



KERALA REAL ESTATE REGULATORY AUTHORITY
5th Floor, Swaraj Bhavan, Nanthancode, Kowdiar PO,
Thiruvananthapuram-695 003, Phone No. 0471- 2313045
www.rera.kerala.gov.in email: info.rera@kerala.gov.in

No. 765/T3/K-RERA/2020

Dated: 01.07.2020

PUBLIC NOTICE

Sub: Threat of Corona virus-19- hearing of complaints through video conferencing guidelines -reg.

Ref: Public notice of even no. dated 19.03.2020,16.04.2020 and 11.06.2020

In view of current situation of COVID-19 pandemic, no physical hearing of complaints is possible for the time being. In order to ensure accessibility to the justice, the Kerala Real Estate Regulatory Authority decided to conduct the hearings of the complaints filed under Sec 31 of the Act through video conferencing (VC). Hence, under provisions of section-37 of Real Estate (Regulation and Development) Act,2016; following guidelines are being issued by this Authority for conducting hearing of complaints via video conferencing (VC):

1. For the appearance of all parties and their advocates, the Authority will share details of video conference on their registered email ids and mobile numbers two days before the complaint is scheduled for hearing. A reminder will also be sent on the previous day of hearing.
2. For participation in hearing of cases through VC, the parties concerned and their advocates shall send following details in the official email id of the Authority–
info.rera@kerala.gov.in
 - i. Name
 - ii. Complaint Case Number
 - iii. Email id
 - iv. Mobile Number

3. On receipt of the details mentioned above, the Authority shall share following information in the registered email id and mobile number of parties concerned and their advocates: -

- i. Date and Time of Hearing through VC
- ii. Instructions to be followed at the time of appearance in hearing through VC
- iii. Web link for joining the Meeting/ Hearing

Above mentioned information shared by the Authority in the registered email id and mobile number of parties/ learned advocates concerned, shall be considered as properly delivered/served by the Authority.

4. Both the parties and their advocates can join the hearing via video conference by installing Google Meet application/software on their mobile phone / laptop / desktop computer. But it is not necessary to install the application and they can also join the hearing by click in on the weblink shared on registered e-mail id and mobile number.

5. Parties / their advocates concerned only need Android or Apple mobile phone and live internet connection for participation in hearing via video conference. They can also use their desktops and laptops in place of mobile phones.

6. Procedure for hearing through VC: A window will appear on clicking on the weblink shared on registered email id and mobile number. The party will be able to join the hearing on scheduled time by selecting the default application to open the link. The detailed procedure is as under: -

a) Please go to the link mentioned below to download Google Meet application in your mobile phone.

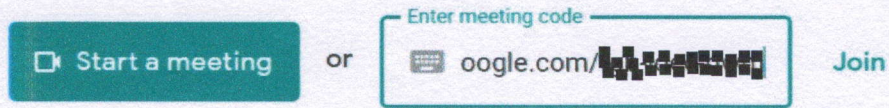
- i. For Android phone users

https://play.google.com/store/apps/details?id=com.google.android.apps.meetings&hl=en_IN

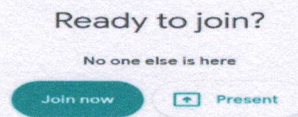
- ii. For Apple iPhone users

<https://apps.apple.com/us/app/google-meet/id1013231476>

b) After the successful installation, you need to create a Google Meet account/ login to your Google Meet account. Open the link from your mail and choose Google Meet as default application for opening the link. Or copy the link from your mail and paste it on the 'Enter meeting code' section of the application.



- c) Click on 'Join' button. Then you will be directed to another window where you can Join the meeting.



- d) Then the Authority will admit the parties / advocates concerned to the video conference at the scheduled time.
7. All necessary documents pertaining to the complaint shall be sent in PDF format to the official email id of Kerala RERA :- info.rera@kerala.gov.in and hard copies of the same signed by the parties concerned, shall also be sent to the Authority directly via post.

The Authority shall follow the above-mentioned procedure in case of all pending and new complaints until further orders, and shall consider the complaints for hearing according to the urgency of the matter as required by the parties concerned.

Instructions: -

- 1) The parties concerned and their advocates should be dressed in formal attire for the video conference.
- 2) Recording of the hearing conducted through video conferencing is strictly prohibited.
- 3) The above-mentioned access link for hearing shall not be shared with others at any point of time.
- 4) Parties should ensure that hearing is not interrupted by calls, messages or any other internal noise.
- 5) It is desirable that one representative of both the complainants and respondents along with their advocate(s), if any, shall be attended for hearing of each case.

Sd/-
Member

Sd/-
Chairman

Approved for Issue

Secretary (legal)