintaining asset register for computers and other computer-related and IT equipment's. Any other works as assigning by the IT Officer.
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Legal Wing

Secretary (Legal) (Smt.Padma.V)

She will be in charge of Legal Section and Bench Section Authority and Adjudicating Officer. She shall act as the Appellate Authority - RTI Act.

1.Legal Section

Assistant 1. Smt. Vineetha Vijayan	Receiving of Tapals in legal wing (Except pleadings in pending complaints).Processing of complaints both Form M & Form N (transferring DD for encashment, transferring Form N to Adjudicating Office, Defect communicating, Register complaints, indexing with the help of Consultant, preparing the check list, processing of first notice of hearing on complaint in Form M), transfer complaint file to Bench Section for hearing. Processing execution petition (issuing defect communication, issuing first notice).Processing and keeping Revenue Recovery file both Form M & N. Processing and keeping files on pending High Court Cases. Dealing with files relating government communication, RTI Files, LA files. Files relating to issuing certified copies of order, other documents etc. Checking mails of legal section (except pending complaints). Transferring records to Appellate Tribunal & High Courts. Keeping disposals (Complaints in Form M, Writ Petitions, Execution petition. RR Files (both M & N). Laison with complainants. Updating complaints in spread sheets. Updating details of complaints and disposal to Government of India. Typing works of Secretary (Legal).Keeping of records of Legal section. Communication with respect to defects in complaint. Other miscellaneous work in Legal Section.
Legal Consultant 1 Sri. Sunil Kumar KS	(Scrutiny and noticing defects Verification of the complaints and Execution Petitions filed before the Authority and Adjudicating Officer. Indexing of Complaints at the initial stage.) Drafting and preparation of Statement of facts of the Writ Petitions filed before the Hon'ble High Court and appeals filed before the Appellate Authority. Drafting and preparation of Show Cause Notices and Notices for hearing in suo moto proceedings under section 3 of the Rera Act. Drafting and preparation of the Orders after hearing in suo moto proceedings. Vetting of Notifications generally prepared under the RERA Act. 7. Verification of annexures in disposed files before transferring to records section. Drafting of proposals for the amendment in RERA

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	Act, Rules and Regulations. Laison with parties of complaints Other miscellaneous files entrusted by the Secretary (legal) from time to time.
2.Bench Section (Hearing Section -Authority)	
(The earlier work distribution order referred 6 th above modified to the following extend).	
Court Officer. Sri.Sreenivasan Pillai. R	Keeping of all pending complaints files and made available to the concerned Legal Assistant/ Legal consultant prior to the time of hearing promptly and receives back the pending complaint files after completing the procedures of hearing. Receiving pleadings/ documents on pending complaints. Posting of Complaints for hearing (along with connected cases if any) before the Authority and related matters. Laison with parties of hearing. Numbering of all Interlocutory petitions and keep the I.A register promptly by noting the orders in all I.A's. Keeping complaint register promptly. Prepare and publish cause list of all the hearing cases in the prescribed format and make it published in website each week. Keeping the complaint posting book update with all the postings and re- postings. Duty of distribution of complaints heard by division benches among legal assistants/consultants and make necessary notings in the fair copy register. Keep disposal register up-to-date. Other miscellaneous matters as entrusted by the authority.
Legal Consultant 2 Sri.Regunath.T	Attend Bench I & VI and other benches as directed by the Authority during hearing. Receives complaints from Court officer for hearing, typing, mailing and monitoring the dispatch of all interim and final orders of Bench VI and such other orders as entrusted. Maintain files up to date with proper arrangement of pleadings, maintain proceeding file up to date with abridged hearing notes, processing all the further communications/steps in pending complaints & EP attended by him. Return complaint files to Court Officer after completing the process of hearing. The exhibits in the cases attended by him to be marked and get the signature of the Authority. Handover properly indexed disposed complaints/ EP to the Court officer for handing over it to Section Assistant.
Legal Assistant -1 Smt. Jazeena. S	Attend Bench II & VII and other benches as directed by the Authority during hearing. Receives complaints from Court officer for hearing, typing, mailing and monitoring the dispatch of all interim and final orders of Bench VI and such other orders as entrusted. Maintain files up to date with proper arrangement of pleadings, maintain proceeding file up to date with abridged hearing notes, processing all the further communications/steps in pending complaints & EP attended by him. Return complaint files to Court Officer after completing the process of hearing. The exhibits in the cases attended by him to be marked and get the signature of the Authority. Handover properly indexed disposed complaints/ EP to the Court officer for handing over it to Section Assistant. She shall maintain a diary for interim/ final orders and

