Procedure for Registration of Complaints

**Step 1:** Open the Karnataka RERA web portal (https://rera.karnataka.gov.in/) and click on the Complaint Registration the Complaint Login form will open.

**Step 2:** In complaint Login page enter the Login ID and Password to login. If you are the first time user click on the “New User”.

![Image of Karnataka RERA website with registration details](image-url)
Step 3: If the user click on new user new complaint user Registration form will open. And enter the Name, Phone number and E-mail id and click on Register.

Step 4: After registration the login credentials will be sent to the E-mail and use the same to login by Resetting the Password.
**Step 5:** Procedure to Reset Password, Click on “Forgot Password” / click on the link Sent to Registered Email Id.

**Complaint Login**

![Login form](image)

Enter OTP and Submit by Setting New Password

![Forgot password form](image)
Step 6: After logging in complaint Registration form will open and fill all the mandatory and applicable details and click on the Next.
**Step 7:** In respondent details select the complaint against, complaint section, nature of complaint and also fill all the mandatory and applicable details and click on the Next.

If the Project is registered with RERA: Type the Project Name and select the Registered Project Name from Drop Down
If the Project is not registered with RERA: Enter the Project Name and Promoter Name Manually

<table>
<thead>
<tr>
<th>Complaint Against*</th>
<th>Promoter</th>
</tr>
</thead>
<tbody>
<tr>
<td>Project Name*</td>
<td>raja ventures</td>
</tr>
<tr>
<td>Promoter Name*</td>
<td>raja pvt ltd</td>
</tr>
</tbody>
</table>

Select the Complaint Section and Nature of Complaint from the List

- Complaint Section
  - 12 - Regarding veracity of the advertisement
  - 14 - Adherence of sanctioned plan and specifications
  - 18 - Return of amount and compensation
  - 19 - Rights and duties of allottees
  - OTHERS

- Nature Of Complaint
  - Select

- Subject of Complaint*
Fill the Complaint Subject, facts of Complaint and Relief sought from RERA and attach the Supported Documents by giving Caption and Fill the Respondent Details and Submit the Form to Preview
**Step 8:** In preview complaint page all the previously filled details can be viewed and also the user can print all the details for their reference.
Step 9: Payment page will open where user can make online payment.
Step 10: When user click on click here for online Payment, the payment page will open, here the users should select the Mode of payment and select the remittance bank and Enter the captcha code and submit.

NOTE: RERA will accept payment only through E-Payment.

In Treasury Unified Gateway, for E-Payment option, select Net Banking Option.

In Treasury Unified Gateway, for Net Banking option, select the listed banks.
NOTE: Payment can be only done from the listed banks.

In Treasury Unified Gateway, Based on bank selected, it will redirect to bank partner portal (Below Shown Example is for ICICI Net banking).

In Treasury Unified Gateway, on successful payment from bank partner, the below page will Appear here one can download the receipt for reference and click on redirect to merchant site.
NOTE: Please note down the reference number for reference e.g., RERA290119162218

Proceed Next For Confirmation
**Step 10:** After completion of payment confirmation page will appear and the generated Complaint number can be used to track the complaint.