# Gujarat RERA (RAMPS & BI)

User Manual – Grievance Redressal External Users

(V. 0.1)



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### **1.** Introduction Grievance Redressal

### **1.1.** Grievance Redressal

Gujarat RERA has established grievance redressal mechanism as per the Act, Rules and Regulation and has implemented comprehensive grievance redressal mechanism. With technology, the entire process of grievance redressal process has been made more effective, more enabling and at the same time more standardized. The major type of grievances that authority processes are as below:

- Authority Complaint (Form A)
- Adjudicating Complaint (Form B)
- Suo Motu Complaints
- Conciliation Application (Dispute Review)
- Review Applications
- Support Request
- Defect Liability

Here we will understand the entire process of various types of grievance filing, processing and disposal mechanism in subsequent sections.

### 2. Authority Complaint (Form A), Adjudicating Complaint (Form B)

### **2.1.** Complaints Filing Process

Step 1: User has to Log into system.

Any user registered on GujRERA Portal will have access to filing of the complaint. User has to Log into the system post Signing Up one time.





Step 2: Citizen/Promoter user has to select option for creating a complaint. Here the user may opt for conciliation if required by clicking "Yes".



	SHAUNAKM	SHAUNAK M DAVE
REGULATORY AUTHORITY	Do you want to opt for conclusion:	Create Complaint/Conciliation
	Objective of Conciliation Forum	Create Review/Rectification on
	As provided under section 32 of Real Estate (Regulation and Development) Act 2016. GujRERA has decided to establish confiliation forum in the state. The aim of the conditiation forum is to traditiste the amicable settlement of disputes between the allottees and the promoters through a mechanism of free deliberations facilitated by the representative of Buyer Association, Promoter Association and RERA conciliation consultant. The forum also alimin at obviding the long run process of litigation for resolution of disputes. Advantages of Conciliation Forum.	Judgement Order  • Create Support Request
The Rest of the second se	Since the promoter also consents to the conciliation application there are greater chances of expeditious resolution of the matter. It is	
	expected that the promoter will readily abide by the settlement at the conciliation forum since he has consented to the settlement.	
	The applicant will not have to undergo the long process of execution proceedings.	
251 My Complaints	The parties will not have to spend on such items like the fee of the advocate etc.	
	The forum also aims at obviating the long run process of litigation for resolution of disputes.	
My Complaints Conciliation Consent Requests to	The conciliation is facilitated by both the nominees of the buyer's and promoter's association and by highly experienced and knowledgeable conciliation consultant appointed by RERA Authority.	
	Please note that conciliation proceedings are subject to Consent of Respondent(s) and	
	In case of absence of consent from the respondent(s), you have option to file the formal complaint	
	ARE YOU SURE YOU WANT TO OPT FOR CONCILIATION?	
Export PDF Export Excel Send Email	Yes No 8-2022 (44.34 PM	
Stamp No. Compl	an w. company restricts scheduled	
00 0	C C C Application Status 16-08-2021 04-28 PM	
	Abmedicined (190 CONEDA) COMPLAINT (1907)	

Step 3: Citizen/Promoter user has to create complaint selecting and filling all required fields.



		Application for Gen	eral Complaint		
DJECT DETAILS					
ect Name / Registration Number / Promoter Na	me 🕘 Pr	oject Name" 🕐	,	Project Pin Code 🖁 🕘	
/GJ/AHME/AHMADABAD CITY/Ahmedabad U	rban Development A	iella		380015	
rict 💿	Ta	luka" 🛞		Project Address 🔍 🔘	
nmedabad	Ŧ	Ahmedabad City	*	Prahlad Nagar	
RM TYPE					
n Type 🖞 🛞					
ORM - A COMPLAINT TO REGULATORY AUTH ORM - B APPLICATION TO ADJUDICATING OI	HORITY (Complaint under section 31 of t FFICER (Claim for compensation under s	he Act) ection 31 read with section 71 of the Act)			
DETAILS OF THE COMPLAINANT(S	)  SELF ON BEHALF				
1. First Name 🖢 🛞		Middle Name 🕘		Last Name(Surname)	
NIMISHABEN				BAROT	
Mobile Number 🕘		Email Id 🔍 🚳			
666666666		c1@gmail.com			
OFFICIAL / RESIDENTIAL ADDRE	SS		COMMUNICATION ADDRESS		SAME AS RESIDENTIAL ADDRESS
Address line 1 @	Address line 2 🔞	Pin Code	Address line 1 🖤 🚳	Address line 2 🐵	Pin Code 🔹 🛞
Ahmedabad		380007	Ahmedabad		380007
State 🕘	District 🔭 🕲	Taluka 🕈 🕘	State" (2)	District @	Taluka <sup>*</sup> @
•	Aravalli 🔹	Bhiloda 💌	•	Aravalli 🔻	Bhiloda 🔹
OTHER COMPLAINANT(S) DETAILS	5				
First Name 🛛 🕲		Middle Name 💿		Last Name 🕘	
Mobile Number"		Email Id 🕯 🕲			
OFFICIAL/RESIDENTIAL ADDRE	SS		COMMUNICATION ADDRESS		SAME AS RESIDENTIAL ADDRESS
OFFICIAL/RESIDENTIAL ADDRE	SS Address line 2 💿	Pin Code <sup>®</sup> 🛞	COMMUNICATION ADDRESS	Address line 2 💿	SAME AS RESIDENTIAL ADDRESS
OFFICIAL/RESIDENTIAL ADDRE	SS Address line 2 💿	Pin Code 🛯 🚳	COMMUNICATION ADDRESS	Address line 2 💿	SAME AS RESIDENTIAL ADDRESS D
OFFICIAL/RESIDENTIAL ADDRE	SS Address line 2 @	Pin Code <sup>®</sup> @ Taluka <sup>®</sup> @	COMMUNICATION ADDRESS Address line 1° @	Address line 2 @ Diatrict <sup>*</sup> @	SAME AS RESIDENTIAL ADDRESS  Pin Code" Taluka"

