

Gujarat RERA (RAMPS & BI)

User Manual – Grievance Redressal External Users

(V. o.1)



Contents

1. INTRODUCTION GRIEVANCE REDRESSAL.....	3
1.1. Grievance Redressal.....	3
2. AUTHORITY COMPLAINT (FORM A), ADJUDICATING COMPLAINT (FORM B).....	4
2.1. Complaints Filing Process.....	4
3. DISPUTE REVIEW (CONCILIATION FORUM)	17
3.1. Conciliation filing Process	17
4. CREATE REVIEW/RECTIFICATION ON JUDGEMENT ORDER	30
4.1. APPLICATION FOR REVIEW/RECTIFICATION ON JUDGEMENT ORDER PUBLISHED.....	30
5. COMPLAINTS DURING DEFECT LIABILITY	39
5.1. Defect filing process.....	39
6. SUPPORT REQUEST.....	48
6.1. Support Request filing process.....	48

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

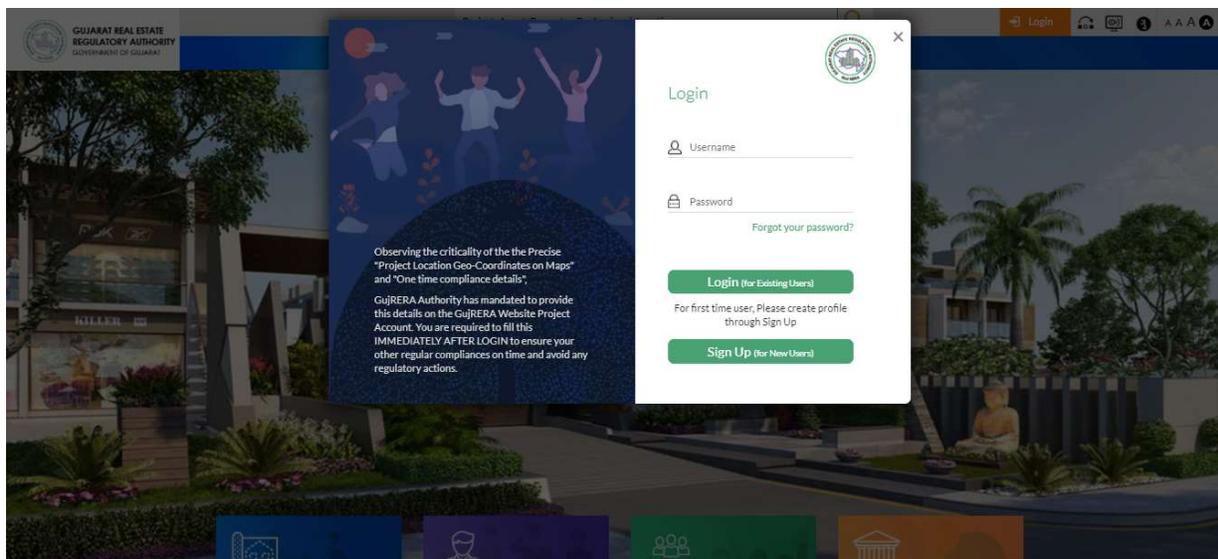
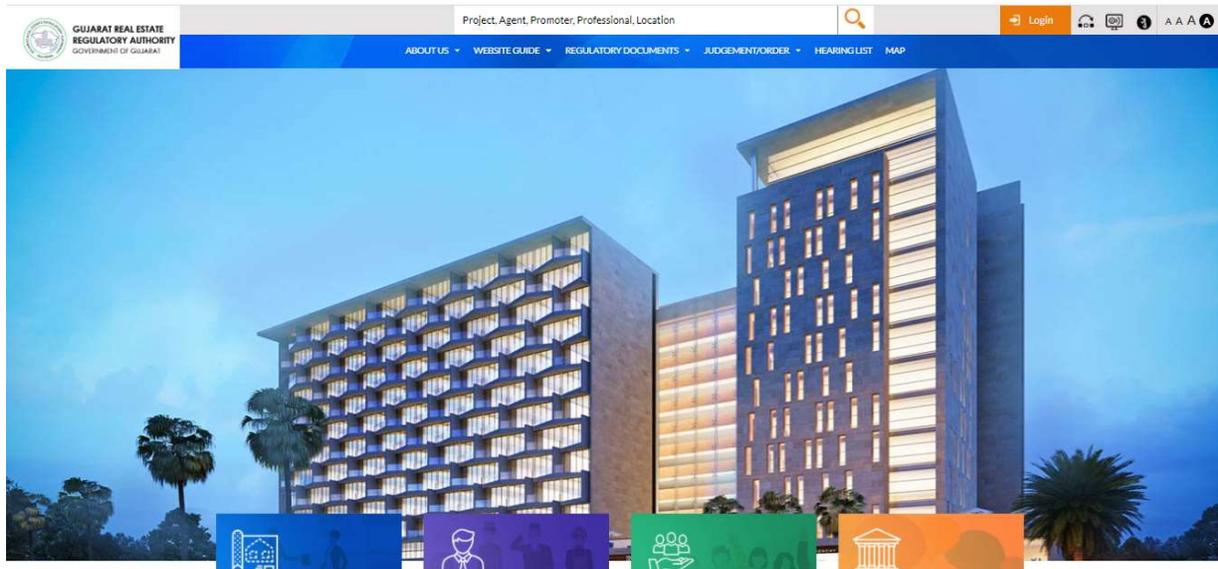
Here we will understand the entire process of various types of grievance filing, processing and disposal mechanism in subsequent sections.

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”.

Project, Agent, Promoter, Professional, Location

SHAUNAK M...

SHAUNAK M DAVE

- Create Complaint/Conciliation
- Create Review/Rectification on Judgement Order
- Create Support Request

CITIZEN DASHBOARD

251 My Complaints | 1 Conciliation Consent Requests for Me | 5 My Support Requests | 8 My Penalties | 5 A P

My Complaints | Conciliation Consent Requests for Me | My Support Requests | My Penalties | All Grievances on My Projects

Total Result - 10/251

Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/08012021/00897	GENERAL COMPLAINT	08-01-2021	View	Pending Scrutiny
CMP0801202125693	CMP/B/ONLINE/Gandhinagar/08012021/00898	GENERAL COMPLAINT	08-01-2021	View	Hearing Scheduled

My Notifications

- CMP1608202126188
- 16-08-2021 04:37 PM
- Hearing is scheduled f
- 16-08-2021 04:34 PM
- Hearing is scheduled f
- 16-08-2021 04:28 PM
- CMP1608202126188
- processing
- 16-08-2021 04:26 PM

Do you want to opt for conciliation?

Objective of Conciliation Forum

As provided under section 32 of Real Estate (Regulation and Development) Act 2016, GujRERA has decided to establish conciliation forum in the state. The aim of the conciliation forum is to facilitate 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 aims at obviating the long run process of litigation for resolution of disputes.

Advantages of Conciliation Forum

- 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.
- 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.
- 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?

Yes No

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



Application for General Complaint

PROJECT DETAILS

Project Name / Registration Number / Promoter Name	Project Name	Project Pin Code
PR/G/AHME/AHMADABAD CITY/Ahmedabad Urban Development A	Bella	380015
District	Taluka	Project Address
Ahmedabad	Ahmedabad City	Prahlad Nagar

FORM TYPE

Form Type

FORM - A COMPLAINT TO REGULATORY AUTHORITY (Complaint under section 31 of the Act)

FORM - B APPLICATION TO ADJUDICATING OFFICER (Claim for compensation under section 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	
6666666666	cl@gmail.com	

OFFICIAL / RESIDENTIAL ADDRESS **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	District	Taluka
	Aravalli	Bhiloda		Aravalli	Bhiloda

OTHER COMPLAINANT(S) DETAILS

First Name	Middle Name	Last Name
Mobile Number	Email Id	

OFFICIAL/RESIDENTIAL ADDRESS **COMMUNICATION ADDRESS** 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
Gujarat	Aravalli				

DETAILS OF THE RESPONDENT(S)

1. Respondent First Name	Middle Name	Last Name (Surname)			
<input type="text" value="Nava Promoter Company"/>	<input type="text" value="NA"/>	<input type="text" value="NA"/>			
Mobile Number	Email Id				
<input type="text" value="9899898989"/>	<input type="text" value="navapromoter1@popmail.com"/>				
OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT			COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
<input type="text" value="Trimurti Nagar"/>	<input type="text" value="NA"/>	<input type="text" value="Gujarat"/>	<input type="text" value="Trimurti Nagar"/>	<input type="text" value="NA"/>	<input type="text" value="Gujarat"/>
District	Taluka	PIN Code	District	Taluka	PIN Code
<input type="text" value="Ahmedabad"/>	<input type="text" value="Bavla"/>	<input type="text" value="380002"/>	<input type="text" value="Ahmedabad"/>	<input type="text" value="NA"/>	<input type="text" value="380002"/>

2. Respondent First Name	Middle Name	Last Name (Surname)			
<input type="text" value="Prashant"/>	<input type="text" value="NA"/>	<input type="text" value="Saxena"/>			
Mobile Number	Email Id				
<input type="text" value="9889899787"/>	<input type="text" value="promoter45@yopmail.com"/>				
OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT			COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
<input type="text" value="Trimurti Nagar"/>	<input type="text" value="NA"/>	<input type="text" value="Gujarat"/>	<input type="text" value="Trimurti Nagar"/>	<input type="text" value="NA"/>	<input type="text" value="Gujarat"/>
District	Taluka	PIN Code	District	Taluka	PIN Code
<input type="text" value="Ahmedabad"/>	<input type="text" value="Bavla"/>	<input type="text" value="380002"/>	<input type="text" value="Ahmedabad"/>	<input type="text" value="Bavla"/>	<input type="text" value="380002"/>

3. Respondent First Name	Middle Name	Last Name (Surname)			
<input type="text" value="Prashant"/>	<input type="text" value="NA"/>	<input type="text" value="Saxena"/>			
Mobile Number	Email Id				
<input type="text" value="9889899787"/>	<input type="text" value="prashantsaxena@popmail.com"/>				
OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT			COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
<input type="text" value="Trimurti Nagar"/>	<input type="text" value="NA"/>	<input type="text" value="Gujarat"/>	<input type="text" value="Trimurti Nagar"/>	<input type="text" value="NA"/>	<input type="text" value="Gujarat"/>
District	Taluka	PIN Code	District	Taluka	PIN Code
<input type="text" value="Ahmedabad"/>	<input type="text" value="Bavla"/>	<input type="text" value="380002"/>	<input type="text" value="Ahmedabad"/>	<input type="text" value="Bavla"/>	<input type="text" value="380002"/>

First Name Middle Name Last Name(Surname)
 Mobile Number Email Id

OFFICIAL / RESIDENTIAL ADDRESS COMMUNICATION ADDRESS 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-- --Select-- --Select-- --Select--

[Add Into the List](#)
[Add More Respondent by Search](#)

DETAILS OF THE COMPLAINT

Subject of Complaint

Facts of Complaint

Reliefs Sought

Interim Order Required Yes No

NATURE OF COMPLAINT

- Refund [Section 18, Section 11 (4), Section 19(4)]
- Possession [Section 17, Section 11(F)]
- Common Amenities [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(5)]
- Others

REGISTERED AD POST ACKNOWLEDGEMENT RECEIPTS (AS PER GUJRERA RULES 12C)

Caption Attachment

SUPPORTING DOCUMENTS

S.No.	Caption	Download / View	Remove Document
1	<input type="text" value="Sale Deed Document"/>	Test.pdf	Delete
2	<input type="text" value="Building Brochure"/>	Test.pdf	Delete

[File Upload](#)

DECLARATION

- I, complainant, here by declare that the subject matter of the above claim falls within the Jurisdiction of the Authority
- I, complainant, here by declare that the matter regarding which the complaint has been made is not pending before any Court of Law or any other Authority or any other Tribunal(s)
- I, complainant, verify that the contents of the above sections are true to my personal knowledge and belief and I have not suppressed any material fact(s)

[Previous](#) [Save & Next](#)

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.

The image shows a web form interface for adding respondents. A modal dialog box titled "Add Respondent" is open in the center. The dialog contains a text input field for "Email Id" with a tooltip that reads: "Email Id (The entered Email ID has to be registered as USER in the Gujarat Rera portal)". Below the input field are two buttons: "Confirm" and "Cancel".

The background form is partially visible and includes the following fields:

- Mobile Number
- OFFICIAL / RESIDENTIAL ADDRESS section with sub-sections:
 - SAME AS RESIDENTIAL ADDRESS (checkbox)
 - Address line 1, Address line 2, Pin Code, Address line 1, Address line 2, Pin Code
 - State, District, Taluka, State, District, Taluka (dropdown menus)
- Buttons: "Add Into the List" and "Add More Respondent by Search"

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

PAYMENT

"PLEASE DO NOT PRESS BACK OR REFRESH" FROM THIS POINT ONWARDS.

