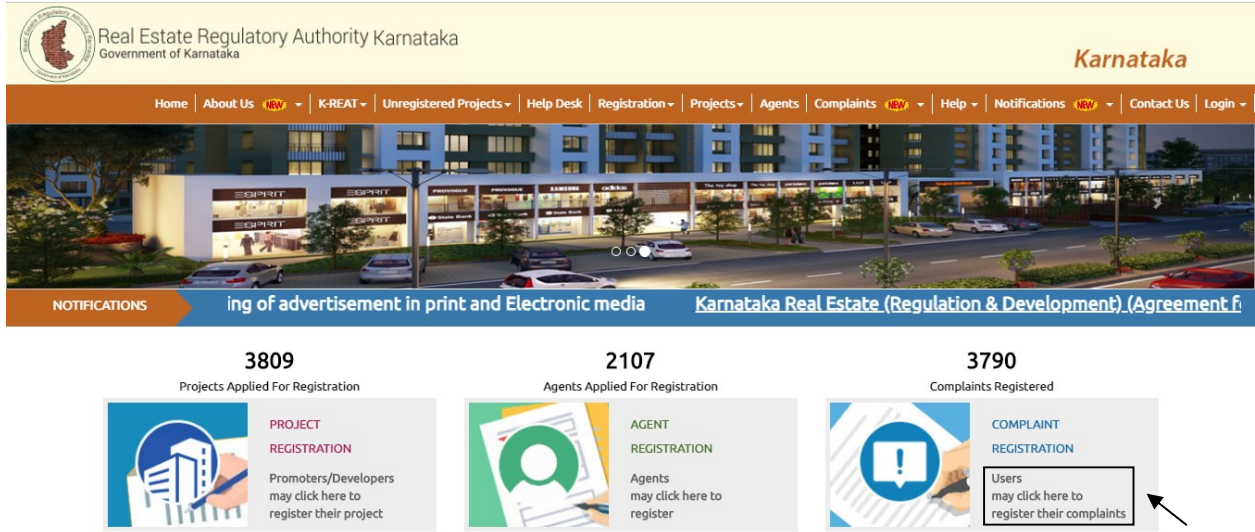
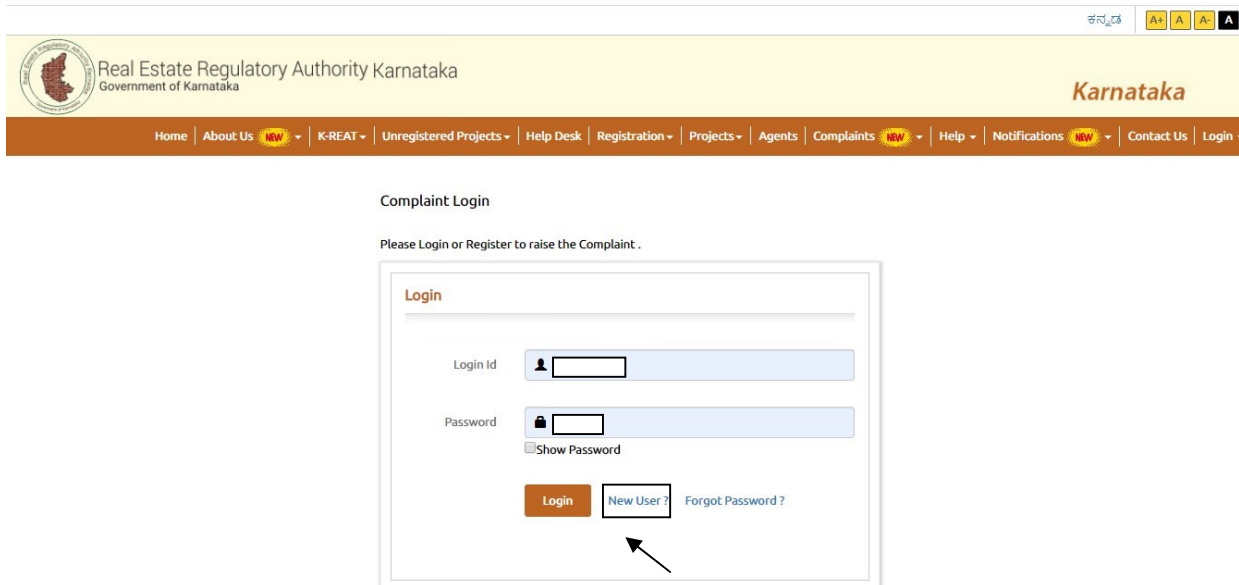


Procedure for Registration of Complaints

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”.