NAva Promoter Company       NA         Mobile Number       Emuil Id         999999999       navapromoder 1@popmal.com         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         Address 1       Address 2       State         Immarti Nagar       NA       Guigrat       Immarti Nagar         Na       Guigrat       Immarti Nagar       NA       Guigrat         District       Taluka       PIN Code       Taluka       PIN Code         Ahmedabad       Bavia       30002       Ahmedabad       NA       Sacconcent First Name         Exepondent First Name       Mulie Name       Communit.com       Sacconcent First Name       Sacconcent First Name         Obtie Number       Final Id       Guigrat       Finantit.com       Sacconcent First Name       Kadress 2       State         Address 1       Address 2       State       Address 1       Address 2       State         Tomurit Nagar       NA       Guigrat       Finantit Nagar       NA       Guigrat       Sacconcent First Name         Respondent First Name       Mulie Name       Communit Nagar       NA       Guigrat       Sacconcent First Name       Sacconcent First Name	1. Respondent First Name		Middle Name		Last Name (Surname)	
Mobile Number       Email Id         999999999       navapromoter Igopenal.com         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         Address 1       Address 2       State         Trimurti Nager       NA       Gujarat       Trimurti Nager         NA       Gujarat       Trimurti Nager       NA       Gujarat         Printerit       NA       Gujarat       NA       Gujarat         Printerit       NA       Gujarat       NA       Gujarat         Printerit       NA       Gujarat       NA       Socco2         2. Respondent First Name       Middle Name       Last Name [Sumamo]       Socco2         2. Respondent First Name       NA       Gujarat       Socco2         4. Monedabad       Barla       Socco2       Anmedabad       NA       Gujarat         969999787       prometer45gropenal.com       East Name [Sumamo]       Socco2         First Name       NA       Gujarat       Trimurti Nager       NA       Gujarat       V         969999787       prometer45gropenal.com       East Name [Sumamo]       Socco2       Socco2       Socco2       Socco2 <t< td=""><td>Nava Promoter Compa</td><td>INV</td><td>NA</td><td></td><td>NA</td><td></td></t<>	Nava Promoter Compa	INV	NA		NA	
P899999999       nagrometra ligoppmal.com         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         I'imurti Nagar       NA       Gujarat ▼         Trimurti Nagar       NA       Gujarat ▼         District       Tabuka       PIN Code         District       Tabuka       PIN Code         Advress1       NA       Gujarat ▼         Preschamt       NA       Gujarat ▼         Advress1       Tabuka       PIN Code         Advress1       Tabuka       PIN Code         Advress1       NA       Gujarat ▼         Preschamt       NA       Suema         Respondent First Name       Email Id       Suema         Modele Namber       Email Id       Suema         Ø93999787       premoter 45@yopmal.com       Suema         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address1       Address2       State         Trimurti Nagar       NA       Gujarat ▼         Pinder S       State       NA       Gujarat ▼         Address1       Address2       State       State         Trimurti Nagar       NA	Mobile Number		Email Id			
P9999999       navgronnoter 1@gogmal.com         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         Timurti Nagar       NA       Gujarat ▼         District       Taluka       Gujarat ▼         District       Taluka       Gujarat ▼         Admedabad ▼       Bavía ▼       380002         Ammedabad ▼       Bavía ▼       380002         Parshamt       NA       Samera         Portact       Email Id       Samera         989999787       promoter1Sgopmail.com       Samera         Preshamt       NA       Gujarat ▼       Samera         Address 1       Address 2       State       Address 1       Address 2       State         Address 1       Address 2       State       District       Taluka       PIN Code         District       Taluka       PIN Code       District       Taluka       PIN Code         NA       Gujarat ▼       NA       Gujarat ▼       Samera       Samera <t< td=""><td></td><td></td><td></td><td></td><td></td><td></td></t<>						
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District       Taluka       PIN Code       District       Taluka       PIN Code         Ahmedabad       Bavla       380002       Ahmedabad       NA       380002         Ahmedabad       Bavla       Modie Name       Last Name (Surname)       Image: Sure (Surname)         Prashant       NA       Savera       Sure (Surname)         Prashant       NA       Savera       Sure (Surname)         Sologeryr87       promoter45geyopmall.com       Sure (Surname)       Image: Sure (Surname)         Sologeryr87       promoter45geyopmall.com       Sure (Surname)       Image: Sure (Surname)         Sologeryr87       promoter45geyopmall.com       Sure (Surname)       Sure (Surname)         Sologeryr87       Address 2       State       Address 1       Address 2       State         Address 1       Address 2       Sure (Surname)       Sure (Surname)       Sure (Surname)       Sure (Surname)         District       Taluka       Modie Name       Last Name (Surname)       Sure (Surname)       Sure (Surname)         Almedabad       Bavla       380002       Ahmedabad       Bavla       380002       Sure (Surname)         Sure (Surname)       Imal (Surname)       Imal (Surname)       Sure (Surname)       Sure (Surname)	Trimurti Nagar	NA	Gujarat 🔻	Trimurti Nagar	NA	Gujarat 🔻
Ahmedabad       Bavla       380002       Ahmedabad       NA       980002         Akmedabad       Middle Name       Last Name (Surmame)       Savena         Peahant       NA       Savena       Image (Surmame)         Mobile Number       Email Id       Image (Surmame)       Image (Surmame)         989899787       promoter45@yopmail.com       Image (Surmame)       Image (Surmame)         989899787       Address 2       State       Address 1       Address 2       State         Address 1       AAddress 2       State       Image (Surmame)       Image (Surmame)       Image (Surmame)         0istrict       Taluka       91N Code       District       Bavla       Summa       Image (Surmame)         989999787       Image (Surmame)       Image (Surmame)       Image (Surmame)       Image (Surmame)         0istrict       Taluka       Midele Name       Image (Surmame)       Image (Surmame)         989999787       Image (Surmame)       Im	District	Taluka	PIN Code	District	Taluka	PIN Code
2. Respondent First Name       Middle Name       Last Name (Surname)         Prashant       NA       Savena         Mobile Number       Email Id       Savena         9898997767       promoter45@yopmail.com         OFFICIAL/ RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         Address 1       Address 2       State         Trimurti Nagar       NA       Gujarat<▼	Ahmedabad 🔻	Bavla 🔻	380002	Ahmedabad 🔻	NA 🔻	380002
2. Respondent First Name       Middle Name       Lact Name (Surname)         Prashant       NA       Savena         Mobile Number       Email Id       Savena         989899787       promoter45@yopmail.com         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         Address 1       Address 2       State         Trimurtl Nagar       NA       Gujarat ▼         District       Taluka       PIN Code         Bavia       380002       Ahmedabad ▼       Bavia ▼         Respondent First Name       Middle Name       Last Name (Surname)         Prashant       NA       Gujarat ▼         Na       Savena       Savena         Prashant       NA       Gujarat ▼         Na       Savena       Savena         Version       NA       Savena         Prashant       NA       Savena         Mobile Number       Email Id       Savena         Prashant       NA       Savena         Savena       prashantsavena@gopmail.com       Savena         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address1       Addres						
Prashant       NA       Saxena         Mobile Number       Email Id         9899899787       promoter45@yopmall.com         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State       Address 1       Address 2       State         Trimurti Nagar       NA       Gujarat<▼	2. Respondent First Name		Middle Name		Last Name (Surname)	
Mobile Number       Emil Id         983999797       promoter45geyopmall.com         OFFICIAL / RESIDENTIAL ADDRESS OF NOENT       COMMUNICATIONERSS         Address 1       Address 2       State       Address 1       Address 2       State         Address 1       Address 2       State       Address 1       NA       Gujarat ▼         Trimurti Nagar       NA       Gujarat ▼       NA       Gujarat ▼         District       Taluka       PIN Code       District       Taluka       S0002       Amedabad ▼       Bavia ▼       30002       Amedabad ▼       Sacea       Amedabad ▼       Sacea       Amedabad ▼       Sacea       Amedabad ▼       Sacea	Prashant		NA		Saxena	
9889899787       promoter45@yopmail.com         OFFICIAL/RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State       Address 1       Address 2       State         Trimurti Nagar       NA       Gujarat ♥       Trimurti Nagar       NA       Gujarat ♥         District       Taluka       PIN Code       District       Taluka       PIN Code         Ahmedabad ♥       Bavla ♥       380002       Ahmedabad ♥       Bavla ♥       380002         Ahmedabad ♥       Bavla ♥       Middle Name       Last Name (Surname)       Image I	Mobile Number		Email Id			
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Address 1Address 2StateAddress 1Address 2StateTrimurti NagarNAGujaratTrimurti NagarNAGujaratIDistrictTalukaPIN CodeDistrictTalukaPIN CodeAhmedabadBavla380002AhmedabadBavla380002AhmedabadBavla380002AhmedabadBavla380002AhmedabadBavlaMiddle NameLastName (Surname)PrashantNANASaxenaMobile NumberEmail IdSaxena989999787prashantsaxena@popmal.comCOMMUNICATIONERSSAddress 1Address 2StateAddress 1Address 2Address 1NAGujaratTrimurti NagarNAGujaratDistrictTalukaPIN CodeDistrictInducePIN Code	OFFICIAL / RESIDE	ENTIAL ADDRESS O	FRESPONDENT	COMMUNICATIO	ON ADDRESS	
Trimurti NagarNAGujaratTrimurti NagarNAGujaratGujaratDistrictTalukaPIN CodeDistrictTalukaPIN CodeAhmedabadBavia380002AhmedabadBavia380002AhmedabadBavia380002AhmedabadBavia380002AhmedabadBaviaMiddle NameLast Name (Surname)SacenaPrashantNANASacenaSacenaMobile NumberEmail IdSacenaSacena9889899787prashantsaxena@popmail.comCOMMUNICATION ADDRESSAddress 1Address 2StateAddress 1Address 2Address 1NAGujaratTrimurti NagarNAGujarat <	Address 1	Address 2	State	Address 1	Address 2	State
District       Taluka       PIN Code       District       Taluka       PIN Code         Ahmedabad       Bavla       380002       Ahmedabad       Bavla       380002         Ahmedabad       Bavla       380002       Ahmedabad       Bavla       380002         s. Respondent First Name       Middle Name       Last Name (Surmame)       Image: Saxena       Image: Saxena         Prashant       NA       Saxena       Saxena       Image: Saxena       Image: Saxena         Mobile Number       Email Id       Image: Saxena@popmail.com       Saxena       Image: Saxena         OFFICIAL / RESIDENTIAL ADDRESS OF ESPONDENT       COMMUNICATION ADDRESS       State       Address 1       Address 2       State         Address 1       Address 2       State       Address 1       Address 2       State       Image: MA	Trimurti Nagar	NA	Gujarat 🔻	Trimurti Nagar	NA	Gujarat 🔻
Ahmedabad Bavla 380002 Ahmedabad Bavla 380002   3. Respondent First Name Middle Name Last Name (Surmame)   Prashant NA Saxena   Mobile Number Email Id   989999787 prashantsaxena@popmail.com   OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT COMMUNICATION ADDRESS   Address 1 Address 2 State Address 1 Address 2   Trimurti Nagar NA Gujarat Trimurti Nagar NA Gujarat   District Taluka PIN Code District Taluka PIN Code	District	Taluka	PIN Code	District	Taluka	PIN Code
3. Respondent First Name       Middle Name       Last Name (Surname)         Prashant       NA       Saxena         Mobile Number       Email Id       Saxena         9889899787       prashantsaxena@popmail.com       Free Saxena         OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT       COMMUNICATION ADDRESS         Address 1       Address 2       State         Trimurti Nagar       NA       Gujarat ▼         District       Taluka       PIN Code	Ahmedabad 🔻	Bavla 🔻	380002	Ahmedabad 🛛 🔻	Bavla 🔻	380002
Prashant     NA     Saxena       Mobile Number     Email Id       9839899787     prashantsaxena@popmail.com       OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT     COMMUNICATION ADDRESS       Address 1     Address 2     State     Address 1     Address 2     State       Trimurti Nagar     NA     Gujarat ▼     Trimurti Nagar     NA     Gujarat ▼       District     Taluka     PIN Code     District     Taluka     PIN Code	3. Respondent First Name		Middle Name		Last Name (Surname)	
Prashant     NA     Saxena       Mobile Number     Email Id       9889899787     prashantsaxena@popmail.com       OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT     COMMUNICATION ADDRESS       Address 1     Address 2     State       Address 1     Address 2     State       Trimurti Nagar     NA     Gujarat       District     Taluka     PIN Code						
P889899787     prashantsaxena@popmail.com       OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT     COMMUNICATION ADDRESS       Address 1     Address 2     State     Address 1     Address 2     State       Trimurti Nagar     NA     Gujarat     Trimurti Nagar     NA     Gujarat     Image: Communication commun	Prashant Mohile Number		NA Email Id		Saxena	
9889899787       prashantsaxena@popmail.com       OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT     COMMUNICATION ADDRESS       Address 1     Address 2     State     Address 1     Address 2     State       Trimurti Nagar     NA     Gujarat     Trimurti Nagar     NA     Gujarat     Image: Colspan="5">District       Taluka     PIN Code     District     Taluka     PIN Code     Image: Colspan="5">Colspan="5">Colspan="5">Colspan="5">Colspan="5">Colspan="5">Colspan="5">Colspan=5	Mobile Number		Emainio			
OFFICIAL/RESIDENTIAL ADDRESS OF RESPONDENT     COMMUNICATION ADDRESS       Address 1     Address 2     State     Address 1     Address 2     State       Trimurti Nagar     NA     Gujarat     Trimurti Nagar     NA     Gujarat     Image: Communication of the com	9889899787		prashantsaxena@popm	ail.com		
Address 1     Address 2     State     Address 1     Address 2     State       Trimurti Nagar     NA     Gujarat     Trimurti Nagar     NA     Gujarat     Gujarat       District     Taluka     PIN Code     District     Taluka     PIN Code	OFFICIAL / RESIDE	ENTIAL ADDRESS O	FRESPONDENT	COMMUNICATIO	ON ADDRESS	
Trimurti Nagar     NA     Gujarat     Trimurti Nagar     NA     Gujarat       District     Taluka     PIN Code     District     Taluka     PIN Code	Address 1	Address 2	State	Address 1	Address 2	State
District Taluka PIN Code District Taluka PIN Code	Trimurti Nagar	NA	Gujarat 🔻	Trimurti Nagar	NA	Gujarat 🔹
	District	Taluka	PIN Code	District	Taluka	PIN Code