PAYMENT DETAILS

Payment head

Complaint Registration Fees (Form A - General Online)

GujRERA Unique Token Number *

CMPKA4BCE5001

Amount (₹) (A) *

1000

Addl. Amount (₹) (B) *

0

Total Amount (₹) (A+B) *

1000

NOTE

- You will be re-directed to SBI ePay Payment Gateway from which you can pay this amount using "Net Banking", "Credit Card", "Debit Card" options available on SBI ePayment Gateway.
- In Corporate Account - Net Banking "Maker - Checker" Scenario, the Checker has to ensure performing "Check and Approve" on this transaction within 20 minutes post initiating the transaction by the Maker, to ensure successful transaction. Failing this, the transaction will be treated as Failed. For further inquiry /refund please contact SBI ePay on (T) +91-22-752 3816, (E) support.sbiepay@sbi.co.in
- REFUND (Scenario and Process)**
 - As stated in detailed T&C for using Online Payment Gateway Facility on GUJRERA Portal ([here](#)), the payment of amount does not in any way guarantee issuance of services and the paid amount is not eligible for refund or chargeback in any case.
 - In an unlikely event of User making double payment by mistake, the refund (part/ full) may be considered, as may be decided by GUJRERA, subject to
 - The user bringing it to the notice of the GUJRERA authority by email within 7 days of making such payment. Any request beyond 7 days will not be entertained.
 - The user has to request for refund by creating Support Request/ Ticket under "Finance & Accounts> Apply for Refund" section on GUJRERA portal from your User Account.
 - In case of any dispute, the email should be sent to epay-rera@gujarat.gov.in with subject line clearly mentioning "Request for Refund" words along with other details of the transaction.
 - The refund (in case of double payment by mistake only), via the same source of payments made in such cases, will be initiated in 3 to 5 working days after receiving the refund Support Request/ Ticket and the decision about the refund taken by the GUJRERA Authority will remain final and binding for user.
 - In case of auto-refund by SBI ePay (when the transaction does not reach GUJRERA Account), the time taken for credit depends on bank and varies from bank to bank and GUJRERA has no control over it. Hence, one may contact the respective bank for such transactions.

TERMS & CONDITIONS

I agree to all Terms and Condition defined by GUJRERA For using Online Payment Gateway Facility using this Portal. The detailed T&C can be found "Terms & Conditions" Section on this website.

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

I agree to all Terms and Condition defined by GUJRERA for using Online Payment Gateway facility using this Portal ([here](#)). I also agree to all Terms and Condition defined by SBI ePay for performing the payment transaction as you will experience in subsequent steps after this page.

[Previous](#) [Submit](#)

Gujarat Real Estate Regulatory Authority
GOVERNMENT OF GUJARAT

4th Floor, Sahyog Sankul,
Sector-11, Gandhinagar-382010

Telephone: (079) 232-58659

E-mail: inforera@gujarat.gov.in

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- Vision & Mission
- Background
- Transparency
- Non-Compliance & Penalties
- Chairman Message
- Organizational Structure
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- Terms & Conditions
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- Privacy Policy
- Sitemap

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1000

Addl. Amount (₹) (B)

0

Total Amount (₹) (A+B)

1000

TERMS & CONDITIONS

- I agree to all Terms and Condition defined by GUJRE...
- I verify that the contents of the above sections are true to my personal knowledge and belief and that I have not suppressed any material fact(s)
- I agree to all Terms and Condition defined by GUJRE for using Online Payment Gateway facility using this Portal (here). I also agree to all Terms and Condition defined by SBI ePay for performing the payment transaction as you will experience in subsequent steps after this page.

Gateway Selection

Please choose payment gateway

 SBI ePay

 HDFC




Payment Details

- Debit/Credit Card
- Internet Banking
- BHIM UPI
- Wallets
- NEFT
- SBI Branch Payment
- POS
- Mobile Payments
- PayPal

Please enter your card details

Card Number

Expiry Date/Valid Thru

CVV/CVC 4-DBC

Name of the card holder

Use your GSTIN for claiming input tax (Optional)

Order Summary

Order No.: CMPOM3FE14006

Merchant Name: Test Merchant

Amount: 1000.00

Processing fee:

GST:

Total:

APM ID: PG_TRANS_396




Payment Details

- Debit/Credit Card
- Internet Banking
- BHIM UPI
- Wallets
- NEFT
- SBI Branch Payment
- POS
- Mobile Payments
- PayPal

Popular Banks



All Banks

Use your GSTIN for claiming input tax (Optional)

Order Summary

Order No.: CMPOM3FE14006

Merchant Name: Test Merchant

Amount: 1000.00

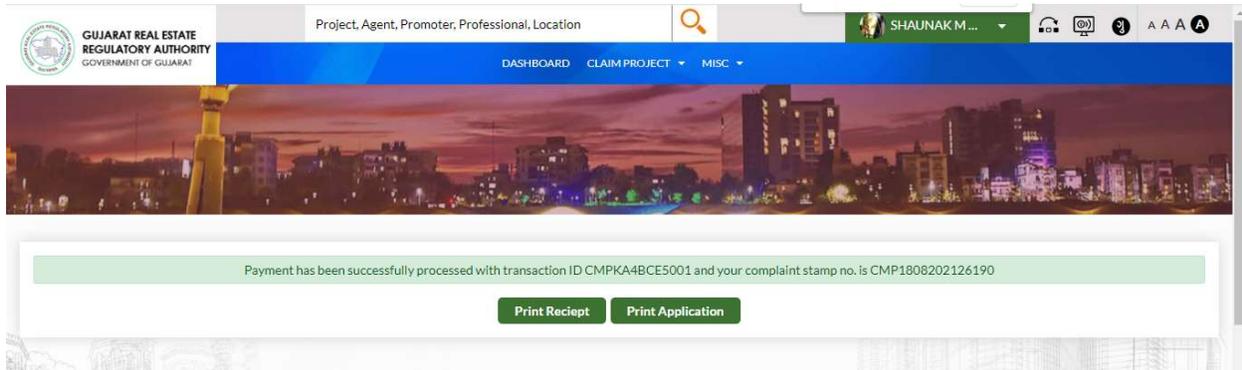
Processing fee: 2.50 INR

GST: 0.45 INR

Total: 1002.95 INR

APM ID: PG_TRANS_396

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



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.

CITIZEN DASHBOARD

252 My Complaints | 1 Conciliation Consent Requests for Me | 5 My Support Requests | 8 My Penalties | 5 All Grievances on My Projects

My Complaints | Conciliation Consent Requests for Me | My Support Requests | My Penalties | All Grievances on My Projects

Total Result - 10/252

Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/08012021/00897	GENERAL COMPLAINT	08-01-2021	View	Pending Scrutiny
CMP0801202125693	CMP/B/ONLINE/Gandhinagar/08012021/00898	GENERAL COMPLAINT	08-01-2021	View	Hearing Scheduled
CMP0801202125694	CON/ONLINE/Ahmedabad/08012021/00069	CONCILIATION_FORUM	08-01-2021	View	CLOSED
CMP1201202125699		GENERAL COMPLAINT	12-01-2021	View	Pending Scrutiny
CMP1201202125701	CON/ONLINE/Ahmedabad/12012021/00070	CONCILIATION_FORUM	12-01-2021	View	Pending Scrutiny
CMP1601202125704		GENERAL COMPLAINT	16-01-2021	Edit Draft	DRAFT

My Notifications

- CMP1808202126190 is submitted to GujRERA For further scrutiny
18-08-2021, 01:13 PM
- CMP1608202126188 is closed
16-08-2021, 04:37 PM
- Hearing is scheduled for CMP1608202126188
16-08-2021, 04:34 PM
- Hearing is scheduled for CMP1608202126188
16-08-2021, 04:28 PM
- CMP1608202126188 is accepted by GujRERA For further processing
16-08-2021, 04:26 PM
- CMP1608202126188 is submitted to GujRERA For further scrutiny
16-08-2021, 04:24 PM
- 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

Gujarat Real Estate Regulatory Authority
GOVERNMENT OF GUJARAT

4th Floor, Sahyog Sankul, Sector-11, Gandhinagar-382010
Telephone: (079) 232-58659
E-mail: inforera@gujarat.gov.in

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- Non-Compliance & Penalties
- Chairman Message
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Promoter Dashboard

Blue Whale Apartments	Housing	CITY/AUDA/RAA00116/280820	PO/GANDHINAGAR/GANDHINAGAR/201230/0000140/O1	Comple
Residential/Group Housing	PR/GJ/GANDHI/GANDHINAGAR/Gandhinagar Urban Development Authority/RAA00154/141220			Stage - : Comple

My Complaints	13	Conciliation Consent Requests for Me	35	My Support Requests	0	My Penalties	61
Show Cause Notice	4	All Grievances on My Projects	135				

Search --Select-- Filter Reset Total Result - 10/264

Export PDF Export Excel Send Email

Stamp No.	Complaint No.	Complaints Type	Date of Application	Due Days	View
CMP0501202125675	CMP/A/ONLINE/Ahmedabad/05012021/00895	GENERAL COMPLAINT	05-01-2021	31	View
CMP0601202125676	RVC/A/ONLINE/Ahmedabad/06012021/15	REVIEW	06-01-2021	30	View
CMP0701202125681	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View
CMP0701202125680	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View

SUPER INDUSTRIES

- Apply For New Project
- Create Complaint/Conciliation
- Create Review/Rectification on Judgement Order
- Create Support Request

Apply

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



**GUJARAT REAL ESTATE
REGULATORY AUTHORITY**
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location



SHAJNAK M...

DASHBOARD
CLAIM PROJECT
MISC



FORM A COMPLAINT APPLICATION

Complaint Stamp No: CMP1808202126190

Complaint Type : General Online

PROJECT DETAILS

Project Registration No PR/GJ/AHME/AHMADABAD CITY/Ahmedabad Urban Development Authority/RAA00162/020121	Name Bella	District Ahmedabad
Taluka Ahmedabad City	Address Prahlad Nagar	PIN code 380015

FORM TYPE

FORM - A COMPLAINT TO REGULATORY AUTHORITY (Complaint under section 31 of the Act)

FORM - B APPLICATION TO ADJUDICATING OFFICER (Claim for compensation under section 31 read with section 71 of the Act)

DETAILS OF THE COMPLAINANT(S) SELF ONBEHALF

1. First Name shaunak	Middle Name M	Last Name (surname) Dave
Mobile Number 9725810403	Email Id shaunakdave@yahoo.in	

OFFICIAL / RESIDENTIAL ADDRESS OF COMPLAINANT

Address 1 P-2,Satellite Towers	Address 2 at Mansi Circle	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380015

COMMUNICATION ADDRESS

Address 1 P-2,Satellite Towers	Address 2 at Mansi Circle	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380015

DETAILS OF THE RESPONDENT(S)

1. First Name SUPER INDUSTRIES	Middle Name	Last Name (surname)
Mobile Number 9725810403	Email Id promoter12345@gmail.com	

OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT

Address 1 R.k vihar	Address 2	State GUJARAT
District Taluka		PIN Code

COMMUNICATION ADDRESS

Address 1 R.k vihar	Address 2	State GUJARAT
District Taluka		PIN Code

2. First Name MOHMADALI	Middle Name SHABANBHAI	Last Name (surname) VASAYA
Mobile Number 7856455335	Email Id abc123@gmail.in	

OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT			COMMUNICATION ADDRESS		
Address 1 vastrapur	Address 2	State GUJARAT	Address 1 vastrapur	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380016	District Ahmedabad	Taluka Ahmedabad City	PIN Code 380016

3. First Name SAMIR	Middle Name RAJAKBHAI	Last Name (surname) GHUMARA
Mobile Number 6897564424	Email Id abc@gmail.in	

OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT			COMMUNICATION ADDRESS		
Address 1 vastrapur	Address 2	State GUJARAT	Address 1 vastrapur	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380026	District Ahmedabad	Taluka Ahmedabad City	PIN Code 380026

DETAILS OF THE COMPLAINT

Subject of Complaint
Regarding Construction Issue.

Facts of Complaint
Facts of Complaint will go here.

Compensation(s) Sought
Need Refund of 5 Lakhs.

NATURE OF COMPLAINT

- Refund [Section 18, Section 11 (4), Section 19(4)]
- Possession [Section 17, Section 11(F)]
- Common Amenities [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(5)]
- Others []

Note: Green Colour Shows:Selected by Complainant RED Colour shows:Selected by Authority

REGISTERED AD POST ACKNOWLEDGEMENT RECEIPTS (AS PER GUJRERA RULES 12C)

Receipt [View File / 1](#)

SUPPORTING DOCUMENTS

Sr.No	Caption	Download / View
1	Sale Deed Document	View File / 1
2	Building Brochure	View File / 1

PAYMENT [Payment Receipt Download](#)

Payment Head Complaint Registration Fees (Form A- General Online)	GujRERA Unique Token Number CMPKA4BC5001	Online Payment Transaction Number ONTXNO65259213418131258
Amount (₹)(A) 1,000	Addl. Amount (₹)(B) 0	Total Amount (₹)(A+B) 1,000
Online Transaction Date 18/08/2021	Credited on Date	Transaction Status SUCCESS
Payment Type ONLINE	Payment Mode CC	

ACTIVITY LIST				
Sr.No.	User	Details	Submission Date	Attachment
1	Complainant	Complaint Registered Successfully	18/08/2021	

DECLARATION
<input type="checkbox"/> I, applicant, here by declare that the subject matter of the above claim falls within the Jurisdiction of the Adjudicating Officer
<input type="checkbox"/> I, applicant, here by declare that the matter regarding which this appeal/application/claim has been made is not pending before any Court of Law or any other Authority or any other Tribunal(s)
<input type="checkbox"/> I, applicant, verify that the contents of the above sections are true to my personal knowledge and belief and I have not suppressed any material fact(s)

[Back](#)
[Print Application](#)
[Print Receipt](#)
[Download PDF](#)

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.

Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/08012021/00897	GENERAL COMPLAINT	08-01-2021	View	Pending Scrutiny
CMP0801202125693	CMP/B/ONLINE/Gandhinagar/08012021/00898	GENERAL COMPLAINT	08-01-2021	View	Hearing Scheduled



**GUJARAT REAL ESTATE
REGULATORY AUTHORITY**
GOVERNMENT OF GUJARAT

SHAUNAK M. DAVE

- Create Complaint/Conciliation
- Create Review/Rectification on Judgement Order
- Create Support Request

252 My Complaints

My Complaints Conciliation Consent Requests for

Search:

Export PDF Export Excel Send Email

Stamp No.	Complaint No.	Complaint type	Registration Date	Application Status
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/0801202100087	GENERAL COMPLAINT	08-01-2021	Pending Scrutiny

Apply

Notifications

P1808202126190
08-08-2021 01:13 PM

P1608202126188
08-08-2021 04:27 PM

Hearing is scheduled for
16-08-2021 04:04 PM

Do you want to opt for conciliation?

Objective of Conciliation Forum

As provided under section 32 of Real Estate (Regulation and Development) Act 2016, GujRERA has decided to establish conciliation forum in the state. The aim of the conciliation forum is to facilitate 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 aims at obviating the long run process of litigation for resolution of disputes.

Advantages of Conciliation Forum

- 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.
- 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.
- 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?

Yes No

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

Project, Agent, Promoter, Professional, Location

GUJARAT REAL ESTATE REGULATORY AUTHORITY GOVERNMENT OF GUJARAT

DASHBOARD CLAIM PROJECT MISC

SHAUNAK M...

ECOURT

Conciliation Registration

PROJECT DETAILS

Project Name / Registration Number / Promoter Name

Project Name

Project Pin Code

District

Taluka

Project Address

Select Project Name / Registration Number / Promoter Name

Select	Project Registration	Project Name	Promoter Name	Address	PIN Code	District	Taluka
<input type="radio"/>	PR/GJ/SURAT/OLPAD/Others/RAA00102/080917	CASA BELLA	SHREE ENTERPRISE	BLOCK NO 1335, BARBODHAN VILLEGE,	--	Surat	Olpad
<input type="radio"/>	PR/GJ/SURAT/OLPAD/Others/RAA00098/070917	BARBELLA PHASE-1	NIRANT HOMES	BLOCK NO 1350- BARBODHAN VILLEGE,	--	Surat	Olpad
<input type="radio"/>		BELLA CASA	LILESHBHAI	BLOCK NO - 753, MOJE - KASINDRA	--	Ahmedabad	Daskroi
<input type="radio"/>	PR/GJ/SURAT/SURAT CITY/SUDA/RAA01864/EX1/180419	BELLACASAA	Bella Casaa Enterprise	FP-41 TP-43 OPR ECO EAST POINT	--	Surat	Surat City
<input type="radio"/>	PR/GJ/SURAT/KAMREJ/SUDA/PAA02712/220518	MARBELLA WILLOS	MARBELLA CORPORATION	BLOC NO : 270, AT : MORTHANA,	--	Surat	Kamrej
<input type="radio"/>	PR/GJ/SURAT/SURAT CITY/SUDA/RAA02081/200318	BELLA DE MORA	YASHASHVI REALTY	BLOCK NO 35 PAIKI 1 TP 29 FP 104 PAIKI 1	--	Surat	Surat City
<input type="radio"/>	PR/GJ/SURAT/SURAT CITY/SUDA/CAA04616/070119	Bellagio Lace Textile Market	Anadh Buldcon	"Bellagio Lace Textile Market", Block	--	Surat	Surat City

DETAILS OF THE APPLICANT(S) SELF ON BEHALF

1. First Name Middle Name Last Name(Surname)

Mobile Number Email Id

OFFICIAL/RESIDENTIAL ADDRESS RESIDENTIAL ADDRESS

Address line 1 Address line 2 Pin Code

Address line 1 Address line 2 Pin Code

State District Taluka

State District Taluka

OTHER APPLICANT(S) DETAILS

First Name *	Middle Name	Last Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<small>Please Enter Complete First Name</small>		
Mobile Number *	Email Id *	
<input type="text"/>	<input type="text"/>	
<small>Please Enter Mobile Number</small>	<small>Please Enter Email Id</small>	

OFFICIAL/RESIDENTIAL ADDRESS			COMMUNICATION ADDRESS			RESIDENTIAL ADDRESS <input type="checkbox"/>
Address line 1 *	Address line 2	Pin Code *	Address line 1 *	Address line 2	Pin Code *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
<small>Please Enter Address</small>		<small>Please Enter valid Pincode</small>	<small>Please Enter Address</small>		<small>Please Enter valid Pincode</small>	
State *	District *	Taluka *	State *	District *	Taluka *	
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
Gujarat	Aravalli					
		<small>Please Enter Taluka</small>	<small>Please Enter State</small>		<small>Please Enter Taluka</small>	

DETAILS OF THE RESPONDENT(S)

1. Respondent First Name	Middle Name	Last Name (Surname)
<input type="text"/>	<input type="text"/>	<input type="text"/>
SUPER INDUSTRIES		NA
Mobile Number	Email Id	
<input type="text"/>	<input type="text"/>	
9725810403	promoter12345@gmail.com	

OFFICIAL / RESIDENTIAL ADDRESS			COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Rk vihar	NA	GUJARAT	Rk vihar	NA	GUJARAT
District	Taluka	PIN Code	District	Taluka	PIN Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ahmedabad	Ahmedabad City	380026	Ahmedabad	Ahmedabad City	380026

2. Respondent First Name	Middle Name	Last Name (Surname)
<input type="text"/>	<input type="text"/>	<input type="text"/>
MOHMADALI	SHABANBHAI	VASAYA
Mobile Number	Email Id	
<input type="text"/>	<input type="text"/>	
7856453335	abc123@gmail.in	

OFFICIAL / RESIDENTIAL ADDRESS			COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
vastrapur	NA	GUJARAT	vastrapur	NA	GUJARAT
District	Taluka	PIN Code	District	Taluka	PIN Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ahmedabad	Ahmedabad City	380016	Ahmedabad	Ahmedabad City	380016

3. Respondent First Name	Middle Name	Last Name (Surname)
<input type="text"/>	<input type="text"/>	<input type="text"/>
SAMIR	RAJAKBHAI	GHUMARA
Mobile Number	Email Id	
<input type="text"/>	<input type="text"/>	
6897564424	abc@gmail.in	

OFFICIAL / RESIDENTIAL ADDRESS			COMMUNICATION ADDRESS		
Address 1	Address 2	State	Address 1	Address 2	State
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
vastrapur	NA	GUJARAT	vastrapur	NA	GUJARAT
District	Taluka	PIN Code	District	Taluka	PIN Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Ahmedabad	Ahmedabad City	380026	Ahmedabad	Ahmedabad City	380026

DETAILS OF THE DISPUTE

Subject of Dispute *

Subject of Dispute

Facts of Dispute *

Facts of Dispute

Relief(s) Sought *

Relief(s) Sought

SUPPORTING DOCUMENTS

S.No.	Caption	Download / View	Remove Document
1	Sale Deed Document with Building Plan	Test.pdf	Delete

File Upload

DECLARATION

- I, applicant, here by declare that the subject matter of the above claim falls within the Jurisdiction of the Conciliation Panel
- I, applicant, here by declare that the matter regarding which the application has been made is not pending before any Court of Law or any other Authority or any other Tribunal(s)
- I, applicant, verify that the contents of the above sections are true to my personal knowledge and belief and I have not suppressed any material fact(s)

Previous

Save & Next

Step 3: By submitting the complaint user will be redirected to Payment gateway page to pay the fees.

GUJARAT REAL ESTATE
REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

NIMSHABEN

🔍
🔊
📧
🌐

DASHBOARD
CLAIM PROJECT
MISC

ECOURT

PAYMENT

PLEASE DO NOT PRESS BACK OR REFRESH FROM THIS POINT ONWARDS.

PAYMENT DETAILS

Payment head

Conciliation Fees

GujRERA Unique Token Number*

CMPRBWICES002

Amount (₹) (A)*

1000

Addl. Amount (₹) (B)*

0

Total Amount (₹) (A+B)*

1000

NOTE

- You will be re-directed to SBI ePay Payment Gateway from which you can pay this amount using "Net Banking", "Credit Card", "Debit Card" options available on SBI ePayment Gateway.
- In Corporate Account - Net Banking "Maker - Checker" Scenario, the Checker has to ensure performing "Check and Approve" on this transaction within 20 minutes post Initiating the transaction by the Maker, to ensure successful transaction. Failing this, the transaction will be treated as Failed. For further inquiry/ refund please contact SBI ePay on (T) +91-22-2752 3816, (E) support.sbiepay@sbi.co.in
- REFUND (Scenario and Process)**
 - As stated in detailed T&C for using Online Payment Gateway Facility on GUJRERA Portal ([here](#)), the payment of amount does not in any way guarantee issuance of services and the paid amount is not eligible for refund or chargeback in any case.
 - In an unlikely event of User making double payment by mistake, the refund (part/ full) may be considered, as may be decided by GUJRERA, subject to
 - The user bringing it to the notice of the GUJRERA authority by email within 7 days of making such payment. Any request beyond 7 days will not be entertained.
 - The user has to request for refund by creating Support Request/Ticket under "Finance & Accounts> Apply for Refund" section on GUJRERA portal from your User Account.
 - In case of any dispute, the email should be sent to epay-rera@gujarat.gov.in with subject line clearly mentioning "Request for Refund" words along with other details of the transaction.
 - The refund (in case of double payment by mistake only), via the same source of payments made in such cases, will be initiated in 3 to 5 working days after receiving the refund Support Request/ Ticket and the decision about the refund taken by the GUJRERA Authority will remain final and binding for user.
 - In case of auto-refund by SBI ePay (when the transaction does not reach GUJRERA Account), the time taken for credit depends on bank and varies from bank to bank and GUJRERA has no control over it. Hence, one may contact the respective bank for such transactions.

TERMS & CONDITIONS

I agree to all Terms and Condition defined by GUJRERA for using Online Payment Gateway Facility using this Portal. The detailed T&C can be found "Terms & Conditions" Section on this website.

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

I agree to all Terms and Condition defined by GUJRERA for using Online Payment Gateway facility using this Portal ([here](#)), I also agree to all Terms and Condition defined by SBI ePay for performing the payment transaction as you will experience in subsequent steps after this page.

Previous
Submit

Gujarat Real Estate
Regulatory Authority

GOVERNMENT OF GUJARAT

📍 4th Floor, Sahyog Sankul,
Sector-11, Gandhinagar-382010

☎ Telephone: (079) 232-58659

✉ E-mail: inforera@gujarat.gov.in

ABOUT US

- 🔗 Vision & Mission
- 🔗 Background
- 🔗 Transparency
- 🔗 Non-Compliance & Penalties
- 🔗 Chairman Message
- 🔗 Organizational Structure
- 🔗 Contact Us