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.

The screenshot shows the website header for the Real Estate Regulatory Authority Karnataka, Government of Karnataka. The navigation menu includes Home, About Us, K-REAT, Unregistered Projects, Help Desk, Registration, Projects, Agents, Complaints, Help, Notifications, Contact Us, and Login. The main content area displays a 'New Complaint User Registration' form with input fields for Name, Phone, and Email Address, and a Register button.

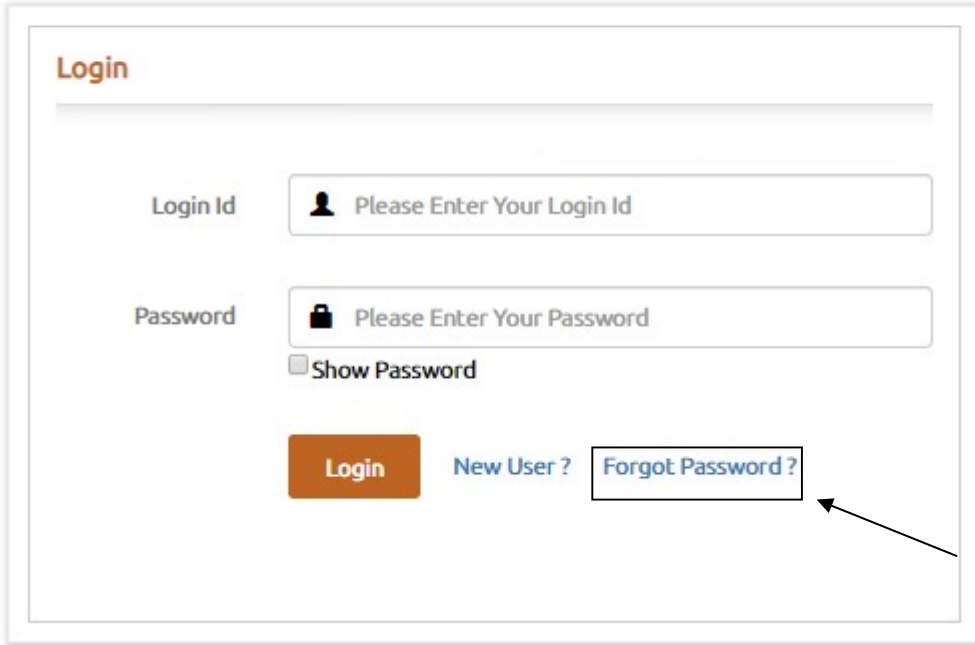
Step 4: After registration the login credentials will be sent to the E-mail and use the same to login by Resetting the Password.

The screenshot shows a confirmation message on the website. The message reads: 'Registration Account Details For [redacted] Please Login with the Credentials. Please click here to Login.'

Step 5: Procedure to Reset Password, Click on “Forgot Password” / click on the link Sent to Registered Email Id.