First Name 🛛 🛞		Middle Name 🕘		Last Name(surname) @	
Mohile Number		Email Id			
moone number 👘		cmail to			
OFFICIAL / RESID	ENTIAL ADDRESS		COMMUNICATION AL	DDRESS	SAME AS RESIDENTIAL ADDRESS
Address line 1 🕘	Address line 2 🕥	Pin Code 🕘	Address line 1 🖤 🕘	Address line 2 🕘	Pin Code 🕘
State 💿	District 🔵	Taluka 🖢 🕘	State 💮	District 🖁 🛞	Taluka" 💿
Select	·-Select	•Select	*		v v
			Add Into the List		
		A	Add More Respondent by Search		
ETAILS OF THE CO	MPLAINT				
ibject of Complaint 🗍 🔘					
Regarding Construction is	sue.				2
icts of Complaint 🕘					
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elief(s) Sought 🏾 🚳					
Need Refund of 5 Lakbs					
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terim Order Required 🕯 (	j				
Yes 🖲 No					
ATURE OF COMPL	AINT @				
Refund [Section 18, S	ection 11 (4), Section 19(4) ]				
Possession [ Section 1     Common Amenities [	7, Section 11(F) ] Section 12, Section 11 (4) ]				
<ul> <li>Poor Workmanship [</li> <li>Sale Deed Execution [</li> </ul>	ection 14(3) ] Section 17, Section 11 ]				
<ul> <li>Project Documents n</li> <li>Others</li> </ul>	t provided by Promoter [Section 19(5)]				
EGISTERED AD PO	6T ACKNOWLEDGEMENT RECE	IPTS (AS PER GUJRERA RULES 120	C) @		
aption" 🕲		Attachment 🖉			
Receipt		Test.pdf O			
UPPORTING DOCU	MENTS ()				
S.No.		Caption	Download /	View	Remove Document
1	Sale Deed Document		Test.pd	f	Delete
2	Building Brochure		Test.pd	t	Delete
			초 File Upload		
ECLARATION"					
I, complainant, here by	eclare that the subject matter of the abov	e claim falls within the Jurisdiction of the Aut	thority		
I, complainant, here by	eclare that the matter regarding which the	e complaint has been made is not pending bef	fore any Court of Law or any other Authority or	any other Tribunal(s)	
I seemed in the second	as use contents of the above sections are to		These and success of the second s		
I, complainant, verify th		ue to my personal knowledge and belief and	I have not suppressed any material fact(s)		
I, complainant, verify th	in the contents of the above sections are a	ue to my personal knowledge and belief and	I have not suppressed any material fact(s)		

Step 4: User can add more complainant and respondents by adding his email ID and searching in the system. The entered Email ID has to be registered as USER in the Gujarat Rera portal to be added in the form.

Mobile Number*		Add Respondent Email Id <sup>°</sup> (The entered Em Rera portal)	nail ID has to be registered as USER in the Guja	rat	
OFFICIAL / RESIDENTI/	AL ADDRESS	Confirm Cance			SAME AS RESIDENTIAL ADDRESS
Address line 1	Address line 2	Pin Code 🔹	Address line 1	Address line 2	Pin Code 🖉
State	District <sup>®</sup> ©	Taluka <sup>*</sup> @	State <sup>®</sup> @	District ®	Taluka <sup>*</sup> @
Select-	*Select	•Select	*	·*	· · · · ·
			Add into the List		
		Add	More Respondent by Search		

Step 5: By submitting the complaint user will be redirected to Payment gateway page to pay the fees.



ıy request
Refund" section
g*Request for
e initiated in 3
ne GUJRERA
edit depends on nk for such
website.
nk fo

Payment Details		
Debit/Credit Card	Please enter your card details	Order Summary
🔝 Internet Banking	Card Number	Order No.:
BHIM UPI	VISA 🎨 📑 AuPaya	CMPOM3FE14006
	Expiry Date/Valid Thru CVV/CVC 4-DBC	Merchant Name:
Wallets	Name of the card holder	Test Merchant
% NEFT	Name as on card	Amount: 1000.00
SBI Branch Payment	Use your GSTIN for claiming input tax (Optional)	Processing fee:
B POS	Pay Now	GST:
	Cancel	Total:
Mobile Payments		APM ID: PG_TRANS_396
© SBIePay	Reference Vertical Connector	<b>O SBIePa</b>
SBIePay       Payment Details	Reserved Works	<b>o SBIePa</b>
SBIePay Payment Details Debit/Credit Card	Popular Banks	• SBIePa
SBIePay      Payment Details      Debit/Credit Card      Internet Banking	Popular Banks	Order Summary Order No.: COMPONSE: LODG6
Payment Details  Payment Banking  BHIM UPI	Popular Banks	Order Summary Order No.: CMPOM3FE14006
Payment Details  Payment Details  Debit/Credit Card  Internet Banking  BHIM UPI  Wallets	Popular Banks	Order Summary Order No.: CMPOM3FE14006 Merchant Name: Test Merchant
Payment Details Debit/Credit Card Internet Banking BHIM UPI Wallets NEFT	Popular Banks	Order Summary Order No.: CMPOM3FE14006 Merchant Name: Test Merchant
SBIePay      Payment Details      Debit/Credit Card      Internet Banking      BHIM UPI      Wallets      NEFT	Popular Banks	Order Summary         Order No.:         CMPOM3FE14006         Merchant Name:         Test Merchant         Amount:       1000.00         Processing fee:       2.50 INR
	Popular Banks   SBIEPay Test Bank   SBIEPay Test Bank	Crder Summary Order No.: CMPOM3FE14006 Merchant Name: Test Merchant Amount: 1000.00 Processing fee: 2.50 INR GST: 0.45 INR
SBIEPay Payment Details Debit/Credit Card Debit/Credit Card Internet Banking Wallets NEFT SBI Branch Payment POS	Popular Banks <ul> <li> Column 1 </li> </ul> Discrete Bank    StelePay Test Bank    StelePay Test Bank    Cancel	Order Summary         Order No.:         CMPOM3FE14006         Merchant Name:         Test Merchant         Amount:       1000.00         Processing Fee:       2.50 INR         GST:       0.45 INR         Total:       1002.95 INR
Payment Details Payment Details Debit/Credit Card Internet Banking BHIM UPI BHIM UPI SK NEFT SK SBI Branch Payment POS Mobile Payments	Popular Banks   SBIEPay Test Bank   SBIEPay Test Bank	Order Summary         Order No.:         CMPOM3FE14006         Merchant Name:         Test Merchant         Amount:       1000.00         Processing fee:       2.50 INR         GST:       0.45 INR         Total:       1002.95 INR         APM ID: PQ_TRANS_396

Step 6: Payment confirmation page and with payment receipt and complaint PDF will be generated.

GUJARAT REAL ESTATE	Project, Agent, Promoter, Professional, Location	Q	SHAUNAK M	
REGULATORY AUTHORITY GOVERNMENT OF GULARAT	DASHBOARD CLAIM PR	oject 👻 Misc 👻		
Pay	ment has been successfully processed with transaction ID CMPKA4	BCE5001 and your comp	plaint stamp no. is CMP1808202126190	
	Print Reciept Pr	rint Application		1.0

Step 7: Citizen/Promoter user can track complaint on their dashboard in complaints tab.

The User who filled complaint will see filled complaint - In My Complaints TAB The User against whom complaint is filled will see complaint - in All Grievances on My Projects TAB.

GUJARAT REAL ESTATE REGULATORY AUTHORITY		Project, Agent, Promoter, Professional,	Location	Q		🚮 SHAUNAKM 👻 🙃 👰 🕘 🗚 A A
		CITI	ZEN DASHBOARD			
252 My Compla	ints 1 Conciliation Requests for	Consent r Me 5	My Support Requests	8	My Penalties	All Grievances on My Projects
My Complaints Conciliation	Consent Requests for Me My Suppor	t Requests My Penalties	All Grievances on My Projects	ilter Reset	otal Result - 10/252	My Notifications CMP 1808802126190 is submitted to GuijRERA For further scrutiny Is Ge 2021 01 13 PM
Export PDF Export Excel	Send Email					CMP1608202126188 is closed 16-08-2021_04-37.PM
Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status	Hearing is scheduled for CMP1608202126188
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/0801 2021/00897	GENERAL COMPLAINT	08-01-2021	View	Pending Scrutiny	Hearing is scheduled for CMP1608202126188
CMP0801202125693	CMP/B/ONLINE/Gandhinagar/080 12021/00898	GENERAL COMPLAINT	08-01-2021	View	Hearing Scheduled	16-08-2021. 04:28 PM
CMP0801202125694	CON/ONLINE/Ahmedabad/08012 021/00069	CONCILIATION_FORUM	08-01-2021	View	CLOSED	CMP1608202126188 is accepted by GujRERA For further processing 16-08-2021 04-26 PM
CMP1201202125699		GENERAL COMPLAINT	12-01-2021	View	Pending Scrutiny	CMP1608202126188 is submitted to GujRERA For further
CMP1201202125701	CON/ONLINE/Ahmedabad/12012 021/00070	CONCILIATION_FORUM	12-01-2021	View	Pending Scrutiny	scrutiny 16-08-2021.04:24 PM
CMP1601202125704		GENERAL COMPLAINT	16-01-2021	Edit Draft	DRAFT	CMP1008202126164 is closed 10-08-2021 02-08 PM Hearing is scheduled for CMP1008202126164 10-08-2021 02-02 PM
						CMP1008202126164 is accepted by GujRERA For further processing 10-08-2021.01:59.PM
						CMP1008202126162 is closed 10-08-2021, 12:24 PM
						View All
		N/A				
	Gujarat Real Estate Regulatory Authority covenment or owner the floor, sahyog Sankul, Sector-11, Gandhinagar-382010 de Telephone: (r0/9) 322-58659 E-mail: inforera@gujarat.govin	ABOUT US Vision & Mission Background Transparency Non-Compliance & Penaltii Chairman Message Organizational Structure Contact Us	REGULATORY DX Terms & Conditi Accessibility Privacy Policy Sitemap	OCUMENTS ons	QUICK LINKS Copyright Pol Hyperlinking II RTI Links Disclaimer	cy volicy
	© Gujarat Real Estate Regulatory Auth Page last updated on: 18-08-2021	ority (GUJRERA), Govt of Gujarat. All R Visitors: 94887	ights Reserved.	٠	¢	