REGULATORY DOCUMENTS

- 🔗 Terms & Conditions
- 🔗 Accessibility
- 🔗 Privacy Policy
- 🔗 Sitemap

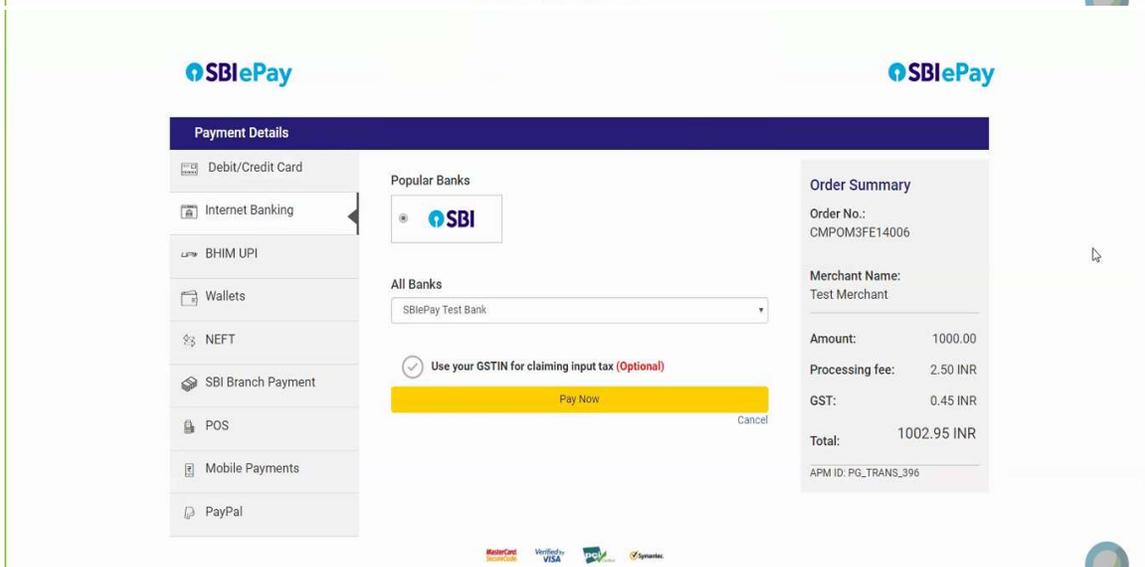
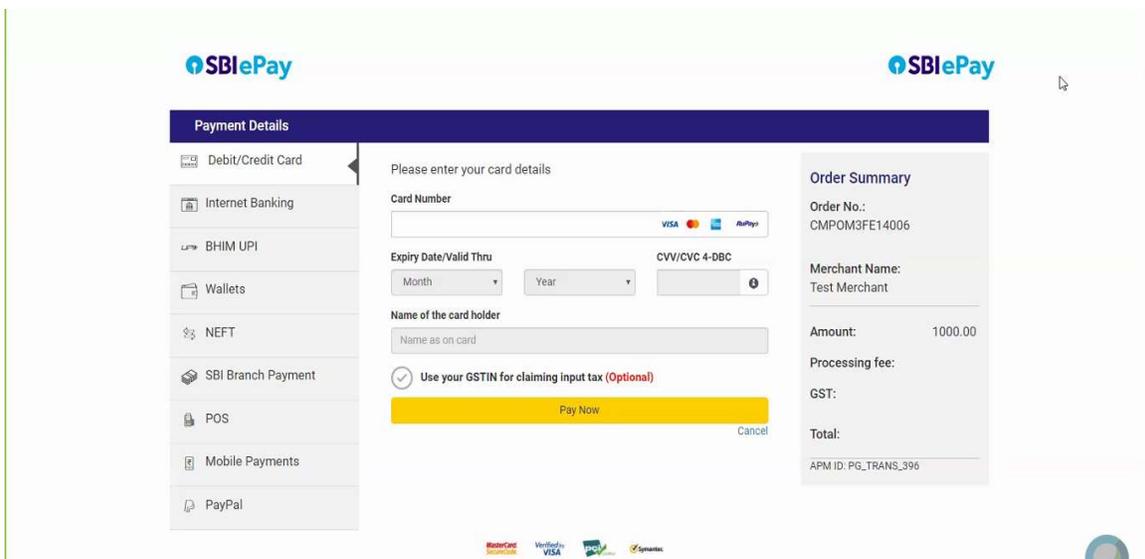
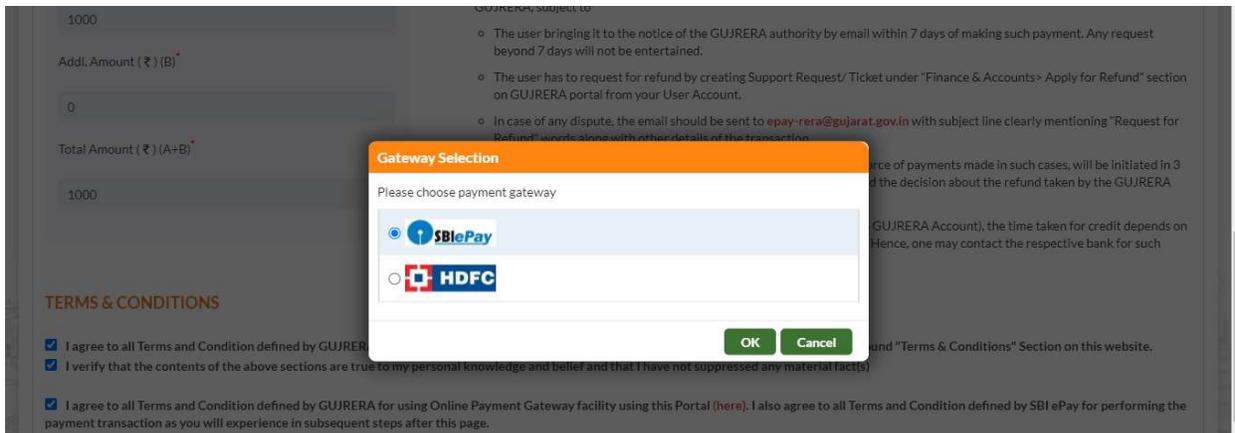
QUICK LINKS

- 🔗 Copyright Policy
- 🔗 Hyperlinking Policy
- 🔗 RTI Links
- 🔗 Disclaimer

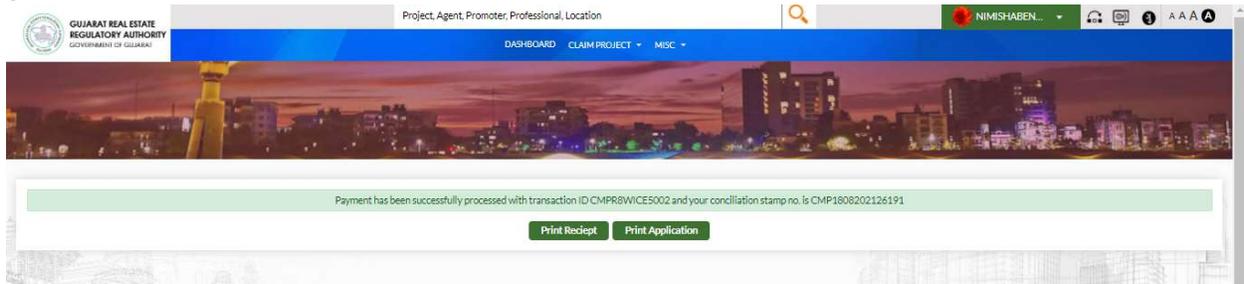
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Page 22 of 52



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 GUJARAT

Project, Agent, Promoter, Professional, Location

DASHBOARD CLAIM PROJECT MISC

SHAUNAK M...

CITIZEN DASHBOARD

252 My Complaints | 1 Conciliation Consent Requests for Me | 5 My Support Requests | 8 My Penalties | 5 All Grievances on My Projects

My Complaints | Conciliation Consent Requests for Me | My Support Requests | My Penalties | All Grievances on My Projects

Total Result - 252/252

Search: --Select-- [Filter] [Reset]

Export PDF | Export Excel | Send Email

Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status
CMP1808202126190		GENERAL COMPLAINT	18-08-2021	[View]	Pending Scrutiny
CMP1608202126189	CON/OFFLINE/Ahmedabad/16082021/00004	OFF_CONCILIATION_FORUM	16-08-2021	[View]	Pending Scrutiny
CMP1608202126188	CMP/A/ONLINE/Ahmedabad/16082021/01006	GENERAL COMPLAINT	16-08-2021	[View]	Case Closed
CMP1308202126186		REVIEW	13-08-2021	[Edit Draft]	DRAFT
CMP1308202126185	CON/ONLINE/Ahmedabad/13082021/00119	CONCILIATION_FORUM	13-08-2021	[Edit Draft]	DRAFT
CMP1308202126184		GENERAL COMPLAINT	13-08-2021	[Edit Draft]	DRAFT

My Notifications

- CMP1808202126190 is submitted to GujRERA for further scrutiny
18-08-2021, 01:13 PM
- CMP1608202126188 is closed
16-08-2021, 04:37 PM
- Hearing is scheduled for CMP1608202126188
16-08-2021, 04:34 PM
- Hearing is scheduled for CMP1608202126188
16-08-2021, 04:28 PM
- CMP1608202126188 is accepted by GujRERA for further processing
16-08-2021, 04:26 PM
- CMP1608202126188 is submitted to GujRERA For further scrutiny
16-08-2021, 04:24 PM
- 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]

Gujarat Real Estate Regulatory Authority
 GOVERNMENT OF GUJARAT

4th Floor, Sahyog Sankul, Sector-11, Gandhinagar-382010
 Telephone: (079) 232-58659
 E-mail: inforera@gujarat.gov.in

ABOUT US

- Vision & Mission
- Background
- Transparency
- Non-Compliance & Penalties
- Chairman Message
- Organizational Structure
- Contact Us

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- Terms & Conditions
- Accessibility
- Privacy Policy
- Stemap

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- Copyright Policy
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Promoter Dashboard

The dashboard displays the following statistics:

- My Complaints: 13
- Conciliation Consent Requests for Me: 35
- My Support Requests: 0
- My Penalties: 61
- Show Cause Notice: 4
- All Grievances on My Projects: 135

Search: --Select-- Filter Reset Apply

Export PDF | Export Excel | Send Email

Stamp No.	Complaint No.	Complaints Type	Date of Application	Due Days	View
CMP0501202125675	CMP/A/ONLINE/Ahmedabad/05012021/00895	GENERAL COMPLAINT	05-01-2021	31	View
CMP0601202125676	RVC/A/ONLINE/Ahmedabad/06012021/15	REVIEW	06-01-2021	30	View
CMP0701202125681	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View
CMP0701202125680	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View

Sidebar Menu: SUPER INDUSTRIES

- Apply For New Project
- Create Complaint/Conciliation
- Create Review/Rectification on Judgement Order
- Create Support Request

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.

The dashboard displays the following statistics:

- My Complaints: 13
- Conciliation Consent Requests for Me: 34
- My Support Requests: 0
- My Penalties: 61
- Show Cause Notice: 4
- All Grievances on My Projects: 134

Search: --Select-- Filter Reset Apply

Export PDF | Export 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
CMP0306202126086	CON/ONLINE/Ahmedabad/03062021/00114	03-06-2021	NA	Consent Given	YES



CONCILIATION VIEW

Conciliation Ack No: CON/ONLINE/Ahmedabad/18082021/00120

Complaint Type : Conciliation

PROJECT DETAILS

Project Registration No PR/GJ/AHME/AHMADABAD CITY/Ahmedabad Urban Development Authority/RAA00162/020121	Name Bella	District Ahmedabad
Taluka Ahmedabad City	Address Prahlad Nagar	PIN code 380015

DETAILS OF THE APPLICANT(S) SELF ONBEHALF

1. First Name NIMISHABEN	Middle Name	Last Name (surname) BAROT
Mobile Number 666666666	Email Id c1@gmail.com	
OFFICIAL / RESIDENTIAL ADDRESS OF COMPLAINANT		
Address 1 Ahmedabad	Address 2	State Gujarat
District Aravalli	Taluka Bhiloda	PIN Code 380007
COMMUNICATION ADDRESS		
Address 1 Ahmedabad	Address 2	State Gujarat
District Aravalli	Taluka Bhiloda	PIN Code 380007

DETAILS OF THE RESPONDENT(S)

1. First Name SUPER INDUSTRIES	Middle Name	Last Name (surname)
Mobile Number 9725810403	Email Id promoter12345@gmail.com	
OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT		
Address 1 R.k vihar	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380026
COMMUNICATION ADDRESS		
Address 1 R.k vihar	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380026

2. First Name MOHMADALI	Middle Name SHABANBHAI	Last Name (surname) VASAYA
Mobile Number 7856455335	Email Id abc123@gmail.in	
OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT		
Address 1 vastrapur	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380016
COMMUNICATION ADDRESS		
Address 1 vastrapur	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380016

3. First Name SAMIR	Middle Name RAJAKBHAI	Last Name (surname) GHUMARA
Mobile Number 6897564424	Email Id abc@gmail.in	
OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT		
Address 1 vastrapur	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380026
COMMUNICATION ADDRESS		
Address 1 vastrapur	Address 2	State GUJARAT
District Ahmedabad	Taluka Ahmedabad City	PIN Code 380026

DETAILS OF THE DISPUTE

Subject of Dispute

Subject of Dispute

Facts of Dispute

Facts of Dispute

Relief(s) Sought

Relief(s) Sought

SUPPORTING DOCUMENTS

Sr.No	Caption	Download / View
1	Sale Deed Document with Building Plan	View File / 1

RESPONDENT CONSENT(S)

Sr.No	Respondent Name	Respondent Email	Given Consent
1	SUPER INDUSTRIES	promoter12345@gmail.com	

PAYMENT

Payment Receipt Download		
Payment Head Conciliation Fees	GujRERA Unique Token Number CMPR8WICE5002	Online Payment Transaction Number ONTXNO65261213418133722
Amount (₹)(A) 1,000	Addl. Amount (₹)(B) 0	Total Amount (₹)(A+B) 1,000
Online Transaction Date 18/08/2021	Credited on Date	Transaction Status SUCCESS
Payment Type ONLINE	Payment Mode CC	

ACTIVITY LIST

Sr.No.	User	Details	Submission Date	Attachment
1	Complainant	Conciliation Registered Successfully	18/08/2021	

E-OFFICE DOCUMENTS

No Record Found!

WOULD YOU LIKE TO GIVE CONSENT?

Yes No

[Submit](#)

DETAILS OF THE CASE

Subject of Case
sod text here

Facts of Case
fod text here

Compensation(s) Sought
rs text here

ARE YOU AGREE WITH THIS CONSENT?

Validate OTP

Mobile OTP

[Submit](#)

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.

The screenshot shows a dashboard with a navigation bar at the top containing: My Complaints (13), Conciliation Consent Requests for Me (34), My Support Requests (0), My Penalties (61), and Show Cause Notice (4). Below this is a sub-tab for 'All Grievances on My Projects' (134). The main area features a search bar, a dropdown menu (currently showing '--Select--'), and buttons for 'Filter' and 'Reset'. Below the search are buttons for 'Export PDF', 'Export Excel', and 'Send Email'. A table displays the following data:

Stamp No. ↑ ↓	Complaint No. ↑ ↓	Complaints Type ↑ ↓	Date of Application ↑ ↓	Due Days ↑ ↓	View	Status
CMP0501202125675	CMP/A/ONLINE/Ahmedabad/05012021/00895	GENERAL COMPLAINT	05-01-2021	31	View	Case Closed
CMP0601202125676	RVC/A/ONLINE/Ahmedabad/06012021/15	REVIEW	06-01-2021	30	View	Case Closed
CMP0701202125681	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View	Pending Scrutiny
CMP0701202125680	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View	Pending Scrutiny
CMP0701202125682	CON/ONLINE/Ahmedabad/07012021/00065	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.

