

User Manual for
Complaint Registration



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Internal Approval

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Document Control Information

Version	Revision Date	Author	Affected Sections	Brief Description of Change
1.0	NA	NA	NA	NA
1.1	25/01/2018	APRERA	5 (Affected Points: 1, 2, 9 & 12)	Home Screen, Print Button and Acknowledgment design

Change Note History

Ref. No.	Release Date	Version No.	Section No.	Page No. & Line No.	Remarks
1	25/01/2018	1.1	5	Point 1, Page 7, Figure 1	Home Screen Changed
2	25/01/2018	1.1	5	Point 2, Page 7, Figure 2	Home Screen Changed
3	25/01/2018	1.1	5	Point 9, Page 11, Figure 9	Added Print Button in Preview page
4	25/01/2018	1.1	5	Point12, Page 13, Figure 12	Acknowledgment Page design modified



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1. INTRODUCTION

APRERA (Andhra Pradesh Real Estate Regulatory Authority) has been developed under section 4.3 of the Real Estate (Regulation & Development) Act, 2016. The Department of Municipal Administration & Urban Development, Government of Andhra Pradesh is the nodal department for the implementation of RERA Act in the state of Andhra Pradesh.

All sections of the Real Estate (Regulation & Development) Act, 2016 came into force with effect from 1st May, 2017. The Andhra Pradesh Real Estate (Regulation & Development) Rules, 2017 was approved by Government of Andhra Pradesh and notified on March 27, 2017.

2. OBJECTIVE

- ✓ Ensuring Transparency & Efficiency in real estate sector in regards to sale of plot, apartment, building or real estate project.
- ✓ Protecting the interest of consumers in real estate sector.
- ✓ Establishing adjudicating mechanism for speedy dispute redressal.
- ✓ Establishing Appellate Tribunal to hear appeals from the decisions, directions or orders of the Real Estate Regulatory Authority.

3. ABBREVIATIONS

Abbreviation	Expansion
APRERA	Andhra Pradesh Real Estate Regulatory Authority

Table 1: List of Abbreviations

4. SOFTWARE AND TECHNOLOGIES

S. No.	Software	Version
1	ASP .NET	4.5
2	SQL Server	2010

Table 2: Software and Technologies

5. PROCESS – COMPLAINT REGISTRATION

The below mentioned process of Complaint Registration under Andhra Pradesh Real Estate (Regulation and Development) Rules, 2017.

Navigate to portal www.rera.ap.gov.in.

1. **Complainant:** click on **Registration** Link under APRERA Home Page as depicted in Figure 1.