### **Promoter Dashboard**

	Housing		CTTY/AUDA/RAA0	0116/280820						Cor	nple		SUPER INC	USTRIES	
lue Whale partments	Residentia Housing	l/Group	PR/GJ/GANDHI/G Urban Developmer Authority/RAA001	ANDHINAGAR/Ga nt 154/141220	andhinagar	PO/GANDHIN	AGAR/GANDHIN	AGAR/2012	30/0000140/0	1 Staj Cor	ge-: nple		Apply For     Create Co	New Project	ation
My Complaints	13 G	onciliation	Consent Requests	for Me 35	My Support	Requests 0	My Penalti	× 61			•		Create Re Judgement     Create Su	view/Rectificati Order Ipport Request	on on
Show Cause Notic	ne 4	All Grieva	nces on My Projec	ts 135											
Search				Select			+	Filter	Total Result - :	10/264	1	Apply			
Export PDF	Export	Excel	Send Email												
Export PDF	Export	Excel	Send Email								L				
Export PDF Stamp N	Export	Excel	Send Email Complaint No	۵.	Compl	aints Type	Date of Application	Due Days	View	\$					
Export PDF Stamp N T CMP0501202	Export	Excel	Send Email Complaint Nc	». D5012021/00895	GENERAL	aints Type	Date of Application O O 05-01-2021	Due Days T	View View	5 C					
Export PDF Stamp N © © CMP0501202 CMP0601202	Export   o. 125675 ( 125676	Excel	Send Email	x 05012021/00895 1/06012021/15	Compl GENERAL RE	complaints	Date of Application	Due Days C C 31 30	View View View	s c					
Export PDF Stamp N CMP0501202 CMP0601202 CMP0701202	Export 1 0. 125675 ( 125676 1 125681	Excel	Send Email Complaint Nc Complaint Nc Complai	x. D5012021/00895 W06012021/15 7012021/00064	Compl GENERAL RE CONCILIA	aints Type COMPLAINT VIEW TION_FORUM	Date of Application	Due Days ••• 31 30 224	View View View View	s C P S					

GUJARAT REAL ESTATE		Project, Agent, Promoter, Professional, Locatio	on		SHAUNAK M	- G @ O AA/
GOVERNMENT OF GULARAT		DASHBOARD CLA	IM PROJECT + MISC +			
						la a
		FORM A COM Complaint Stam	PLAINT APPLICATION D No: CMP1808202126190			
		Complaint T	ype : General Online			
ROJECT DETAILS						
roject Registration No R/GJ/AHME/AHMADABAD CITY/ utbority/RAA00162/020121	Ahmedabad Urban Development	Name Bella		District Ahmedabad		
aluka		Address		PIN code		
hmedabad City		Prahlad Nagar		380015		
ORM TYPE						
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD	JLATORY AUTHORITY (Complaint under s JUDICATING OFFICER (Claim for compens	ection 31 of the Act) ation under section 31 read with section 71 of	f the Act)			
FORM - A COMPLAINT TO REGI FORM - B APPLICATION TO AD	JLATORY AUTHORITY (Complaint under s JUDICATING OFFICER (Claim for compens	ection 31 of the Act) ation under section 31 read with section 71 of	f the Act)			
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD DETAILS OF THE COMPLA	JLATORY AUTHORITY (Complaint under s IUDICATING OFFICER (Claim for compens	ection 31 of the Act) ation under section 31 read with section 71 of	f the Act)	Last Name (surname)		
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD DETAILS OF THE COMPLA 1. First Name shaunak	JLATORY AUTHORITY (Complaint under s IUDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF	ection 31 of the Act) ation under section 31 read with section 71 of	fithe Act)	Last Name (surname) Dave.		
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA . First Name shaunak Mobile Number	JLATORY AUTHORITY (Complaint under s IUDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id	fthe Act)	Last Name (surname) Dave		
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403	JLATORY AUTHORITY (Complaint under s IUDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in	fthe Act)	Last Name (surname) Dave		
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA	JLATORY AUTHORITY (Complaint under s UUDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in	title Act)	Lest Name (surname) Dave		
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1	JLATORY AUTHORITY (Complaint under s UUDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF LADDRESS OF COMPLAINANT Address 2	ection 31 of the Act) ation under section 31 read with section 71 of	(the Act) COMMUNICATION ADD Address 1	Last Name (surname) Dave RESS Address 2	State	
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2,Satellite Towers	LLATORY AUTHORITY (Complaint under s INANT(S) SELF ONBEHALF Comparison of the second	ection 31 of the Act) ation under section 31 read with section 71 of	COMMUNICATION ADD Address 1 P-2.Satellite Towers	Last Name (surname) Dave RESS Address 2 at Mansi Circle	State GUJA	RAT
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.Satellite Towers District	LLATORY AUTHORITY (Complaint under s IVUDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF ADDRESS OF COMPLAINANT Address 2 at Marei Circle Taluka	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code	(the Act) COMMUNICATION ADD Address 1 P-2.Satellite Towers District	Last Name (surname) Dave RESS Address 2 at Mansi Circle Taluka	State GUJA PIN Cc	NAT 2de
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.Satellite Towers District Ahmedabad	LLATORY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF ADDRESS OF COMPLAINANT Address 2 at Mansi Circle Taluka Ahmedabad City	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015	the Act) COMMUNICATION ADD Address 1 P-2.Satellite Towers District Ahmedabad	RESS Address 2 at Mansi Circle Taluka Ahmedabad City	State GUJAA PIN Cc 33001	RAT 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.5atellite Towers District Ahmedabad	JLATORY AUTHORITY (Complaint under s INDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF Address 2 at Mansi Circle Taluka Ahmedabad City DENT(S)	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015	the Act) COMMUNICATION ADD Address 1 P-2.Satellite Towers Distric Ahmedabad	Last Name (surname) Dave: RESS Address 2 at Mansi Circle Taluka Ahmedabad City	State GUJA PINCC 38001	RAT 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA . First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.5atellite Towers District Ahmedabad ETAILS OF THE RESPONDE . First Name SUPER INDUSTRIES	JLATORY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF Address 2 at Manic Circle Taluka Ahmedabad City VENT(S)	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015 Middle Name	(the Act) COMMUNICATION ADD Address 1 P-2.Sstellite Towers District Ahmedabad	RESS Address 2 at Mansi Circle Taluka Ahmedabad City Last Name (surname)	State GUJA PIN Cc 38001	RAT bde 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA Estaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.5atellite Towers District Ahmedabad ETAILS OF THE RESPOND	JLATORY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF Address 2 at Mansi Circle Taluka Ahmedabad City DENT(S)	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015 Middle Name Email Id	It the Act)	RESS Last Name (surname) Dave: Address 2 at Mansi Circle Taluka Ahmedabad City.	State GUAA PIN CC 38001	RAT 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA Islanak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.5atellite Towers District Ahmedabad ETAILS OF THE RESPOND FIRST Name SUPER INDUSTRIES Mobile Number 9725810403	JLATORY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF Address 2 at Manic Circle Taluka Ahmedabad City VENT(S)	ection 31 of the Act) ation under section 31 read with section 71 of middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015 Middle Name Email Id promoter12345@gmail.com	(the Act) COMMUNICATION ADD Address 1 P-2.Sstellite Towers District Ahmedabad	RESS Lest Name (surname) Dave Address 2 at Mansi Circle Taluka Ahmedabad City Last Name (surname)	State GUJA PIN Cc 38001	RAT bde 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA . First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.Satellite Towers District Ahmedabad ETAILS OF THE RESPOND . First Name SUPER INDUSTRIES Mobile Number 9725810403 OFFICIAL / RESIDENTIA	LIATORY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF Address 2 at Marsi Circle Taluka Ahmedabad City DENT(S)	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015 Middle Name Email Id promoter12345@gmail.com	(the Act) COMMUNICATION ADD Address 1 P-2.Satellite Towers District Ahmedabad COMMUNICATION ADD	RESS Last Name (surname) Dave Last Name (surname) Dave Last Name (surname) Last Name (surname)	State GUJA PIN Cc 38001	RAT ade 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD ETAILS OF THE COMPLA L First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.Satellite Towers District Ahmedabad EFAILS OF THE RESPOND L First Name SUPER INDUSTRIES Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1	LATDRY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compens INANT(S) SELF ONBEHALF Address 2 at Manic Circle Taluka Ahmedabad City DENT(S)	ection 31 of the Act) ation under section 31 read with section 71 of Middle Name M Email Id shaunakdave@yahoo.in State GUJ.ARAT PIN Code 3800.15 Middle Name Email Id promoter12345@gmail.com	It the Act) COMMUNICATION ADD Address 1 P-2.Satellite Towers District Ahmedabad COMMUNICATION ADD Address 1	RESS Last Name (surname) Dave Address 2 at Mansi Circle Taluka Ahmedabad City.	State GUJA PIN Cc 38001	RAT ode 5
FORM - A COMPLAINT TO REG FORM - B APPLICATION TO AD DETAILS OF THE COMPLA I. First Name shaunak Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 P-2.Satellite Towers District Ahmedabad District Ahmedabad EFICIAL / RESIDENTIA SUPER INDUSTRIES Mobile Number 9725810403 OFFICIAL / RESIDENTIA Address 1 R.k.vihar	JLATORY AUTHORITY (Complaint under s IVIDICATING OFFICER (Claim for compensive INANT(S) SELF ONBEHALF Address 2 at Manic Circle Taluka Ahmedabad City JENTT(S)	ection 31 of the Act) ation under section 31 read with section 71 of middle Name M Email Id shaunakdave@yahoo.in State GUJARAT PIN Code 380015 Middle Name Email Id promoter12345@gmail.com State GUJARAT	Ithe Act) COMMUNICATION ADD Address 1 P-2.Satellite Towers District Ahmedabad COMMUNICATION ADD Address 1 R.k.vihar	RESS Address 2 at Mansi Circle Taluka Ahmedabad City.	State GUJA PIN Cc 38001	RAT bde 5

### Step 8: User can track and View complaint details on their dashboard by clicking View.

2. First Name		Middle Name		Last Name (surname)	
MOHMADALI		SHABANBHAI		VASAYA	
Mobile Number		Email Id			
7856455335		abc123@gmail.in			
OFFICIAL / RESIDENT	IAL ADDRESS OF RESPONDENT		COMMUNICATION A	ADDRESS	
Address 1	Address 2	State	Address 1	Address 2	State
vastrapur		GUJARAT	vastrapur		GUJARAT
District	Taluka	PIN Code	District	Taluka	PIN Code
Ahmedabad	Ahmedabad City	380016	Ahmedabad	Ahmedabad City	380016
3. First Name		Middle Name		Last Name (surname)	
SAMIR		RAJAKBHAI		GHUMARA	
Mobile Number		Email Id			
6897564424		abc@gmail.in			
OFFICIAL / DESIDENT	TAL ADDRESS OF RESPONDENT		COMMUNICATION A	ADDRESS	
OFFICIAL/ RESIDENT					
Address 1	Address 2	State	Address 1	Address 2	State
Address 1 vastrapur	Address 2	State GUJARAT	Address 1 vastrapur	Address 2	State GUJARAT
Address 1 vastrapur District	Address 2 Taluka	State GUJARAT PIN Code	Address 1 vastrapur District	Address 2 Taluka	State GUJARAT PIN Code