CITIZEN DASHBOARD

252 My Complaints | 1 Conciliation Consent Requests for Me | 5 My Support Requests | 8 My Penalties | 5 All Grievances on My Projects

Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status
CMP0801202125692	CMP/B/ONLINE/Ahmedabad/08012021/00897	GENERAL COMPLAINT	08-01-2021	View	Pending Scrutiny
CMP0801202125693	CMP/B/ONLINE/Gandhinagar/08012021/00898	GENERAL COMPLAINT	08-01-2021	View	Hearing Scheduled

Promoter Dashboard

Promoter Dashboard

Blue Whale Apartments | Residential/Group Housing | CITY/AUDA/RAA00116/280820 | PO/GANDHINAGAR/GANDHINAGAR/201230/0000140/O1

13 My Complaints | 35 Conciliation Consent Requests for Me | 0 My Support Requests | 61 My Penalties

Stamp No.	Complaint No.	Complaints Type	Date of Application	Due Days	View
CMP0501202125675	CMP/A/ONLINE/Ahmedabad/05012021/00895	GENERAL COMPLAINT	05-01-2021	31	View
CMP0601202125676	RVC/A/ONLINE/Ahmedabad/06012021/15	REVIEW	06-01-2021	30	View
CMP0701202125681	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View
CMP0701202125680	CON/ONLINE/Ahmedabad/07012021/00064	CONCILIATION_FORUM	07-01-2021	224	View

The screenshot shows the GREA website interface. At the top, there is a navigation bar with the GREA logo and the text 'GUJARAT REAL ESTATE REGULATORY AUTHORITY GOVERNMENT OF GUJARAT'. To the right, there is a search bar and a user profile dropdown for 'SHAUNAK M...'. Below the navigation bar, there is a banner image of a building at night with the word 'ECOURT' overlaid. The main content area is titled 'APPLICATION FOR REVIEW/RECTIFICATION ON JUDGEMENT ORDER PUBLISHED'. Underneath, there is a 'REVIEW APPLICATION' section with three input fields: 'Complaint Number' (containing 'CMP/A/ONLINE/Ahmedabad/10082021/01001'), 'Judgement/Order Date' (containing '10-08-2021'), and 'Judgement Number' (containing 'JDG10082021DIN/YWD5013'). A green 'Submit' button is located below the fields.

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 REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

DASHBOARD CLAIM PROJECT MISC

🔍

SHAUNAK M...

🔊
📺
🔍
🌞

ECOURT

APPLICATION FOR REVIEW/RECTIFICATION ON JUDGEMENT ORDER PUBLISHED

REVIEW APPLICATION

Complaint Number *

Judgement/ Order Date *

Judgement Number

PROJECT DETAILS

Project Name *

Project District *

Project Taluka *

Project Address *

Project Pin Code *

REVIEW TYPE

Review Type *

REVIEW

RECTIFICATION

DETAILS OF THE COMPLAINANT(S)

1. First Name *

Middle Name *

Last Name *

Mobile Number *

Email Id *

OFFICIAL/RESIDENTIAL ADDRESS

Address line 1 *

Address line 2 *

State *

District *

Taluka *

Pin Code *

COMMUNICATION ADDRESS

Address line 1 *

Address line 2 *

State *

District *

Taluka *

Pin Code *

DETAILS OF THE RESPONDENT(S)

1. First Name *

Middle Name *

Last Name (surname) *

Mobile Number *

Email Address *

OFFICIAL / RESIDENTIAL ADDRESS

Address 1 *

Address 2 *

State *

District *

Taluka *

Pin Code *

COMMUNICATION ADDRESS

Address 1 *

Address 2 *

State *

District *

Taluka *

Pin Code *

2. First Name ^{*} MOHMADALI Middle Name ^{*} SHABANBHAI Last Name (surname) ^{*} VASAYA
 Mobile Number ^{*} 7854455335 Email Address ^{*} abc123@gmail.in

OFFICIAL / RESIDENTIAL ADDRESS

Address 1 ^{*} Address 2 ^{*} State ^{*}
 vastrapur GUJARAT
 District ^{*} Taluka ^{*} Pin Code ^{*}
 Ahmedabad Ahmedabad City 380016

COMMUNICATION ADDRESS

Address 1 ^{*} Address 2 ^{*} State ^{*}
 vastrapur GUJARAT
 District ^{*} Taluka ^{*} Pin Code ^{*}
 Ahmedabad Ahmedabad City 380016

3. First Name ^{*} SAMIR Middle Name ^{*} RAJAKBHAI Last Name (surname) ^{*} GHUMARA
 Mobile Number ^{*} 6897564424 Email Address ^{*} abc@gmail.in

OFFICIAL / RESIDENTIAL ADDRESS

Address 1 ^{*} Address 2 ^{*} State ^{*}
 vastrapur GUJARAT
 District ^{*} Taluka ^{*} Pin Code ^{*}
 Ahmedabad Ahmedabad City 380026

COMMUNICATION ADDRESS

Address 1 ^{*} Address 2 ^{*} State ^{*}
 vastrapur GUJARAT
 District ^{*} Taluka ^{*} Pin Code ^{*}
 Ahmedabad Ahmedabad City 380026

DETAILS OF THE REVIEW/ RECTIFICATION

Subject of Review/ Rectification ^{*}
 Facts of Review/ Rectification ^{*}
 Relief(s) Sought ^{*}
 Interim Order Required ^{*}
 Yes No

NATURE OF REVIEW

- Refund [Section 18, Section 11 (4), Section 19(4)]
- Possession [Section 17, Section 11(F)]
- Common Amenities [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(5)]
- Others

IMPORTANT ATTACHMENTS

Sr. No	Caption	Download / View
1	Order Copy	View File / 1

COPIES OF THE DOCUMENTS RELIED UPON/ SUPPORTING DOCUMENTS

S.No.	Caption	Download / View	Remove Document
Document [*]			
File Upload			

DETAILS OF THE DELAY

NA

DECLARATION

- I, applicant, hereby declare that the subject matter of the above claim falls within the Jurisdiction of the Authority
- I, applicant, hereby declare that the matter regarding which the application has been made is not pending before any Court of Law or any other Authority or any other Tribunal(s)
- I, applicant, verify that the contents of the above sections are true to my personal knowledge and belief and I have not suppressed any material fact(s)

Step 3: By submitting the Review user will be redirected to Payment gateway page to pay the fees.

GUJARAT REAL ESTATE
REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

🔍

SHAUNAK M...

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DASHBOARD
CLAIM PROJECT
MISC

PAYMENT

***PLEASE DO NOT PRESS BACK OR REFRESH* FROM THIS POINT ONWARDS.**

PAYMENT DETAILS

Payment head

Review Application Fees

GujRERA Unique Token Number*

CMPDH3RCES007

Amount (₹) (A)*

1000

Addl. Amount (₹) (B)*

0

Total Amount (₹) (A+B)*

1000

NOTE

- You will be re-directed to SBI ePay Payment Gateway from which you can pay this amount using "Net Banking", "Credit Card", "Debit Card" options available on SBI ePayment Gateway.
- In Corporate Account - Net Banking "Maker - Checker" Scenario, the Checker has to ensure performing "Check and Approve" on this transaction within 20 minutes post initiating the transaction by the Maker, to ensure successful transaction. Failing this, the transaction will be treated as Failed. For further inquiry/ refund please contact SBI ePay on (T) +91-22-2752 3816, (E) support.sbiepay@sbi.co.in
- REFUND (Scenario and Process)**
 - As stated in detailed T&C for using Online Payment Gateway Facility on GUJRERA Portal ([here](#)), the payment of amount does not in any way guarantee issuance of services and the paid amount is not eligible for refund or chargeback in any case.
 - In an unlikely event of User making double payment by mistake, the refund (part/ full) may be considered, as may be decided by GUJRERA, subject to
 - The user bringing it to the notice of the GUJRERA authority by email within 7 days of making such payment. Any request beyond 7 days will not be entertained.
 - The user has to request for refund by creating Support Request/ Ticket under "Finance & Accounts-> Apply for Refund" section on GUJRERA portal from your User Account.
 - In case of any dispute, the email should be sent to epay-rera@gujarat.gov.in with subject line clearly mentioning "Request for Refund" words along with other details of the transaction.
 - The refund (in case of double payment by mistake only), via the same source of payments made in such cases, will be initiated in 3 to 5 working days after receiving the refund Support Request/ Ticket and the decision about the refund taken by the GUJRERA Authority will remain final and binding for user.
 - In case of auto-refund by SBI ePay (when the transaction does not reach GUJRERA Account), the time taken for credit depends on bank and varies from bank to bank and GUJRERA has no control over it. Hence, one may contact the respective bank for such transactions.

TERMS & CONDITIONS

I agree to all Terms and Condition defined by GUJRERA For using Online Payment Gateway Facility using this Portal. The detailed T&C can be found "Terms & Conditions" Section on this website.

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

I agree to all Terms and Condition defined by GUJRERA for using Online Payment Gateway facility using this Portal ([here](#)). I also agree to all Terms and Condition defined by SBI ePay for performing the payment transaction as you will experience in subsequent steps after this page.

Previous
Submit

Gujarat Real Estate
Regulatory Authority

GOVERNMENT OF GUJARAT

📍 4th Floor, Sahyog Sankul,
Sector-11, Gandhinagar-382010

☎ Telephone: (079) 232-58659

✉ E-mail: inforera@gujarat.gov.in

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- 🔗 [Non-Compliance & Penalties](#)
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- 🔗 [Organizational Structure](#)
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REGULATORY DOCUMENTS

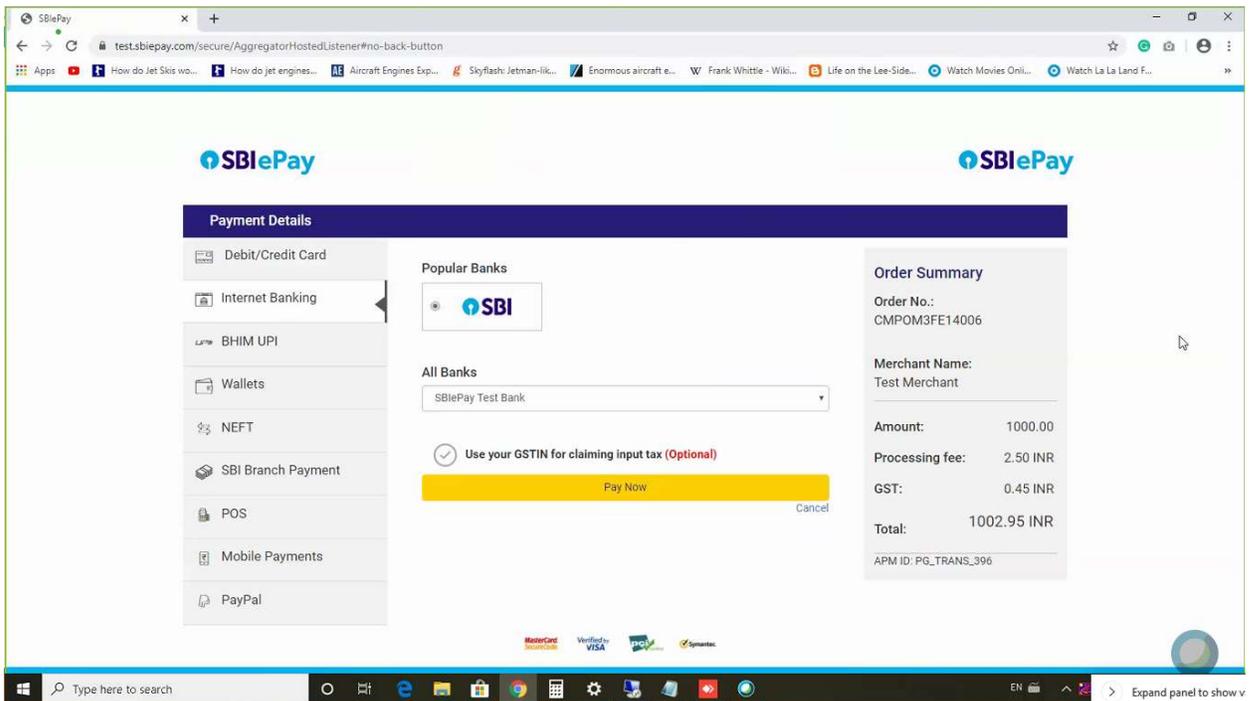
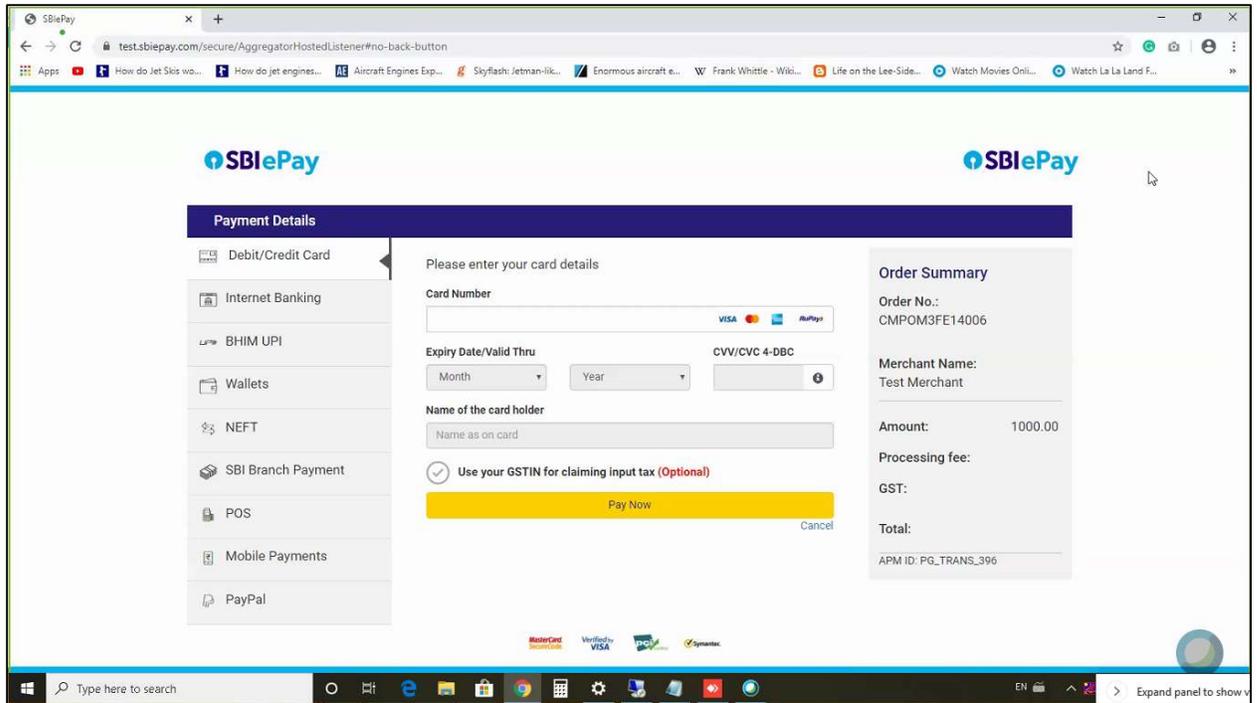
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Step 4: Payment confirmation page and with payment receipt and Review PDF will be generated.