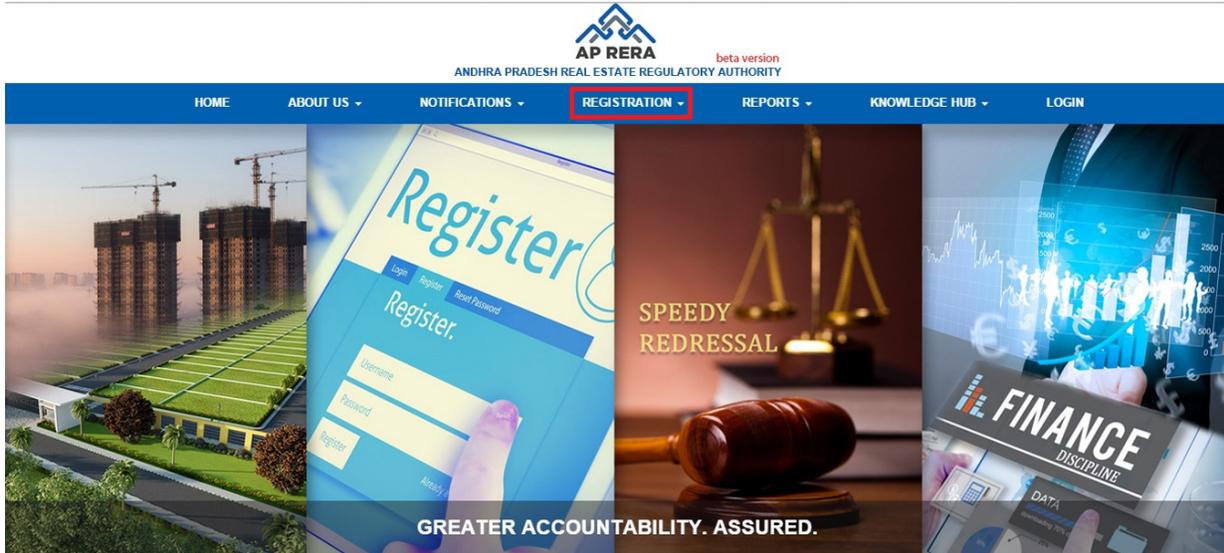


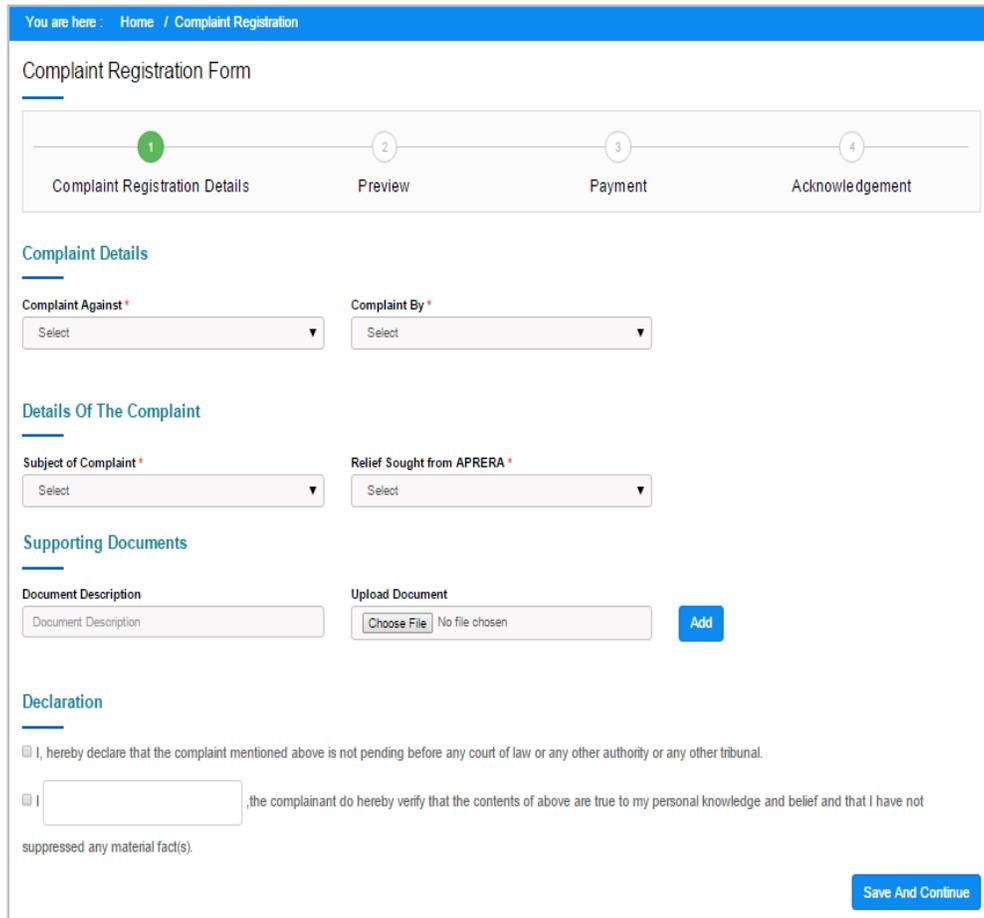
Figure 1: Home Page

2. Select **Complaint Registration** link under 'Registration' (in Home page) as depicted in Figure 2.



Figure 2: Complaint Registration Selection Page

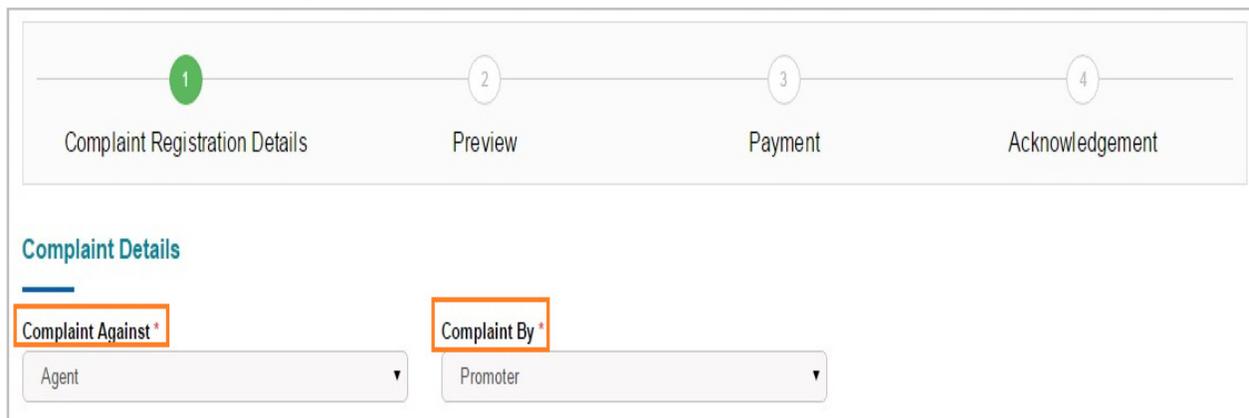
3. Complaint registration page is displayed as depicted in Figure 3.