Subject of Complaint		
Regarding Construction issue.		
Facts of Complaint		
Facts of Complaint will go here.		
Compensation(s) Sought		
Need Refund of 5 Lakhs.		
ATURE OF COMPLAINT		
Refund [Section 18: Section 11(4), Section 19(4)]     Possession [Section 17, Section 11(7)]     Common Amerities [Section 12, Section 11(4)]     Poor Workmanship [Section 14(3)]     Sale Deed Execution [Section 17, Section 11]     Project Documents not provided by Promoter [Section 19(     Others[]]     Note: Green Colour Shows-Selected by Complainant RED Colour shows:	(5)] Selected by Authority	
EGISTERED AD POST ACKNOWLEDGEMENT F	RECEIPTS (AS PER GUJRERA RULES 12C)	O Mount Elle (1
UPPORTING DOCUMENTS		
UPPORTING DOCUMENTS	Caption	Download / View.
ST. No	Caption Sale Deed Document	Download / View           Dytem File / 1
SUPPORTING DOCUMENTS Sr.No  1  2	Caption Sale Deed Document Building Brochure	Download / View C View File / 1 C View File / 1
Sr. No   Sr. No   Angle State  Sr. No Angle State  Sr. No Angle State  S	Caption Sale Deed Document Building Brochure	Download / View
UPPORTING DOCUMENTS  Sr.No  1  2  AYMENT	Caption Sale Deed Document Building Brochure	Download / View
UPPORTING DOCUMENTS  Sr. No      Aryment Head  Complete Institution Sear (Source ) Course )	Caption Sale Deed Document Building Brochure GuijRERA Unique Token Number	Download / View
UPPORTING DOCUMENTS  Sr. No	Caption Sale Deed Document Building Brochure GuijRERA Unique Token Number CMPKA48CE5001	Download / View View File / 1 View File / 1 Payment Receipt Download Online Payment Transaction Number ONTXN065259213418131258
UPPORTING DOCUMENTS  Sr.No  1  2  AYMENT  ayment Head  Complaint Registration Fees (Form A - General Online)  mount (*)(A)  5000	Caption Sale Deed Document Building Brochure GuijRERA Unique Token Number CMPKA4CCE5001 Addi Amount (₹)(B)	Download / View
UPPORTING DOCUMENTS       Sr. No       1       2   AYMENT  Argument Head Complaint Registration Fees (Form A - General Online) mount (*)(A) 1.000	Caption Sale Deed Document Building Brochure GuijRERA Unique Token Number CMPKA4BCE5001 Addi. Amount (₹) (B) 0	Download / View
UPPORTING DOCUMENTS       Sr. No       1       2   AYMENT  Argent Head Complaint Registration Frees (Form A - General Online) mount (₹)(A) 1.000 Inline Transaction Date Sander2no21	Caption Sale Deed Document Building Brochure GuijRERA.Unique Token Number CMPKA4BCE5001 AddL.Amount (₹) (B) 0 Credited on Date	Download / View
Sr. No  Sr. No  1  2  4  WPPORTING DOCUMENTS  Sr. No  1  2  4  Complaint Registration Fees (Form A - General Online)  mount (₹)(A)  1000  Inline Transaction Date I3/08/2021	Caption Sale Deed Document Building Brochure GuijRERA Unique Token Number CMPKA4BCE5001 AddL Amount (₹) (B) 0 Credited on Date	Download / View

STITU	User	Details	Submission Date	Attachment
1	Complainant	Complaint Registered Successfully	18/08/2021	
, applicant, here by decla , applicant, here by decla	are that the subject matter of the above claim fails are that the matter regarding which this appeal/a	within the Jurisdiction of the Adjudicating Officer oplication/claim has been made is not pending before any Court of Law or any other A	Authority or any other Tribunal(s)	

## 3. Dispute Review (Conciliation Forum)

Gujarat RERA has created Conciliation Forum where allottee/promoter ready for conciliation may approach the authority to act as mediator and provide a forum for conducive discussion.

When approached by any party for conciliation, the Authority must send notice to the other parties for confirmation of readiness for conciliation. If both parties are ready for conciliation, the case may be taken up by the Conciliation Forum. Otherwise, the complainant is advised to lodge formal complaint with the Authority or Adjudicating officer.

### **3.1.** Conciliation filing Process

Step 1: Citizen user has to log in the system and select option for creating a conciliation by clicking "Yes" in apply for complaint section.

GUJARAT REAL ESTATE REGULATORY AUTHORITY COVERMENT OF GULARAT		Project, Agent, Promoter, Profession DASHBOAI	al, Location RD CLAIM PROJECT + MISC +	Q		🅼 SHAUNAK M	SHAUNAK M DAVE  • Create Complaint/Conciliation
		CI	TIZEN DASHBOAR	D			Create Review/Rectification on Judgement Order     Create Support Request
252 My Complaints	I Conciliati	for Me 5	My Support Requests	8	My Penalties	5 A P	
Search Export PDF Export Excel	Send Email	ielect		To Filter Rese	tal Result - 10/252	CMP1808202126190 scrutiny 18-08-2021 01:13 PM CMP1608202126188	
Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status	16-08-2021, 04:37 PM Hearing is scheduled f	
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/080 12021/00897	GENERAL COMPLAINT	08-01-2021	View	Pending Scrutiny	16-08-2021, 04:34 PM Hearing is scheduled f	
CMP0801202125693	CMP/B/ONLINE/Gandhinagar/08 012021/00898	GENERAL COMPLAINT	08-01-2021	View	Hearing Scheduled	16-08-2021, 04:28 PM	

GUJARAT REAL ESTATE	Do you want to opt for conciliation?	SHAUNAK M	SHAUNAK M DAVE
ODVERVIEWER OF GULARAT	Objective of Conciliation Forum		Create Complaint/Conciliation     Create Review/Rectification on
	As provided under section 32 of Real Estate (Regulation and Development) Act 2016, Gu/RERA has decided to establish concil state. The aim of the conciliation forum is to facilitate the amicable settlement of disputes between the allottees and the prome mechanism of free deliberation scalitated by the representative of Buyer Association, Promoter Association and RERA concil The forum also alims at obviating the long run process of lifegation for resolution of disputes. Advantages of Conciliation Forum	ation forum in the oters through a lation consultant.	Judgement Order  • Create Support Request
e y der	Since the promoter also consents to the conciliation application there are greater chances of expeditious resolution of the r expected that the promoter will readily abide by the settlement at the conciliation forum since he has consented to the sett	natter. It is lement. Apply	
252	The applicant will not have to undergo the long process of execution proceedings.	5 4	
JZ Wy complaints	The parties will not have to spend on such items like the tee of the advocate etc.     The forum also alms at obviating the long run process of litigation for resolution of disputes.	<b>3</b> P	
Complaints Conciliation Consent R	The conciliation is facilitated by both the nominees of the buyer's and promoter's association and by highly experienced and     conciliation consultant appointed by RERA Authority.	t knowledgeable Notifications	
	Please note that conciliation proceedings are subject to Consent of Respondent(s) and     In case of absence of consent from the respondent(c) you have ontion to fail the formal complaint	P1808202126190 .tiny	
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		Yes No 18-2021 04 37 PM	
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	ONLINE/Ahmedahad/020 GENERAL COMPLAINT 08-01-2021 Pendin	a 10-08-2021 04 34 PM	



Step 2: Citizen user has to create conciliation selecting and filling all required fields.

	Select	Project Registration	Project Name	Promoter Name	Address	PIN Code	District	Taluka	
	0	PR/GJ/SURAT/OLPAD/Others/RAA00102/080917	CASA BELLA	SHREE ENTERPRISE	BLOCK NO 1335, BARBODHAN VILLEGE,		Surat	Olpad	
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ct Name / Registration Numbe	0		BELLA CASA	LILESHBHAI	BLOCK NO - 753, MOJE - KASINDRA		Ahmedabad	Daskrol	
، ط <sup>*</sup> ۲	0	PR/GJ/SURAT/SURAT CITY/SUDA/RAA01864/EX1/180419	BELLACASAA	Bella Casaa Enterprise	FP-41 TP-43 OPP. ECO EAST POINT		Surat	Surat City	
redabad	0	PR/GJ/SURAT/KAMREJ/SUDA/PAA02712/220518	MARBELLA WILLOS	MARBELLA CORPORATION	BLOC NO : 270, AT : MORTHANA		Surat	Kamrej	
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First Name		Middle Name		Last Name(Surname)	
NIMISHABEN				BAROT	
Mobile Number		Email Id *			
666666666		c1@gmail.com			
OFFICIAL/RESIDENTIA	AL ADDRESS		COMMUNICATION ADD	DRESS	RESIDENTIAL ADDRESS
OFFICIAL/RESIDENTIA	AL ADDRESS Address line 2	Pin Code <sup>®</sup>	COMMUNICATION ADD	Address line 2	RESIDENTIAL ADDRESS 🗹
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Gujarat 🔻	Aravalli	Please Enter Taluka	Please Enter State	*	Please Enter Taluka
		Ad	ki Into the List		
		Add More	Applicant by search		
ETAILS OF THE RESPONDENT(S)					
. Respondent First Name		Middle Name		Last Name (Surname)	
SUPER INDUSTRIES				NA	
Mobile Number		Email Id			
9725810403		promoter12345@gmail.com			
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Mobile Number 7856455335		Email Id abc123@gmail.in			
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Mobile Number 7856455335 OFFICIAL / RESIDENTIAL ADDRE Address 1 Vastrapur District	SS Address 2 NA Taluka	Email Id abc123@gmail.in State GUJARAT PIN Code	COMMUNICATION ADDRESS Address 1. v vzstrapur District	Address 2 NA Taluka	State GUJARAT ¥ PINCode
Mobile Number 7856455035 OFFICIAL / RESIDENTIAL ADDRE Address 1 vastrapur District:	SS Address 2 NA Taluka Ahmedabad City	Email Id ab:123@gmail.in State GUJARAT PIN Code 320016	COMMUNICATION ADDRESS Address 1 v vastrapur District Abreviatad v	Address 2 NA Taluka Ahmedabad City	State GUJARAT <del>v</del> PINCode 380016
Mobile Number 7856455335 OFFICIAL / RESIDENTIAL ADDRE Address 1 Vastrapur District Ahmedabad •	SS Address 2 NA Taluka Ahmedabad City	Email Id abc123@gmail.in State GUJARAT PIN Code 380016	COMMUNICATION ADDRESS Address 1. v vastrapur District Ahmedabad v	Address 2 NA Taluka Ahmedabad City	State GUJARAT ¥ PINCode 380016
Mobile Number 7856455335 OFFICIAL/RESIDENTIAL ADDRE Address 1 vastrapur District Ahmedabad • Respondent First Name	SS Address 2 NA Taluka Ahmedabad City	Email Id abc123@gmail.in State GUJARAT PIN Code 380016 Middle Name	COMMUNICATION ADDRESS Address 1 v vastrapur District Ahmedabad v	Address 2 NA Taluka Ahmedabad City Last Name (Surname)	State GUJARAT v PIN Code 380016
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Mobile Number 7856455335 OFFICIAL / RESIDENTIAL ADDRE Address 1 Vastrapur District: Ahmedatad • Respondent First Name SAMIR Mobile Number	SS Address 2 NA Taluka Ahmedabad City	Email Id abc123ggmailin State GUJARAT PIN Code 380016 Middle Name RAJAKBHAJ Evail Id	COMMUNICATION ADDRESS Address 1 v vastrapur District: Ahmedabad v	Address 2 NA Taluka Ahmedabad City Last Name (Surname) GHUMARA	State GUJARAT • PINCode 380016
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Mobile Number 7856455335  OFFICIAL / RESIDENTIAL ADDRE Address 1 Vastrapur District  Ahmedabad  Respondent First Name SAMIR Mobile Number 6097564424	SS Address 2 NA Taluka Ahmedabad City	Email Id ab:123@gmail.in State GUJARAT PIN Code 380016 Middle Name RAJAKBHAJ Email Id ab:@gmail.in	COMMUNICATION ADDRESS Address 1 vastrapur District Ahmedabad v	Address 2 NA Taluka Ahmedabad City Last Name (Surname) GHUMARA	State GUJARAT V PINCode 380016
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Step 3: By submitting the complaint user will be redirected to Payment gateway page to pay the fees.