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	shall follow up with concerned legal assistant / consultant. Report the details of works on these orders to the Secretary (L)
Legal Consultant3 Sri. Siyad MS	Attending and assisting in all Bench I, II, III, and such other Benches as entrusted during hearing. Assist the court officer in preparing the case bundles for the hearing in the each bench. Preparing the Cause List for every day and uploading the Cause List for a certain period in the website of the authority. Ensuring the follow up actions and process as noted in the proceedings sheet of the each cases after hearing. Ensuring sending the communication/ correspondence regarding the cases after hearing. Updates the posting dates of the Complaints/Execution Petition on the Google sheet. Assist the Court Officer/ Legal Consultant in handling the complaints. Sending links through email to the parties/ participants in the hearing of the cases in the absence of the concerned Legal Assistant/Legal Consultant. Co-ordinating the works between Bench Section with other sections. Shall entrust the work of orders, interim orders to the authorized legal assistant / consultant in their allotted benches immediately after hearing. Other miscellaneous works entrusted by Hon'ble Chairman and Members of the Authority.
Legal Consultant 4 Smt.Thahin Banu.K	Attend Bench IV & V and other benches as directed by the Authority during hearing. Receives complaints from Court officer for hearing, typing, mailing and monitoring the dispatch of all interim and final orders of Bench VI and such other orders as entrusted. Maintain files up to date with proper arrangement of pleadings, maintain proceeding file up to date with abridged hearing notes, processing all the further communications/steps in pending complaints & EP attended by him. Return complaint files to Court Officer after completing the process of hearing. The exhibits in the cases attended by him to be marked and get the signature of the Authority. Handover properly indexed disposed complaints/ EP to the Court officer for handing over it to Section Assistant. The exhibits in the cases attended by him to be marked and get the signature of the Authority and handover properly indexed complaints, EP to the Court officer for handing over it to Section Assistant.
Legal Consultant 5 Sri. Jobin John	Attend Bench III and assist Sri.Regunath in Bench 1 & VI and other benches as directed by the Authority during hearing. Receives complaints from Court officer for hearing, typing, mailing and monitoring the dispatch of all interim and final orders of Bench VI and such other orders as entrusted. Maintain files up to date with proper arrangement of pleadings, maintain proceeding file up to date with abridged hearing notes, processing all the further communications/steps in pending complaints & EP attended by him. Return complaint files to Court Officer after completing the process of hearing. The exhibits in the cases attended by him to be marked and get the signature of the Authority. Handover properly indexed disposed complaints/ EP to the Court officer for handing over it to Section Assistant. The exhibits in the cases attended by him to be marked and get the signature of the

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	Authority and handover properly indexed complaints/ EP to the Court officer for handing over it to Section Assistant.
3.Bench Section (Hearing Section -Adjudicating Officer)	
Bench Clerk Sri.Salim	Receiving and processing of complaints in Form N (give posting date, issuing notice of hearing). Receiving all pleadings and keep the same promptly in each case after noting it at the proceedings paper. Assign the number to each IA and enter its number at the IA register and make necessary entries. Maintain posting book IA register, E.P. register, E.A. register, acknowledgement register, disposal register casual leave register after entering the relevant entries make them available before Adjudicating Officer for periodical verification and scrutiny. Maintain daily register about Bench Section in order to know each and every stage of each case. Liaison with parties of hearing. Place all the case bundles before the Adjudicating Officer in chronological order for roll-call. Update posting dates, prepare the appendix and preface thereof after final hearing for verification and scrutiny. Furnish details of complaint to confidential assistant for updating in the google sheet. processing of files on certified copies of the orders and other documents. Consign all the disposed cases in record section in chronological order in a neat and tidy manner. Forward the monthly statement showing the opening balance, closing balance, lodging of complaints, disposal of complaints to RERA for information. Such other miscellaneous works entrusted by the Adjudicating Officer.
CA Sri.Vijaya Kumar	Check the e-mail communications to the office of Adjudicating Officer on each and every day and inform the same to Adjudicating Officer for further steps. Take dictation of Adjudicating Officer about the orders to be passed and communications to be made. Type the Appendix and Preface of each and every order and ensure their accuracy with the assistance of the Bench Clerk. Update the details of complaint including the project in the Prescribed Form and the posting date in the google sheet with the help of Bench Clerk. Forwarding orders to counsel or party by way of e-mail after obtaining instructions from Adjudicating Officer in this regard such other miscellaneous works entrusted by the Adjudicating Officer. Typing the works of the Secretary (Legal) without affecting the usual works. Uploading the Orders of the Adjudicating Officer in the web portal.

General instructions for the smooth functioning of the office

1. Working time of the office will be 10.15 AM to 5.15 PM as per Circular No.(Rules) 2/90/2019 P & ARD Dt.17.8.2019, referred above. The attendance will be kept for signing until 10.30 AM and will be closed. In the Afternoon it will be kept for signing at 5.15 PM

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2. Lunch break will be 1.15 PM to 2.00 PM.
3. All the staff can avail casual leaves as applicable (as per govt norms/agreement executed) with prior written approval / under intimation to the Secretary (T &A) or Administrative Officer with the consent of the concerned superior officers/ reporting officer. As an exemption in case of an unavoidable situation, staff can avail casual leaves under intimation to the Secretary (T&A) or Administrative Officer with the consent of the concerned superior officer/reporting officer.
4. Early exit / Late entry in attending the office, is allowed only on prior written approval / under intimation to the Secretary (T &A) or Administrative Officer through the consent of concerned superior officers/ reporting officers.
5. Unauthorized absence will not be encouraged and action will be initiated as applicable.
6. If any staff is on leave or absence during office hours, alternate / work arrangement shall be made by the concerned staff themselves under intimation to the reporting officer, so that the work shall not suffer/work continuity shall not affect during their absence.
7. Each staff shall keep a work diary of the daily work attended and shall produce it before the superior officer(s) / Authority as and when required to produce.
8. Staff who are dealing with files shall maintain the file movement register.
9. Staff are not allowed to make any entry in the attendance register except their signature.
10. On Duties (ODs) shall be availed with due entry in the OD Register and the same shall be closed on return. Over time duty claim / off, shall be availed with written approval with the consent of the concerned superior officers/ reporting officers.

By Order of the Authority



Secretary (Technical & Admin)
Kerala Real Estate Regulatory Authority