The screenshot shows the 'Complaint Registration Form' with a progress bar at the top indicating four steps: 1. Complaint Registration Details (highlighted in green), 2. Preview, 3. Payment, and 4. Acknowledgement. Below the progress bar, the form is divided into sections: 'Complaint Details' with dropdowns for 'Complaint Against' and 'Complaint By'; 'Details Of The Complaint' with dropdowns for 'Subject of Complaint' and 'Relief Sought from APRERA'; 'Supporting Documents' with a text input for 'Document Description', a file upload button, and an 'Add' button; and 'Declaration' with two radio button options. A 'Save And Continue' button is located at the bottom right.

Figure 3: Complaint Registration Home Screen

4. Select Complaint Against and Complaint By as depicted in Figure 4.



This screenshot is a zoomed-in view of the 'Complaint Details' section from Figure 3. It shows two dropdown menus: 'Complaint Against' with 'Agent' selected and 'Complaint By' with 'Promoter' selected. Both dropdown labels are highlighted with orange boxes.

Figure 4: Complaint Details Page

Note: Possible ways of complaint registration as follows

Complaint Against	Complaint Belongs to
Promoter	Allottee
	Agent
	Others
Agent	Promoter
	Allottee
	Others
Allottee	Promoter
	Agent

5. Enter Details of Complainant and Respondent as depicted in Figure 5.

Details Of The Complainant

Promoter/Project Reg. ID *

Details Of The Respondent

Agent ID *

Figure 5: Complainant & Respondent Page

- Enter Details of the Complaint such as Subject of Complaint, Description of Complaint and Relief sought from APRERA as depicted in Figure 6.

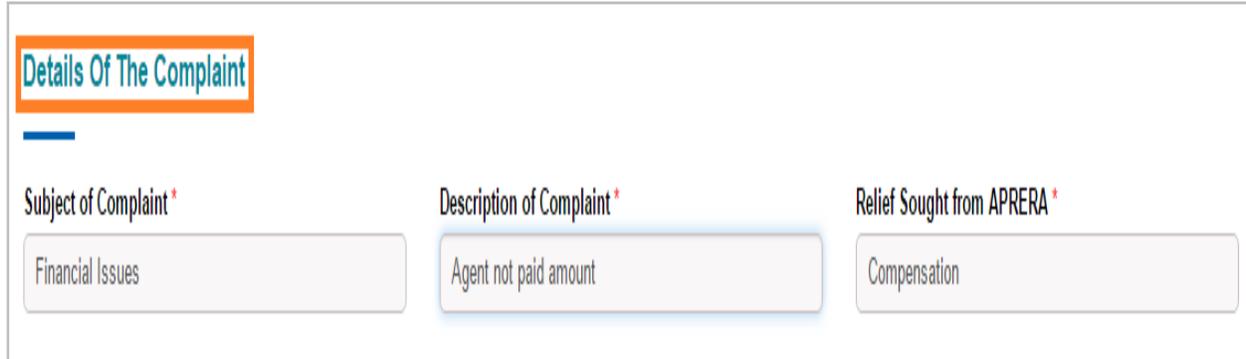
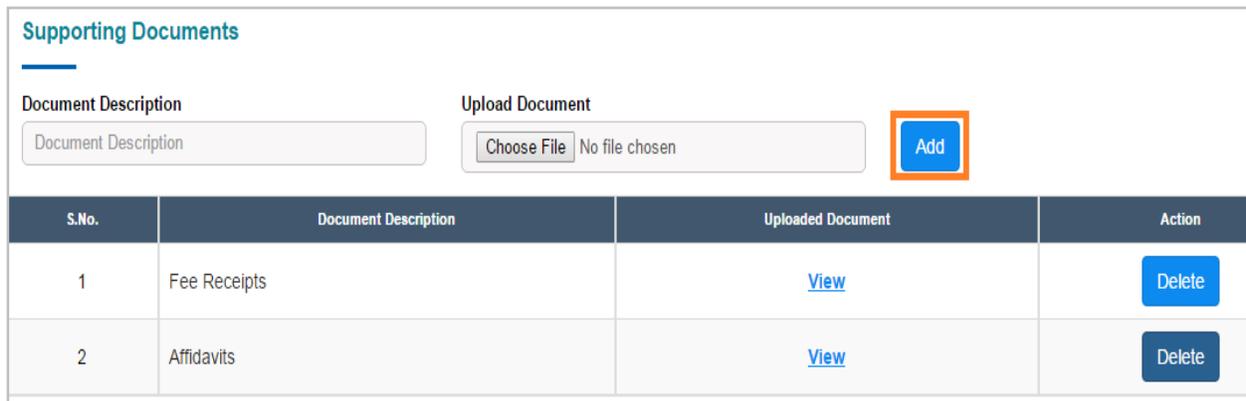


Figure 6: Details of the Complaint Page

- upload Supporting documents (if any) along with Document description and click **Add** button as depicted in Figure 7.