<ul> <li>The user bringing it to the notice of the GL</li> </ul>	
beyond 7 days will not be entertained.	JIRERA authority by email within / days of making such payment. Any request
<ul> <li>The user has to request for refund by creat on GUJRERA portal from your User Account</li> </ul>	ting Support Request/Ticket under "Finance & Accounts> Apply for Refund" section int.
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	The user has to request for refund by creation GUJRERA portal from your User Accounts of any dispute, the email should be general works along with other details of way Selection  a choose payment gateway  SBIGPay  COMPACTION

Payment Details		
Debit/Credit Card	Please enter your card details	Order Summary
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Step 4: Payment confirmation page and with payment receipt and complaint PDF will be generated.



Step 5: Citizen user has to track conciliation request on their dashboard in My Complaints tab as CONCILIATION\_FORUM in Complaints Type Column.

The User who filled CONCILIATION will see filled CONCILIATION - In My Complaints TAB The User against whom CONCILIATION is filled will see CONCILIATION - in All Grievances on My Projects TAB.

GUJARAT REAL ESTATE REGULATORY AUTHORITY GOVERNMENT OF GULARAT		Project, Agent, Promoter, Professional, L DASHBOARD	ocation	Q		🚯 SHAUNAK M 🔹 🔐 🚷 A A
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### **Promoter Dashboard**

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Status conciliation Forum will show "consent is awaited" until all consent from respondents/promoters are taken as "Yes".

Step 6: The respondents/promoters have to login and on their Dashboard they will see TAB named "**Conciliation Consent Requests for Me**" where they will see all the "conciliation request" against them submitted by Citizens, they have to submit their consent YES or NO to agree for conciliation process by clicking on Give Consent Button.

					Total Result - 10/34
earch	Select			Filter	Reset
Export PDF Ex	port Excel Send Email				
Stamp No.	Complaint No.	Application Date	Pending on Me (No. of Days)	Click for Consent	Consent Given
CMP1808202126191	CON/ONLINE/Ahmedabad/18082021/00120	18-08-2021	1	Give Consent	Pending
CMP0807202126139	CON/ONLINE/Ahmedabad/08072021/00116	08-07-2021	42	Give Consent	Pending
CMP1606202126113	CON/ONLINE/Ahmedabad/16062021/00115	16-06-2021	64	Give Consent	Pending

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luka		Address		PIN code	
imedabad City		Prahlad Nagar		380015	
ETAILS OF THE APPLICANT(S)	● SELF ○ ONBEHALF				
. First Name		Middle Name		Last Name (surname)	
NIMISHABEN				BAROT	
Mobile Number 6666666666		Email Id c1@gmail.com			
OFFICIAL / RESIDENTIAL ADD		NT.	COMMUNICATION	ADDRESS	
Address 1 Add	dress 2	State	Address 1	Address 2	State
Ahmedabad		Gujarat	Ahmedabad		Gujarat
District Tal	uka	PIN Code	District	Taluka	PIN Code
Aravalli Bh	iloda	380007	Aravalli	Bhiloda	380007
First Name SUPER INDUSTRIES		Middle Name		Last Name (surname)	
Mobile Number 9725810403		Email Id promoter12345@gmail.com			
OFFICIAL / RESIDENTIAL ADD	RESS OF RESPONDENT	r	COMMUNICATION	ADDRESS	
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District Tal	uka	PIN Code	District	Taluka	PIN Code
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MOHMADALI		SHABANBHAI		VASAYA	
Mobile Number		Email Id			
7856455335		abc123@gmail.in			
OFFICIAL / RESIDENTIAL ADD	RESS OF RESPONDENT	r	COMMUNICATION	ADDRESS	
Address 1 Ad	dress 2	State	Address 1	Address 2	State
Vastrapur District Tal	uka	PIN Code	District	Taluka	PIN Code
Ahmedabad Ah	medabad City	380016	Ahmedabad	Ahmedabad City	380016
. First Name		Middle Name		Last Name (surname)	
SAMIR		RAJAKBHAI		GHUMARA	
Mobile Number		Email Id			
6897564424		abc@gmail.in			
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If Consent is Given YES Authority further will process that if Consent Given NO It will be closed, and no further process will happen. Promoters can track further status into Tab "**All Grievances on My Projects**" on their Dashboard.

My Complaints 13 All Grievances on My Proje	Conciliation Consent Requests for Me 34	My Support Requests 0	My Penalties	61	Show Cause Notice	4
Search Export PDF Expo	rt Excel Send Email	select		٠	Filter	Total Result - 10, Reset
Stamp No.	Complaint No.	Complaints Type	Date of Application	Due Days	View	Status
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CMP0601202125676	RVC/A/ONLINE/Ahmedabad/06012021/1	5 REVIEW	06-01-2021	30	View	Case Closed
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CMP0701202125680	CON/ONLINE/Ahmedabad/07012021/0000	64 CONCILIATION_FORUM	07-01-2021	224	View	Pending Scrutiny
CMP0701202125682	CON/ONLINE/Ahmedabad/07012021/0000	65 CONCILIATION_FORUM	07-01-2021	218	View	MEETING IN PROGRESS

# 4. Create Review/Rectification on Judgement Order

# **4.1.** APPLICATION FOR REVIEW/RECTIFICATION ON JUDGEMENT ORDER PUBLISHED

Step 1: Citizen user has to log in and click on Apply for Create Review/Rectification on Judgement Order. If any review already filed, it will show that Review is already filed. Rera Acknowledgment number is required to file the review.

GUJARAT REAL ESTATE		Project, Agent, Promoter, Profession	al, Location	Q		🥡 SHAUNAK M	SHAUNAK M DAVE
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My Complaints Conciliation	Consent Requests for Me My Sup	for Me	as All Grievances on My Pro	jects	otal Result - 10/252	My Notifications CMP1808202126190	
Search Export PDF Export Excel	Send Email	Select	•	Filter Rese		18-08-2021, 01:13 PM CMP1608202126188 16-08-2021, 04:37 PM	
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#### **Promoter Dashboard**

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Complaint Number 🛛 🕲	Judgement/ Order Date"	Judgemei	nt Number
CMP/A/ONLINE/Ahmedabad/10082021/01001	۹ 10-08-2021 Submit	▼ JDG10	882021DINYWD5013

Step 2: citizen/Promoter user has to create Review/Rectification using all the details. Review and Rectification should be filed within 45 days of the Judgement Order Published. If more than 45 days passed, then add reason for delays in DETAILS OF THE DELAY section.

GUJARAT REAL ESTATE	Proj	ect, Agent, Promoter, Professional, Location	Q	SHAUN	AKM 👻 🔐 🔕 🗚
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DETAILS OF THE COMPLAINAN DETAILS OF THE COMPLAINAN 1. First Name" shaunak Mobile Number 9725810403	T(S)	Middle Name  M Email Id shaunakdave@yahoo.in		Last Name <sup>*</sup> Dave	
DETAILS OF THE COMPLAINAN DETAILS OF THE COMPLAINAN I. First Name® shaunak Mobile Number® 9725810403 OFFICIAL/RESIDENTIAL ADD	T(S)	Middle Name  M Email Id Shaunakdave@yahoo.in		Last Name * @ Dave	
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DETAILS OF THE COMPLAINAN DETAILS OF THE COMPLAINAN I. First Name® shaunak Mobile Numbe® 9725810403 OFFICIAL/RESIDENTIAL ADD Address line 1 P-2.Satellite Towers P-2.Satellite Towers	T(S) RESS Address line 2 @ at Mansl Circle	Middle Name  M  Email Id  shaunakdave@yahoo.in  State  GUJARAT	COMMUNICATION ADDRESS Address line 1 •	Last Name Dave	State  GUJARAT
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MOHMADALI				Last Name (surname)	
		SHABANBHAI		VASAYA	
Mobile Number @		Email Address			
7856455335		abc123@gmail.in			
OFFICIAL / RESIDENTIAL ADDI	RESS		COMMUNICATION ADDRESS		
Address 1 @	Address 2 (2)	State (1)	Address 1 @	Address 2	State @
vastrapur		GUJARAT *	vastrapur		GUJARAT *
District @	Taluka 🕐	Pin Code (2)	District @	Taluka 🕐	Pin Code @
Ahmedabad 🔻	Ahmedabad City	380016	Ahmedabad 💌	Ahmedabad City	380016
3. First Name (2)		Middle Name (2)		Last Name (surname)	
SAMIR		RAJAKBHAI		GHUMARA	
Mobile Number		Email Address 🕐			
6897564424		abc@gmail.in			
OFFICIAL / RESIDENTIAL ADDI	RESS		COMMUNICATION ADDRESS		
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Step 3: By submitting the Review user will be redirected to Payment gateway page to pay the fees.