Project, Agent, Promoter, Professional, Location

GUJARAT REAL ESTATE REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

SHAUNAK M...

DASHBOARD CLAIM PROJECT MISC

Payment has been successfully processed with transaction ID CMPKA4BCE5001 and your complaint stamp no. is CMP1808202126190

Print Receipt 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.

GUJARAT REAL ESTATE REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

DASHBOARD CLAIM PROJECT MISC

CITIZEN DASHBOARD

27 My Complaints | 0 Conciliation Consent Requests for Me | 0 My Support Requests | 2 My Penalties | 0 All Grievances on My Projects

My Complaints	Conciliation Consent Requests for Me	My Support Requests	My Penalties	All Grievances on My Projects
CMP2512202025666	CMP/A/ONLINE/Valsad/25122020/00692	GENERAL COMPLAINT	25-12-2020	View Interim Order Published
CMP2406202013941		GENERAL COMPLAINT	24-06-2020	Edit Draft DRAFT
CMP2406202011341	CON/ONLINE/Ahmedabad/24062020/00050	CONCILIATION_FORUM	24-06-2020	View MEETING IN PROGRESS
CMP2106202018211	CON/ONLINE/Ahmedabad/21062020/00048	CONCILIATION_FORUM	21-06-2020	View CLOSED
CMP1706202025131	RVC/A/ONLINE/Ahmedabad/17062020/06	REVIEW	17-06-2020	View Pending Scrutiny
CMPSHH8Z34004	CMP/A/OFFLINE/Ahmedabad/10062020/00147	OFFLINE COMPLAINT	10-06-2020	View Pending Scrutiny
CMPHMJ3Z34003		OFFLINE COMPLAINT	10-06-2020	View Pending Scrutiny
CMPQKXZZ34002	CMP/A/OFFLINE/Ahmedabad/17062020/00148	OFFLINE COMPLAINT	10-06-2020	View Pending Scrutiny

My Notifications

- CMP1808202126191 is submitted to GujRERA for further scrutiny
18-08-2021, 01:37 PM
- Meeting is scheduled for CMPPOCY504001
03-05-2021, 10:34 AM
- Complaint number CMP2912202025668 is submitted
29-12-2020, 12:16 PM
- Complaint number CMP2512202025666 is having judgment order passed
25-12-2020, 08:33 AM
- Hearing number H1 is schedule for CMP2512202025666
25-12-2020, 08:30 AM
- Complaint number CMP2512202025666 is submitted
25-12-2020, 07:58 AM
- Complaint number CMP1011202025650 is submitted
10-11-2020, 07:51 AM
- Complaint number CMP1011202025649 is submitted
10-11-2020, 07:43 AM
- Application for NIMISHABENI is submitted to RERA
24-06-2020, 07:13 AM
- Complaint number CMP2106202018211 is closed.
24-06-2020, 07:05 AM

View All

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Promoter Dashboard

SECTION-15 (STAGE-2)

Project Name	Project Type	Project Reg No.	Ack No.	Status	Apply	Action
GaneshBuildings	Residential/Group Housing	PR/GJ/AHME/AHMEDABAD CITY/AUDA/RAA00116/280820	PR/S1/AHMEDABAD/AHMEDABAD CITY/201118/000109	Stage - 1 Completed		--
Blue Whale Apartments	Residential/Group Housing	PR/GJ/GANDHI/GANDHINAGAR/Gandhinagar Urban Development Authority/RAA00154/141220	PO/GANDHINAGAR/GANDHINAGAR/201230/0000140/O1	Stage - 1 Completed		--

◀ ▶

My Complaints 13 Conciliation Consent Requests for Me 35 My Support Requests 0 My Penalties 61 Show Cause Notice 4

All Grievances on My Projects 135

Total Result - 1/1

Filter Reset

Export PDF Export Excel Send Email

Stamp No.	Complaint No.	Complaints Type	Date of Application	Due Days	View	Status
↑ ↓	↑ ↓	↑ ↓	↑ ↓	↑ ↓	View	Case Closed
CMP0601202125676	RVC/A/ONLINE/Ahmedabad/06012021/15	REVIEW	06-01-2021	30	View	Case Closed

◀ Previous 1 Next ▶

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.

The screenshot shows the user's dashboard on the Gujarat Real Estate Regulatory Authority website. The user is logged in as SHAUNAK M... The dashboard features a navigation menu with 'DASHBOARD', 'CLAIM PROJECT', and 'MISC'. A central banner displays 'CITIZEN DASHBOARD' with options for 'Claim Project', 'Claim Complaint', and 'Allottee Dashboard'. Below the banner, there are five summary cards: 'My Complaints' (0), 'Conciliation Consent Requests for Me' (1), 'My Support Requests' (5), 'My Penalties' (8), and 'All Grievances on My Projects' (5). The 'My Complaints' card is selected, showing a search bar, a dropdown menu, and buttons for 'Filter', 'Reset', 'Export PDF', 'Export Excel', and 'Send Email'. A table with columns 'View Application' and 'Complaint Status' is present, but it displays 'No record found!'. On the right, a 'My Notifications' section lists several messages, including one about a submission for scrutiny and others regarding closed cases and scheduled hearings.

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.

The screenshot shows the 'CLAIM PROJECT' form on the Gujarat Real Estate Regulatory Authority website. The form is titled 'CLAIM PROJECT' and is located under the 'CLAIM PROJECT' menu item. It contains four input fields: 'Project Registration No.' (with value 'PR/GJ/AHME/AHMADABAD CITY/Ahmedabad t'), 'Block Name' (with value 'Zumbo'), 'KYC (PAN No./Passport No./Driving License No.)' (with value 'FLGPS2801P'), and 'H. No/ Flat No./ Shop No.' (with value '101'). A 'Submit' button is located below the form fields.

Project, Agent, Promoter, Professional, Location

GUJARAT REAL ESTATE REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

DASHBOARD CLAIM PROJECT MISC

CLAIM PROJECT

OTP Send to Your Registered Mobile Number

Confirm OTP

Submit

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

**GUJARAT REAL ESTATE
REGULATORY AUTHORITY**
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

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A A A

DASHBOARD
CLAIM PROJECT
MISC

PROJECT VIEW

Bella

₹ 10,000⁺ Onwards

GUJRERA Reg. No. :PR/GJ/AHME/AHMADABAD CITY/Ahmedabad Urban Development Authority/RAAD0162/020121

Project Profile

Promoters

Progress & RERA Actions

My Allotment

My Allotted Units

File Defect Liability Complaint

Unit	Block	AFS	Section 14 Consent	Section 15 Consent
101	Zumbo	🔴	--	--

Notifications

No Record Found!

More Projects By The Same Developer

NC_Villa
Ahmedabad City, Ahmedabad

More Details

Sharnam
Gandhinagar, Gandhinagar

More Details

Bella
Ahmedabad City, Ahmedabad

More Details

Pragati Heights
Ahmedabad City, Ahmedabad

More Details

Bulls Eye@
Ahmedabad City, Ahmedabad

More Details

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

GUJARAT REAL ESTATE REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

Project Agent, Promoter, Professional, Location

DASHBOARD CLAIM PROJECT MISC

NIMISHABEN

Defect Liability Complaint Registration

RERA Registration No. Project Name Project Pin Code

District Taluka Project Address

FORM TYPE

Form Type FORM - A COMPLAINT TO REGULATORY AUTHORITY (Complaint under section 31 of the Act)

FORM - B APPLICATION TO ADJUDICATING OFFICER (Claim for compensation under section 31 read with section 71 of the Act)

DETAILS OF THE COMPLAINANT(S)

First Name Middle Name Last Name(Surname)

Mobile Number Email Id

OFFICIAL/RESIDENTIAL ADDRESS

Address line 1 Address line 2 Pin Code

State District Taluka

COMMUNICATION ADDRESS

Address line 1 Address line 2 Pin Code

State District Taluka

DETAILS OF THE RESPONDENT(S)

1. Respondent First Name Middle Name Last Name (Surname)

Mobile Number Email Id

OFFICIAL / RESIDENTIAL ADDRESS OF RESPONDENT

Address 1 Address 2 State

District Taluka PIN Code

COMMUNICATION ADDRESS

Address 1 Address 2 State

District Taluka PIN Code

DETAILS OF THE DEFECT

Subject of Defect

Facts of Defect

Relief(s) Sought

Interim Order Required Yes No

SUPPORTING DOCUMENTS

S.No.	Caption	Download / View	Remove Document
1	<input type="text" value="XXXXXX"/>	View File / 1	Delete

[File Upload](#)

DECLARATION

I, applicant, here by declare that the subject matter of the above claim falls within the Jurisdiction of the Adjudicating Officer

I, applicant, here by declare that the matter regarding which this appeal/application/claim has been made is not pending before any Court of Law or any other Authority or any other Tribunal(s)

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

[Previous](#)
[Save & Next](#)

Step 3: By submitting the complaint user will be redirected to Payment gateway page to pay the fees.

GUJARAT REAL ESTATE
REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

🔍

NIMISHABEN...

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A A A

DASHBOARD
CLAIM PROJECT
MISC

PAYMENT

"PLEASE DO NOT PRESS BACK OR REFRESH" FROM THIS POINT ONWARDS.

PAYMENT DETAILS

Payment head

Defect Liability

GujRERA Unique Token Number*

CMPP127CE5008

Amount (₹) (A)*

1000

Addl. Amount (₹) (B)*

0

Total Amount (₹) (A+B)*

1000

NOTE

- You will be re-directed to SBI ePay Payment Gateway from which you can pay this amount using "Net Banking", "Credit Card", "Debit Card" options available on SBI ePayment Gateway.
- In Corporate Account - Net Banking "Maker - Checker" Scenario, the Checker has to ensure performing "Check and Approve" on this transaction within 20 minutes post Initiating the transaction by the Maker, to ensure successful transaction. Failing this, the transaction will be treated as Failed. For further inquiry/ refund please contact SBI ePay on (T) +91-22-2752 3816. (E) support.sbiepay@sbi.co.in
- REFUND (Scenario and Process)**
 - As stated in detailed T&C for using Online Payment Gateway Facility on GUJRERA Portal ([here](#)), the payment of amount does not in any way guarantee issuance of services and the paid amount is not eligible for refund or chargeback in any case.
 - In an unlikely event of User making double payment by mistake, the refund (part/ full) may be considered, as may be decided by GUJRERA, subject to
 - The user bringing it to the notice of the GUJRERA authority by email within 7 days of making such payment. Any request beyond 7 days will not be entertained.
 - The user has to request for refund by creating Support Request/ Ticket under "Finance & Accounts> Apply for Refund" section on GUJRERA portal from your User Account.
 - In case of any dispute, the email should be sent to epay-rera@gujarat.gov.in with subject line clearly mentioning "Request for Refund" words along with other details of the transaction.
 - The refund (in case of double payment by mistake only), via the same source of payments made in such cases, will be initiated in 3 to 5 working days after receiving the refund Support Request/ Ticket and the decision about the refund taken by the GUJRERA Authority will remain final and binding for user.
 - In case of auto-refund by SBI ePay (when the transaction does not reach GUJRERA Account), the time taken for credit depends on bank and varies from bank to bank and GUJRERA has no control over it. Hence, one may contact the respective bank for such transactions.