S.No.	Document Description	Uploaded Document	Action
1	Fee Receipts	View	Delete
2	Affidavits	View	Delete

Figure 7: Supporting Documents

- Check **Declaration statements** and enter complainant Name and his/her Father name as depicted in Figure 8.

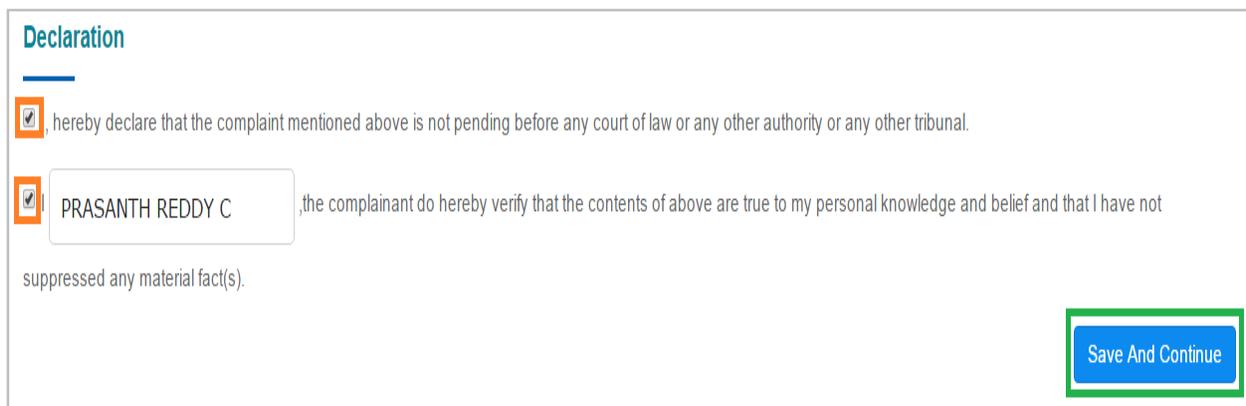


Figure 8: Declarations Selection

- Click Save and Continue button in the above figure, Preview page displayed as depicted in Figure 9.

Supporting Documents

Sr. No.	Document Description	Uploaded Document
1	Fee Receipts	View

Declaration

I, hereby declare that the complaint mentioned above is not pending before any court of law or any other authority or any other tribunal.

IPRASANTHA REDDY C

,the complainant do hereby verify that the contents of above are true to my personal knowledge and belief and that I have not suppressed any material fact(s).

[Download PDF](#)
[Print](#)
[Proceed for Payment](#)

Figure 10: Download filled Application and Proceed to Payment

Note: - Registration Fee for Complaint Registration: Rs. 1000/-

11. Click **Proceed for Payment** button in Figure 10, Payment Page displayed as depicted in Figure 11.

You are here : [Home](#) / [Payment Page](#)

Payment Page

Payment Details

Transaction Id **3231217001** Date **23/12/17**

Name	PRASANTHA REDDY
Mobile No.	NA
Payment For	Complaint Registration Fee
Amount	1000.00
Additional Charges	0.00

Total Amount 1000.00

[Make Payment](#)
[Cancel Payment](#) ✕

Figure 11: Payment Page

12. Click **Make Payment** button in Figure 11, it will redirect to Payment Gateway page where agent can pay Registration Fee through Net Banking/Debit Card/Credit Card. Once payment confirmed, an acknowledgment page displayed as depicted in Figure 12.




 ANDHRA PRADESH REAL ESTATE REGULATORY AUTHORITY

Payment Receipt

Application Id **C29011800883** Date **29/01/2018**

Name	PRASANTHA REDDY C	
Type of Payment	Complaint	
Transaction No	3290118001	
Amount		1000.00
Service Charge		0.00
GST		0.00

Total Amount 1000.00

Figure 12: Acknowledgment Receipt

6. CHANGE MANAGEMENT PROCEDURES

This document is meant for usage by the Andhra Pradesh Real Estate Regulatory Authority Any changes made to the requirements in future shall have to go through a formal change approval process, wherever necessary and shall not make any alterations without the permission of the client and the development team.

7. APPROVALS

Inspected By	Date	Signature
Sudhakar Volukula	30/01/2018	
Approved By	Date	Signature
B.Bala Kishore	30/01/2018	

Table 3: Approvals