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<b>O</b> SBIePay		© SBIePay	L3
Payment Details			
Debit/Credit Card	Please enter your card details Card Number	Order Summary	
une BHIM UP!	Visa 🔹 🚆 🕬 🖉	CMPOM3FE14006	
(Ref) Wallets	Month v Year v 🚱 Name of the card holder	Test Merchant	
SBI Branch Payment	Name as on card           Use your GSTIN for claiming input tax (Optional)	Amount: 1000.00 Processing fee:	
POS	Pay Now Cancel	GST: Total:	
Mobile Payments PayPal		APM ID: PG_TRANS_396	
147 - 179 - 197	Manager Virtual Virtual Virtual Virtual		0

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Payment Details			
Debit/Credit Card	Popular Banks	Order Summary	
Internet Banking	• • • • SBI	Order No.:	
um BHIM UPI		CMPOM3FE14006	C
🕞 Wallets	All Banks	Merchant Name: Test Merchant	
23 NEFT	SBIEPAy lest Bank •	Amount: 1000.00	
SBI Branch Payment	Use your GSTIN for claiming input tax (Optional)	Processing fee: 2.50 INR	
POS	Cancel	Total: 1002.95 INR	
🗑 Mobile Payments		APM ID: PG_TRANS_396	
D. PavPal			

Step 4: Payment confirmation page and with payment receipt and Review PDF will be generated.

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GOVERNMENT OF GUJARAT	DASHBOARD CLAIM P	Roject <del>-</del> Misc <del>-</del>				
					<b>R</b> ., 1	15-04
F	Payment has been successfully processed with transaction ID CMPKA-	4BCE5001 and your comp	plaint stamp no. is CMP1808202126	190		
	Print Reciept F	Print Application				

Step 5: Citizen/Promoter user may track REVIEW filled on their dashboard – In My Complaints TAB

The User who filled Review will see filled REVIEW - In My Complaints TAB The User against whom REVIEW is filled will see REVIEW - in All Grievances on My Projects TAB.



### **Promoter Dashboard**

			ACK NO.	Status	Apply	A		
Residential/Group Housing	PR/GJ/AHME/AHMEDABAD CITY/AUDA/RAA00116/280820	PR/S1/AHMEDABAD/AHMEDABAD CITY/201118/000109					ł	- 22
Residential/Group Housing	PR/GJ/GANDHI/GANDHINAGAR/Ga Urban Development Authority/RAA00154/141220	indhinagar	PO/GANDHINAGAR/GANDHINAGAR/201230/0000140/O1				đ	- 22
.3 Conciliatio	n Consent Requests for Me 35	My Suppor	t Requests	0 My Penalties	61 Show Car	use Notice 4	6	
Ay Projects 135						To	tal Result -	1/1
67	Stamp	No.			Filte	er Reset		
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		D.C.		06.01.2021	20			-
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# 5. Complaints during Defect Liability

The allottees for a given project has a provision to raise complaints for five years after the project end date.

### **5.1.** Defect filing process

Step 1: Citizen user has to Log into system. And go to allottees dashboard. For First time Citizen has to go to Claim the Project to have that project in allottees dashboard.

GUJARAT REAL ESTATE	Project, Agent, Promoter, Professional, Location	Q	🕼 SHAUNAKM 🙃 👰 🔕 A A A 🐼
GOVERNMENT OF GULARAT	DASHBOARD CLAIM PROJECT + MISC +		
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0 My Complaints	1 Conciliation Consent Requests for Me 5 My Support Requests	8 My Penalties	All Grievances on My Projects
My Complaints Conciliation Con	sent Requests for Me My Support Requests My Penalties All Grievances on My Projects		My Notifications
Search	Select-	Total Result - 10/	CMP1808202128190 is submitted to GujRERA For further scrutiny 18-08-2021.01:13 PM
Export PDF Export Excel	Send Email		CMP1608202126188 is closed 16-08-2021 04:37 PM
View Complaint Application Status			Hearing is scheduled for CMP1608202126188
	No record found!		Hearing is scheduled for CMP1608202126188 16-08-2021.04:28 PM

Citizen has to fill all the details Given at the time of booking the property and given to promoter. After that OTP will be generated on Your Registered Mobile Number given to promoter and then Project will be claimed and displayed into the allottees dashboard.

GUJARAT REAL ESTATE	Project, Agent, Promoter, Profes	ssional, Location	Q	SHAUNAKM 🙃 👰 🗿 A A A 🐼
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		CLAIM PROJECT		
Project Registration No 🕘	Block Name 🔹 🛞	KYC (PAN No./Passport N	o/Driving License No.)" 🛞 H. No/	Flat No./ Shop No 🔹 🛞
PR/GJ/AHME/AHMADABAD CITY/Ahmedab	dl 🔎 Zumbo	TLGP52801P	101	
		submit		

GUJARAT REAL ESTATE	Project, Agent, Promoter, Professional, Location	Q	SHAUNAKM
GOVERNMENT OF GULARAT	DASHBOARD CLAIM PROJECT + MISC +		
	CLAIM PROJECT		
OTP Send to Your Registered Mobile Number Confrim OTP <sup>-</sup>			
	Submit		
			A

### Project, Agent, Promoter, Professional, Location O, 🚮 SHAUNAK M... 👻 GUJARAT REAL ESTATE REGULATORY AUTHORI DASHBOARD CLAIM PROJECT - MISC PROJECT VIEW 18419 ₹10,000 Onwards Bella GUJRERA Reg. No. :PR/GJ/AHME/AHMADABAD CITY/Ahmedabad Urban Development Authority/RAA00162/020121 THE FREE LL My Allotted Units File Defect I Unit Block AFS Section 14 Consent Section 15 Consent 101 Zumbo Notifications No Record Found! More Projects By The Same Developer NC\_Villa Sharnam Bella Pragati Heights Ahmedabad City, Ahmedabad Gandhinagar, Gandhinagar Ahmedabad City, Ahmedabad Ahmedabad City, Ahmedabad Bulls Eye@ dabad City, Ahmedabad

### Citizen Has to click to My Allotment TAB for Filing Defect Liability.

Step 2: Select option for creating a Defect Liability and create defect complaint filling all required fields.

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		Defect Liability Co	mplaint Registration		
ERA Registration No. 🕐		Project Name"	inplaint Registration	Project Pin Code"	
PR/GJ/AHME/AHMEDABAD CITY/Ahmedab	ad Municipal Corporation/MAA00012	Blueberry123		384543	
istrict" @		Taluka" @		Project Address @	
Ahmedabad	*	Ahmedabad City	*	bvfdfg	
5001470/05					
	WAUTHORITY (Complete under section 2)	1 of the Act)			
O FORM - B APPLICATION TO ADJUDICAT	TING OFFICER (Claim for compensation un	der section 31 read with section 71 of the Ac	t)		
DETAILS OF THE COMPLAINANT	Γ(S)				
First Name		Middle Name		Last Name(Surname)	
NIMISHABEN				BAROT	
Mobile Number		Email Id			
666666666		c1@gmail.com			
OFFICIAL/RESIDENTIAL ADDP	RESS		COMMUNICATION ADDRESS		
Address line 1	Address line 2	Pin Code	Address line 1	Address line 2	Pin Code
Ahmedabad		380007	Ahmedabad		380007
State @	District 🖤	Taluka" @	State @	District @	Taluka" 🕲
Gujarat 🔻	Aravalli 👻	Bhiloda 🔻	Gujarat 🔻	Aravalli 🔻	Bhiloda
DETAILS OF THE RESPONDENT(S	S)				
1. Respondent First Name		Middle Name		Last Name (Surname)	
				-	
Secretary Mobile Number		Gujarat		Rera	
Mobile Nomber		Linairio			
1111111111		Test@test.com			
OFFICIAL / RESIDENTIAL ADD	RESS OF RESPONDENT		COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
Dr. Jivraj Mehta Bhavan	Block No - 8 , 2nd Floor, Contact No	Gujarat 🔻	Dr. Jivraj Mehta Bhavan	Block No - 8 , 2nd Floor, Contact No	Gujarat
	Taluka	PIN Code	District	Taluka	PIN Code
District			Ahmedabad 🔻	NA	380002
District Ahmedabad 💌	Ahmedabad City	380002			
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Step 3: By submitting the complaint user will be redirected to Payment gateway page to pay the fees.

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PAYMENT				
	"PLEASE DO NOT PRESS BACK OR REFRESH" FRO	M THIS POINT ONWARDS.		
PAYMENT DETAILS	NOTE			
Payment head	<ol> <li>You will be re-directed to SBI ePay Payment Gateway f ePayment Gateway.</li> </ol>	from which you can pay this amount using "N	Net Banking" , "Credit Card" , "Debit Card"	options available on SBI
Defect Liability	<ol> <li>In Corporate Account - Net Banking "Maker - Checker" initiating the transaction by the Maker, to ensure succes to a new part of the Maker, to ensure succes</li> </ol>	Scenario, the Checker has to ensure perform ssful transaction. Failing this, the transactio	ming "Check and Approve" on this transac on will be treated as Failed. For further inqu	tion within 20 minutes post uiry/ refund please contact SBI
GujRERA Unique Token Number	ePay on (1) +91-22-2732 3816, (E) support.spiepay@st 3. REFUND (Scenario and Process)	bi.co.in		
CMPP1Z7CE5008	A As stated in detailed T&C for using Online Payment services and the paid amount is not eligible for refur	.Gateway Facility on GUJRERA Portal (here) nd or chargeback in any case.	e), the payment of amount does not in any w	vay guarantee issuance of
Amount (₹) (A)	B. In an unlikely event of User making double payment	t by mistake, the refund (part/ full) may be co	onsidered, as may be decided by GUJRERA	, subject to
	<ul> <li>The user bringing it to the notice of the GUJRER.</li> </ul>	A authority by email within 7 days of making	g such payment. Any request beyond 7 day	/s will not be entertained.
1000	The user has to request for refund by creating Su     Account	upport Request/ Ticket under "Finance & Ac	ccounts> Apply for Refund" section on GU.	IRERA portal from your User
Addl. Amount (₹) (B)	<ul> <li>In case of any dispute, the email should be sent to of the transaction.</li> </ul>	to epay-rera@gujarat.gov.in with subject line	e clearly mentioning "Request for Refund"	words along with other details
0	C. The refund (in case of double payment by mistake or refund Support Request/Ticket and the decision ab:	nly), via the same source of payments made yout the refund taken by the GUJRERA Auth	in such cases, will be initiated in 3 to 5 wor nority will remain final and binding for user.	king days after receiving the
Total Amount (₹) (A+B)	D. In case of auto-refund by SBI ePay (when the transa GUJRERA has no control over it. Hence, one may co	ction does not reach GUJRERA Account), th ontact the respective bank for such transacti	he time taken for credit depends on bank a ions.	nd varies from bank to bank and
1000				
TERMS & CONDITIONS				
<ul> <li>I agree to all Terms and Condition defined by GUJRER/</li> <li>I verify that the contents of the above sections are true</li> </ul>	A For using Online Payment Gateway Facility using this Portal. The detailed T&C can be fo e to my personal knowledge and belief and that I have not suppressed any material fact(s)	ound "Terms & Conditions" Section on this ( .)	website.	
I agree to all Terms and Condition defined by GUJRERJ steps after this page.	A for using Online Payment Gateway facility using this Portal (here). I also agree to all Terr	ms and Condition defined by SBI ePay for p	performing the payment transaction as yo	u will experience in subsequent
	Previous Submit			