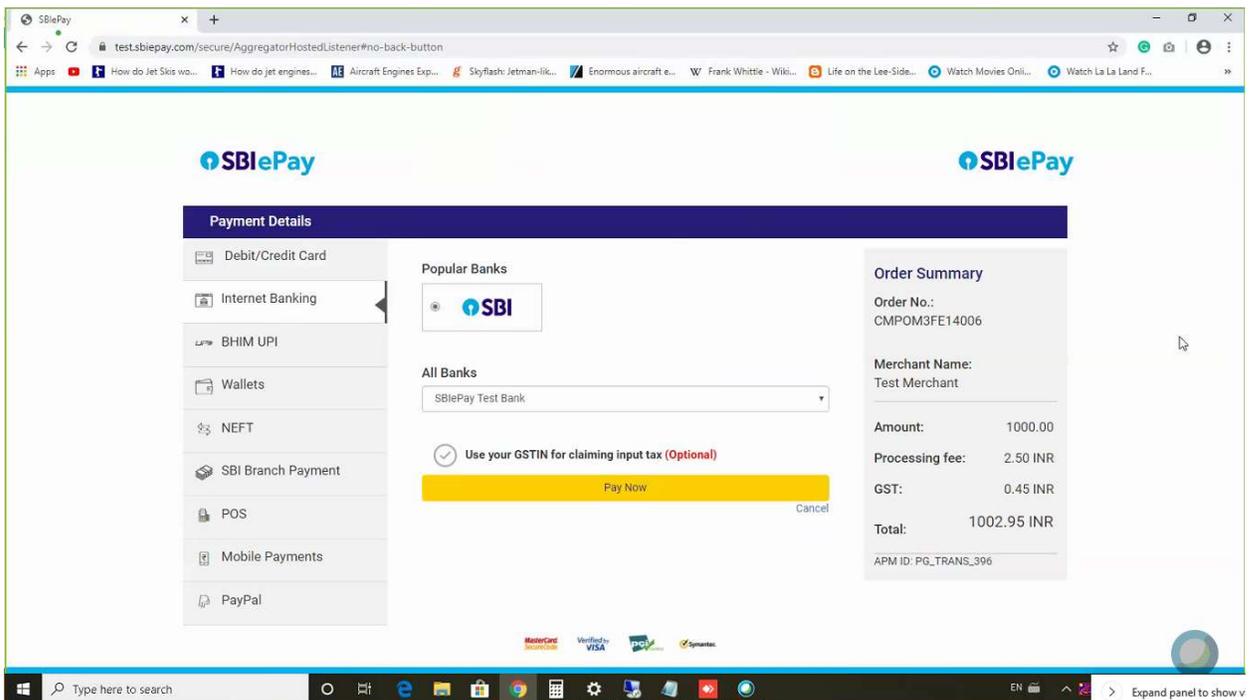
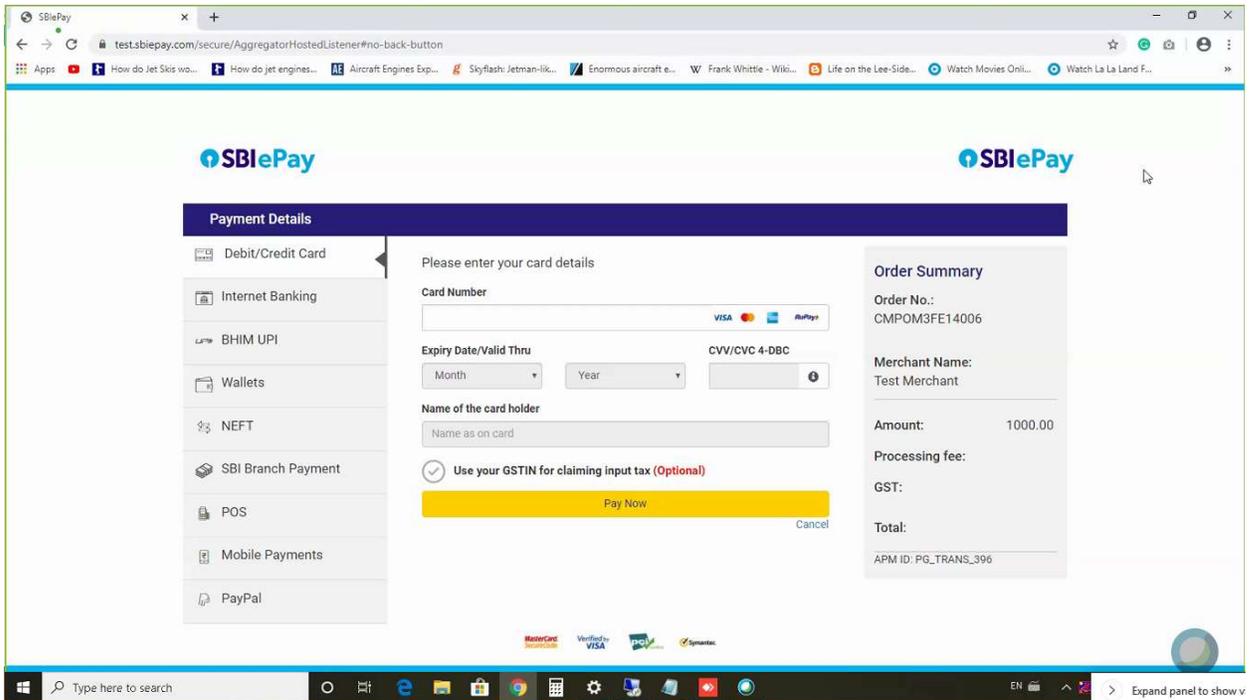
TERMS & CONDITIONS

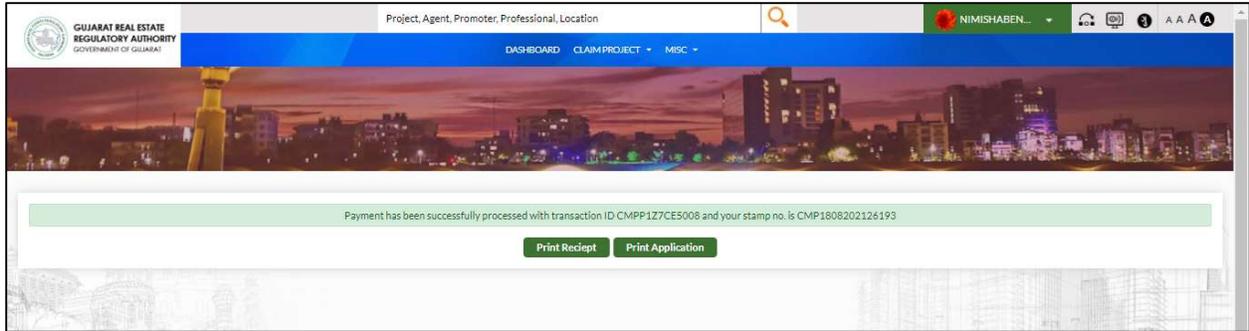
I agree to all Terms and Condition defined by GUJRERA For using Online Payment Gateway Facility using this Portal. The detailed T&C can be found "Terms & Conditions" Section on this website.

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

I agree to all Terms and Condition defined by GUJRERA for using Online Payment Gateway facility using this Portal ([here](#)). I also agree to all Terms and Condition defined by SBI ePay for performing the payment transaction as you will experience in subsequent steps after this page.

Previous
Submit





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

**GUJARAT REAL ESTATE
REGULATORY AUTHORITY**
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

NIMISHABEN...
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DASHBOARD CLAIM PROJECT MISC

CITIZEN DASHBOARD

28

0

0

2

0

My Complaints

Conciliation Consent Requests for Me

My Support Requests

My Penalties

All Grievances on My Projects

My Complaints
Conciliation Consent Requests for Me
My Support Requests
My Penalties
All Grievances on My Projects

Stamp No.

Filter

Reset

Export PDF

Export Excel

Send Email

Stamp No.	Complaint No.	Complaint Type	Application Date	View Application	Complaint Status
CMP1808202126193		DEFECT	18-08-2021	View	Pending Scrutiny

Previous
1
Next

My Notifications

CMP1808202126193 is submitted to GujRERA For further scrutiny
18-08-2021, 03:10 PM

CMP1808202126193 is submitted to GujRERA For further scrutiny
18-08-2021, 01:37 PM

Meeting is scheduled for CMPOPCYS04001
03-05-2021, 10:34 AM

Complaint number CMP2912202025668is submitted
29-12-2020, 12:10 PM

Complaint number CMP2512202025666is having judgment order passed
25-12-2020, 08:39 AM

Hearing number H1is schedule for CMP2512202025666
25-12-2020, 08:30 AM

Complaint number CMP2512202025666is submitted
25-12-2020, 07:58 AM

Complaint number CMP1011202025650is submitted
10-11-2020, 07:51 AM

Complaint number CMP1011202025649is submitted
10-11-2020, 07:43 AM

Application for NIMISHABENis submitted to RERA
24-08-2020, 07:13 AM

View All

**Gujarat Real Estate
Regulatory Authority**
GOVERNMENT OF GUJARAT

4th Floor, Sahyog Sankul,
Sector-14, Gandhinagar-382010

Telephone: (079) 232-58659

E-mail: inforera@gujarat.gov.in

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- Transparency
- Non-Compliance & Penalties
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- Organizational Structure
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Project, Agent, Promoter, Professional, Location

GUJARAT REAL ESTATE REGULATORY AUTHORITY
GOVERNMENT OF GUJARAT

DASHBOARD CLAIM PROJECT MISC

ECOURT

DEFECT LIABILITY
FORM A COMPLAINT APPLICATION

Defect Liability Stamp No: CMP1808202126193

Complaint Type : Defect Liability

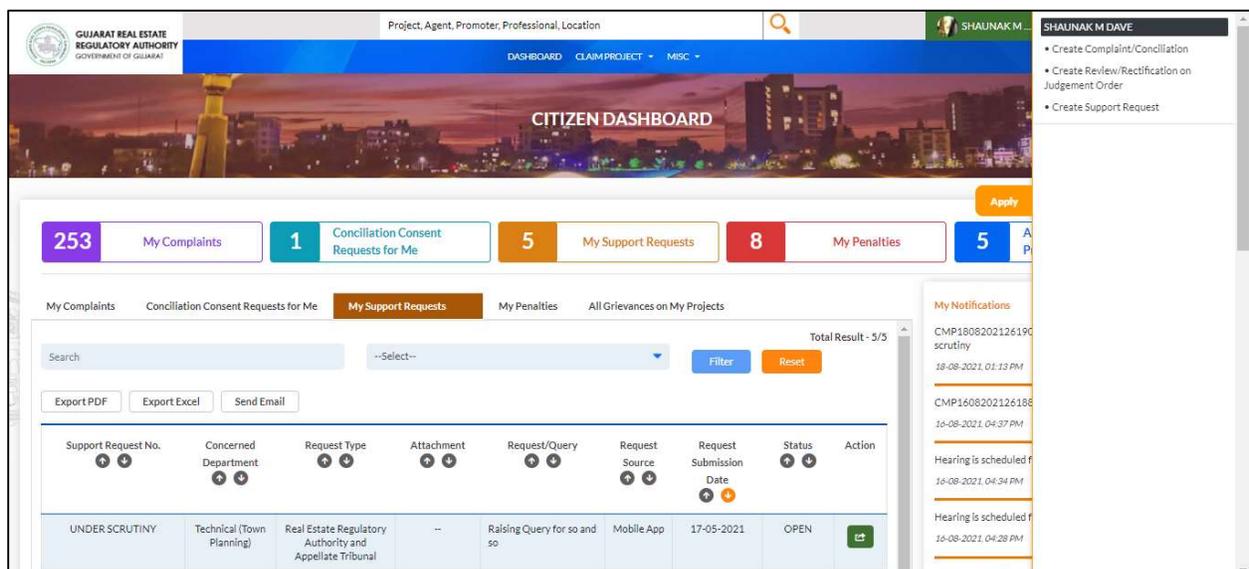
PROJECT DETAILS		
Project Registration No PR/GJ/AHME/AHMEDABAD CITY/Ahmedabad Municipal Corporation/MAA00012/A1M/250420	Name Blueberry123	District Ahmedabad
Taluka Ahmedabad City	Address bvtzfg	PIN code 384543

6. Support Request

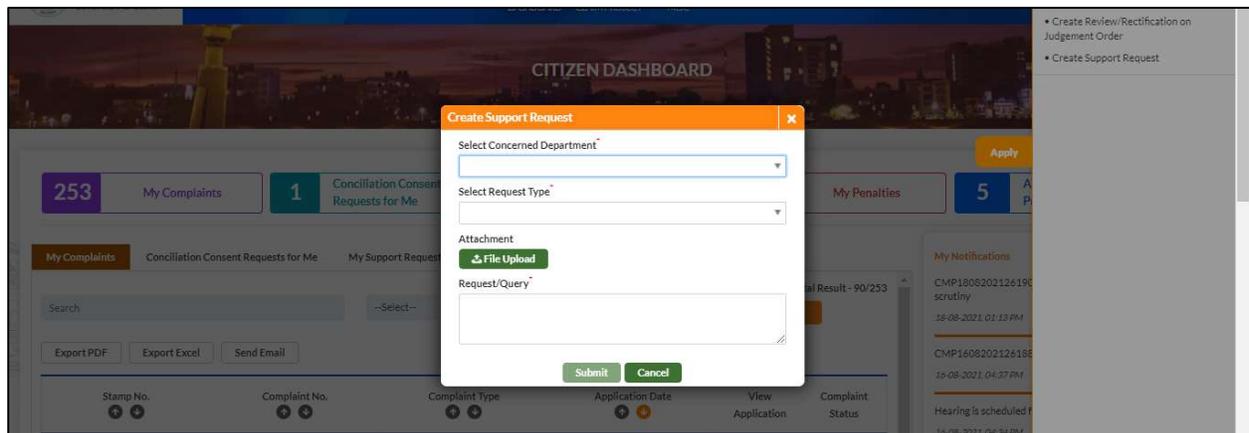
RERA will create Source Information functionality for citizens to report non-registered real estate project to the Authority. There should be functionality to submit information regarding non-registered projects, generating SI no. and viewing the status of the investigation. Considering practicality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

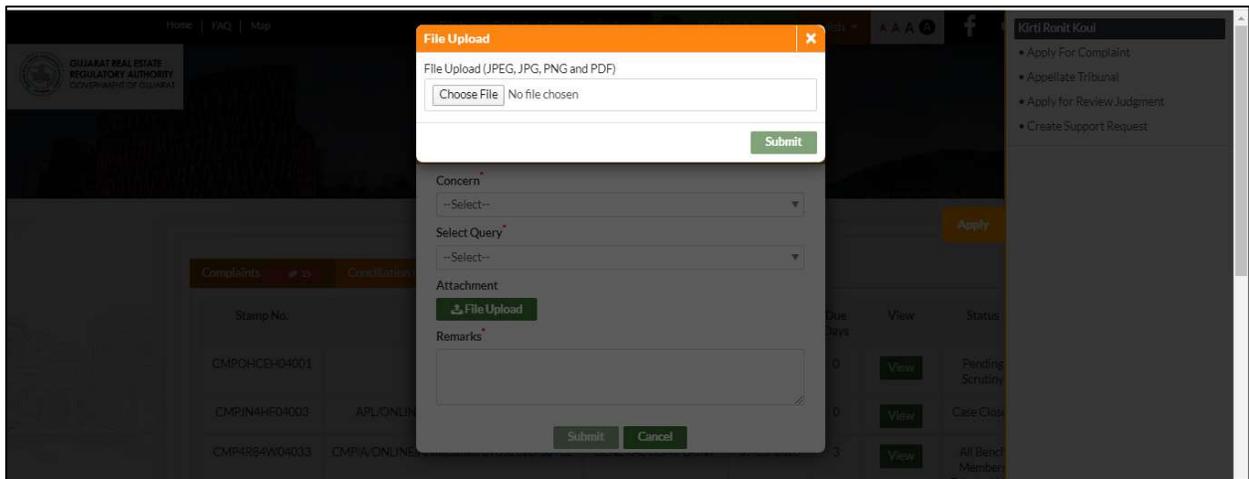
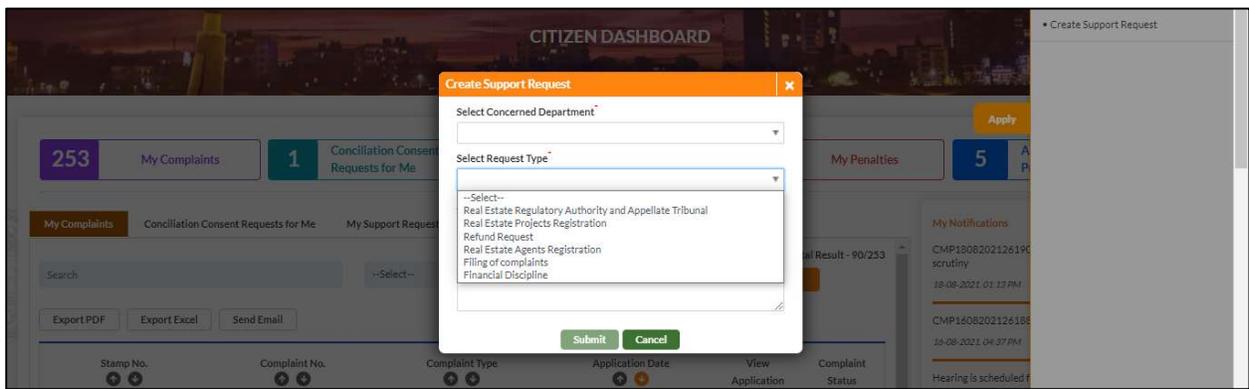
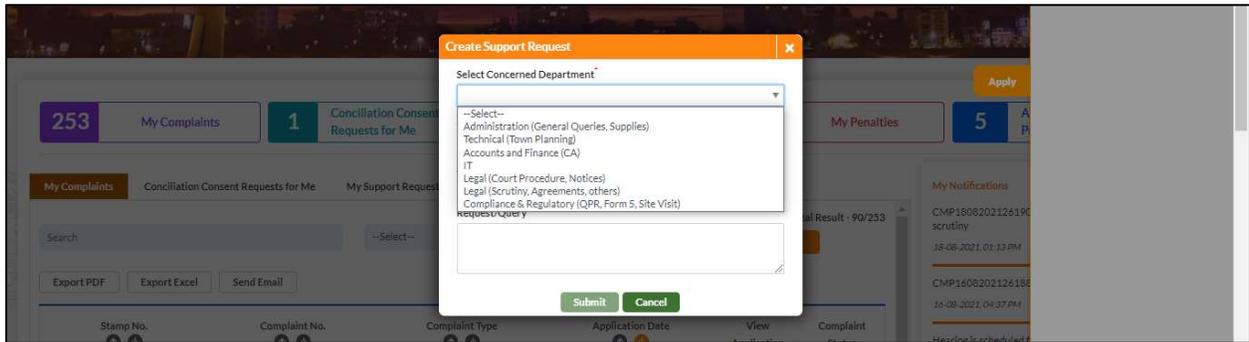
6.1. Support Request filing process

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



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





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



**GUJARAT REAL ESTATE
REGULATORY AUTHORITY**
GOVERNMENT OF GUJARAT

Project, Agent, Promoter, Professional, Location

DASHBOARD CLAIM PROJECT MISC

SHAUNAK M...

CITIZEN DASHBOARD

253 My Complaints

1 Conciliation Consent Requests for Me

5 My Support Requests

8 My Penalties

5 All Grievances on My Projects

My Support Requests

Search --Select--

Total Result - 5/5

Filter Reset

Export PDF Export Excel Send Email

Support Request No.	Concerned Department	Request Type	Attachment	Request/Query	Request Source	Request Submission Date	Status	Action
UNDER SCRUTINY	Technical (Town Planning)	Real Estate Regulatory Authority and Appellate Tribunal	--	Raising Query for so and so	Mobile App	17-05-2021	OPEN	View
UNDER SCRUTINY	Technical (Town Planning)	Real Estate Regulatory Authority and Appellate Tribunal	View File / 1	okokokok	Web	02-07-2021	OPEN	View
UNDER SCRUTINY	Technical (Town Planning)	Real Estate Regulatory Authority and Appellate Tribunal	View File / 1	Raising inquiry shaunak	Web	02-07-2021	OPEN	View
TKT020720210Y27Y85004	Technical (Town Planning)	Real Estate Projects Registration	View File / 1	I have issue in so and so...Login issue... shaunak	Web	02-07-2021	ESCALATED	View

My Notifications

CMP1808202126190 is submitted to GujRERA For further scrutiny
18-08-2021, 01:13 PM

CMP1608202126188 is closed
16-08-2021, 04:37 PM

Hearing is scheduled for CMP1608202126188
16-08-2021, 04:34 PM

Hearing is scheduled for CMP1608202126188
16-08-2021, 04:28 PM

CMP1608202126188 is accepted by GujRERA For further processing
16-08-2021, 04:26 PM

CMP1608202126188 is submitted to GujRERA For further scrutiny
16-08-2021, 04:24 PM

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



Gujarat Real Estate
Regulatory Authority

GOVERNMENT OF GUJARAT

4th Floor, Sahyog Sankul,
Sector-11, Gandhinagar-382010

Telephone: (079) 232-58659

E-mail: inforera@gujarat.gov.in

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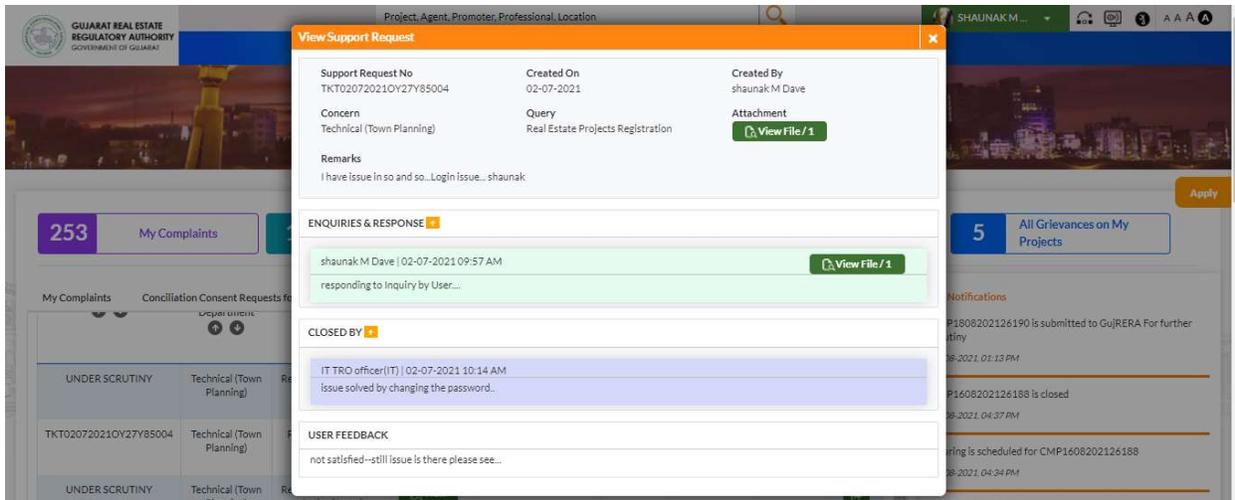
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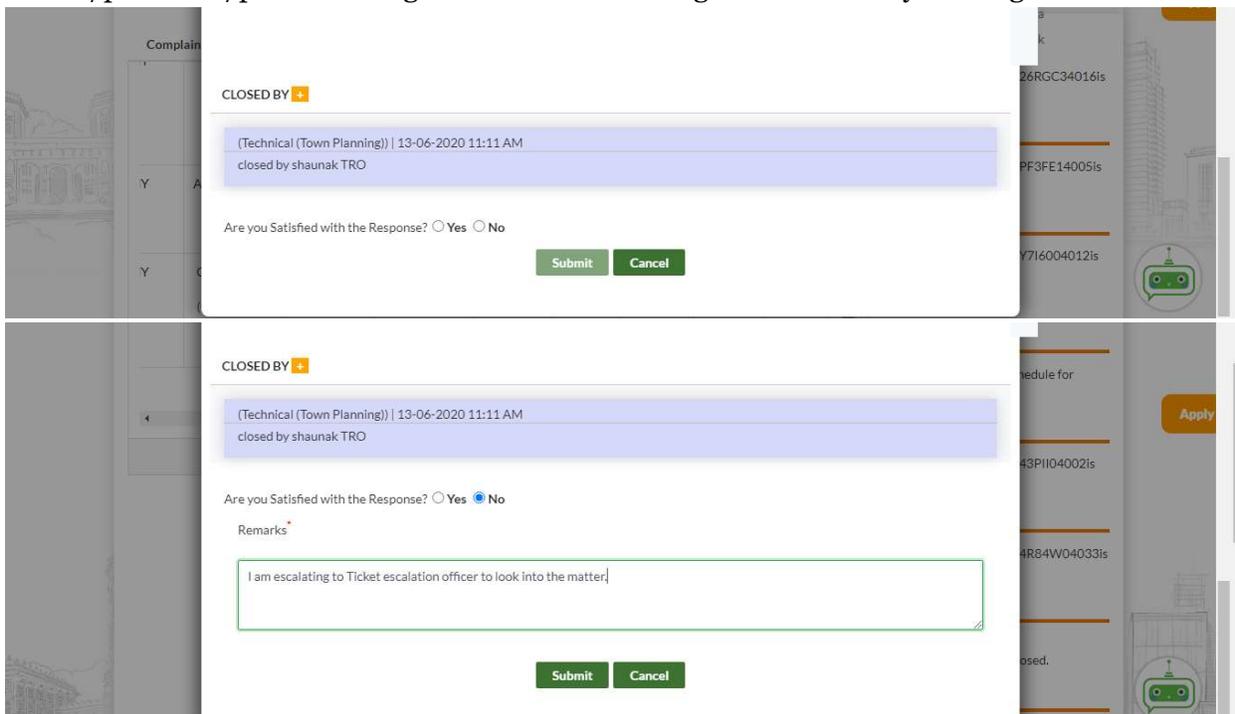
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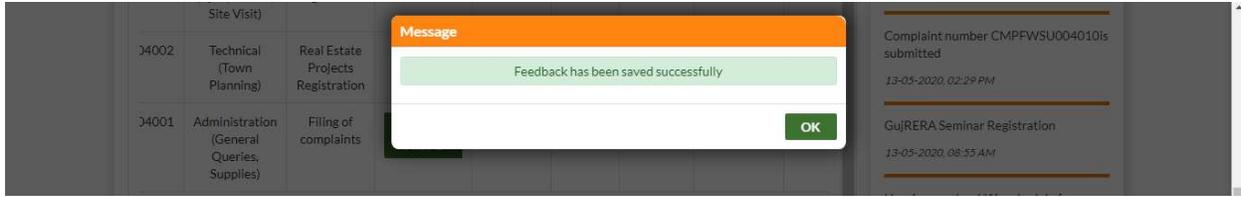
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Step 5: When ticket is closed by authority with remarks and resolution, If citizen/promoter/professional is not satisfied with the resolution than he can escalate by giving satisfaction “yes” or “NO” and send back to Authority/ticket Officer (TO) and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

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





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.