<b>OSBIePay</b>		<b>O</b> SBIePay	ß
Payment Details			
Debit/Credit Card	Please enter your card details	Order Summary	
💼 Internet Banking	Card Number	Order No.:	
um BHIM UPI	Expiry Date/Valid Thru CVV/CVC 4-DBC	CMPOM3FE14006	
Wallets	Month Year Y	Merchant Name: Test Merchant	
约 NEFT	Name of the card holder	Amount: 1000.00	
SBI Branch Payment	Name as on caru	Processing fee:	
- DOC	Pay Now	GST:	
B POS	Cancel	Total:	
R Mobile Payments		APM ID: PG_TRANS_396	
🖓 PayPal			

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	<b>OSBIePay</b>		<b>O</b> SBIePay	
	Payment Details			
	Debit/Credit Card	Popular Banks	Order Summary	
	Internet Banking	• • • SBI	Order No.:	
	um BHIM UPI		CMPOMSFE14000	$\square$
	Wallets	All Banks	Merchant Name: Test Merchant	
	원광 NEFT	Suleray lest balk	Amount: 1000.00	
	SBI Branch Payment	Use your GSTIN for claiming input tax (Optional)	Processing fee: 2.50 INR GST: 0.45 INR	
	POS	Cancel	Total: 1002.95 INR	
	Mobile Payments		APM ID: PG_TRANS_396	
	🕼 PayPal			
		Materials Verlady		

GUJARAT REAL ESTATE	Project, Agent, Promoter, Professional, Location	Q	🔮 NIMISHABEN 🔹 🙃 👰 🔕 🗛 A 🔕 🍵
GOVERNMENT OF GULARAT	DASHBOARD CLAIMPROJECT + MIS	SC +	
	Payment has been successfully processed with transaction ID CMPP1Z7CE5	5008 and your stamp no. is CMP18082021	26193
8	Print Reciept	ation	

Step 4: Citizen User can track defect complaint on their dashboard.



GUJARAT REAL ESTATE	Project, Agent, Promoter, Professional, Location	Q	🛑 NIMISHABEN 👻 🙃 👰 🕥 🗛 A 🐼
GOVERNMENT OF GULARAT	DASHBOARD CLAIM PROJECT + MISC +		
		- 1001)	
	DEFECT LIABILITY FORM A COMPLAINT APPLICATIO Defect LiabilityStamp No: CMP18087 Complaint Type : Defect Li	N 02126193 ability	
PROJECT DETAILS	DEFECT LIABILITY FORM A COMPLAINT APPLICATIO Defect Liability Stamp No: CMP18005 Complaint Type : Defect Li	9 02126193 ability	
PROJECT DETAILS Project Registration No	DEFECT LIABILITY FORM A COMPLAINT APPLICATIO Defect Liability Stamp No: CMP18082 Complaint Type : Defect Li Name	v 02126193 ability Dist	net.
PROJECT DETAILS Project Registration No PR/GJ/AHME/AHMEDABAD CITY/Ahmedabad Munici Corporation/MAA00012/A1M/250420	DEFECT LIABILITY FORM A COMPLAINT APPLICATIO Defect Liability Stamp No: CMP18087 Complaint Type : Defect Li Name pal Blueberry123	v 02126193 ability Dist Ahm	riet edabad
PROJECT DETAILS Project Registration No PR/GJ/AHME/AHMEDABAD CITY/Ahmedabad Municl Corporation/MAA00012/A1M/250420 Taluka	DEFECT LIABILITY FORM A COMPLAINT APPLICATIO Defect Liability Stamp No: CMP18082 Complaint Type : Defect Li Name Blueberry123 Address	N 02126193 ability Dist Ahm PIN	rict edabad

## 6. Support Request

RERA will create Source Information functionality for citizens to report non-registered real estate project to the Authority. There should be functionality to submit information regarding non-registered projects, generating SI no. and viewing the status of the investigation. Considering practicality and effective operational execution, the source information is considered as ticket only and no separate module is developed for the same.

### **6.1.** Support Request filing process

Step 1 : Any citizen/promoter/professional user can Create Support Request by clicking support request option.

GUJARAT REAL ESTATE		Pr	roject, Agent, Pror	noter, Professional, Location	0		Q		🚮 shaunak m	SHAUNAK M DAVE
				CITIZEN		ARD				Create Complaint/Conclusion     Create Revel/Rectification on Judgement Order     Create Support Request
253 My Comp My Compleints Conciliation	laints	1 Conciliation Requests for sts for Me My Support	Consent r Me rt Requests	5 My My Penalties All	Support Reque	ests 8	Ν	Ay Penalties	Apply 5 Apply My Notifications	
Search Export PDF Export Export Exc	el Send Em	Sel	ect		*	Filter	Total F Reset	tesult - 5/5	CMP1808202126190 scrutiny 18-08-2021,01:13 PM CMP1608202126188	
Support Request No.	Concerned Department	Request Type	Attachment	Request/Query	Request Source	Request Submission Date	Status	Action	16-08-2021, 04:37 PM Hearing is scheduled f 16-08-2021, 04:34 PM	
UNDER SCRUTINY	Technical (Town Planning)	Real Estate Regulatory Authority and Appellate Tribunal	-	Raising Query for so and so	Mobile App	17-05-2021	OPEN	Ľ	Hearing is scheduled f	

Step 2 : citizen/promoter/professional User has to select concern and query options from the dropdown and submit the ticket.

		Create Review/Rectification of     Judgement Order
	CITIZEN DASHBOARD	Create Support Request
	Create Support Request	
	Select Concerned Department	Apply
253 My Complaints 1 Conciliation	n Consen select Request Type	My Penalties 5 A
My Complaints Conciliation Consent Requests for Me My Supp	Attachment	My Notifications
	Request/Query	al Result - 90/253 CMP1808202126190 scrutiny
	Sect-	18-08-2021.01:13.FM
Export PDF Export Excel Send Email		CMP1608202126186
Stamp No. Complaint No.	Complaint Type Application Date V	16-08-2021; 04:37 PM
00 00	0 0 0 App	lication Status Hearing is scheduled f







Step 4: citizen/promoter/professional can track their support tickets , status and resolution in their dashboard.



		Project, Agent, Promote	er, Professional, Location	Q	SHAUNAKM 🙃 🞯 🗿 A A A 🔕
GOVERNMENT OF GULARAT		View Support Request			×
	1	Support Request No TKT020720210Y27Y85004	Created On 02-07-2021	Created By shaunak M Dave	and the second second
		Concern Technical (Town Planning)	Query Real Estate Projects Registration	Attachment	
19.19 / · · · · ·		Remarks I have issue in so and soLogin issue	shaunak		
253 My Com	plaints	ENQUIRIES & RESPONSE			5 All Grievances on My Projects
_		shaunak M Dave   02-07-2021 09:57	AM	C View File	/1
My Complaints Conciliat	ion Consent Requests (	responding to Inquiry by User			Notifications
~ ~	6 0	CLOSED BY			P1808202126190 is submitted to GujRERA For further itiny
UNDER SCRUTINY	Technical (Town R	IT TRO officer(IT)   02-07-2021 10:14	AM		19-2021.01:13 PM
Planning)	Planning)	issue solved by changing the password	d		P1608202126188 is closed
TKT020720210Y27Y85004	Technical (Town	F USER FEEDBACK			98-2021.04-37 PM
	Planning)	not satisfiedstill issue is there please se	e		ring is scheduled for CMP1608202126188
UNDER SCRUTINY	Technical (Town				

Step 5: When ticket is closed by authority with remarks and resolution, If citizen/promoter/professional is not satisfied with the resolution than he can escalate by giving satisfaction "yes" or "NO" and send back to Authority/ticket Officer (TO) and it will go to escalation officer.

citizen/promoter/professional goes to that ticket and gives feedback by clicking not satisfied.

<b>N</b> -16	Complain	CLOSED BY 🚦	k 26RGC34016is	
	Y A	(Technical (Town Planning))   13-06-2020 11:11 AM closed by shaunak TRO	PF3FE14005is	
	Y C	Are you Satisfied with the Response? O Yes O No Submit Cancel	Y716004012is	
	_	CLOSED BY 1	nedule for	
	*	(Technical (Town Planning))   13-06-2020 11-11 AM closed by shaunak TRO	43P1104002is	Apply
		Are you Satisfied with the Response? () Yes  No Remarks*		
		I am escalating to Ticket escalation officer to look into the matter.	4R84W04033is	
		Submit Cancel	osed.	

	Site Visit)		Marrow	
04002	Technical (Town Planning)	Real Estate Projects Registration	Feedback has been saved successfully	Complaint number CMPFWSU004010is submitted 13-05-2020, 02:29 PM
<b>)</b> 4001	Administration (General Queries, Supplies)	Filing of complaints	ок	GujRERA Seminar Registration 13-05-2020, 06:35 AM

Disclaimer: All the images, screenshots, plans etc used in this document are just for demonstration and for the purpose of user training only. The actual system, icons, tables may differ from the ones shown here. The details mentioned here are subject to change without prior information to the users.