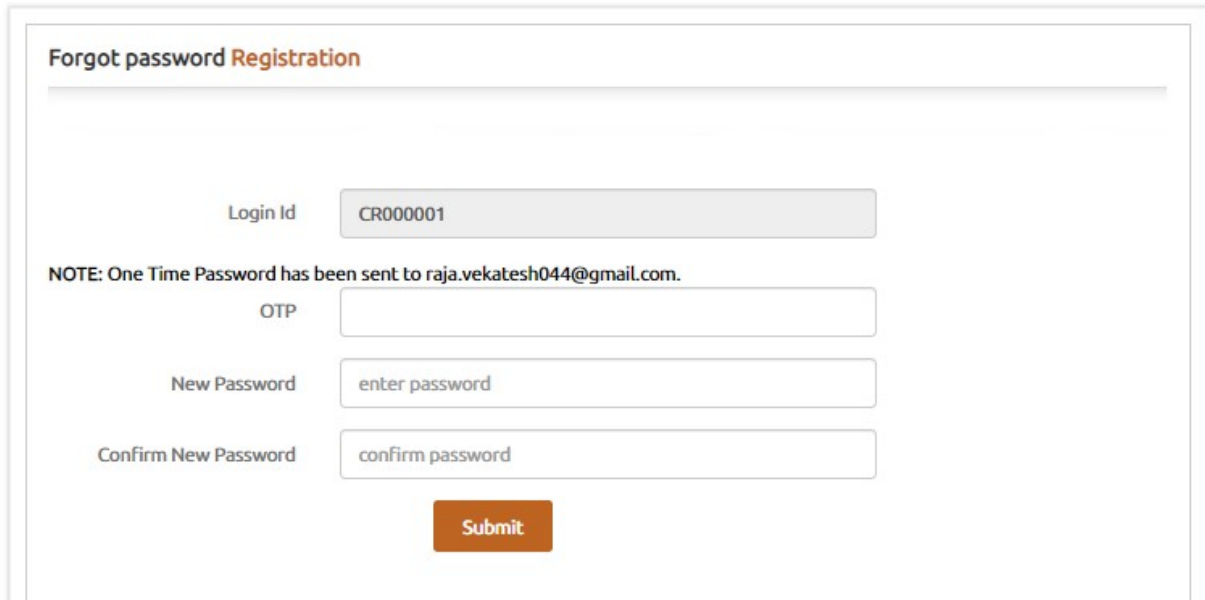
Complaint Login

Please Login or Register to raise the Complaint .



The screenshot shows a login form titled "Login". It contains two input fields: "Login Id" with a person icon and "Password" with a lock icon. Below the password field is a "Show Password" checkbox. At the bottom, there is a brown "Login" button, a blue "New User ?" link, and a blue "Forgot Password ?" link. A black box highlights the "Forgot Password ?" link, and a black arrow points to it from the right.

Enter OTP and Submit by Setting New Password



The screenshot shows a form titled "Forgot password Registration". It has a "Login Id" field with the value "CR000001". Below this is a note: "NOTE: One Time Password has been sent to raja.vekatesh044@gmail.com." There are three input fields: "OTP", "New Password" (with placeholder "enter password"), and "Confirm New Password" (with placeholder "confirm password"). A brown "Submit" button is at the bottom.

Step 6: After logging in complaint Registration form will open and fill all the mandatory and applicable details and click on the Next.

Home / Real Estate Complaint Registration

1 Complaint Details 2 Respondant Details 3 Preview Complaint 4 Payment 5 Confirmation

Complaint Registration Form

Details of the Complainant

Complaint Type* --Select--

Name of Complainant*

Age *

Mobile Number*

Photo Identification Card* --Select--

Citizenship* Indian

Parent/Spouse Name

Telephone Number

Emailid * vghs@gmail.com

Upload Photo Identification Card:* No file chosen

Residential Address

Address*

State* --Select--

Pin Code*

District* --Select--

Address for Service of All Notices Same as above

Address*

State* --Select--

Pin code*

District* --Select--

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.

The screenshot shows a progress bar at the top with five steps: 1. Complaint Details, 2. Respondant Details (highlighted), 3. Preview Complaint, 4. Payment, and 5. Confirmation. Below the progress bar is the 'Complaint Registration Form' with a section titled 'Details of the Respondant'. The form contains the following fields:

- Complaint Against*: Promoter (dropdown menu)
- Project Name*: (text input field)
- Promoter Name*: (text input field)
- *Complaint Section: --Select-- (dropdown menu)
- *Nature Of Complaint: --Select-- (dropdown menu)

If the Project is registered with RERA: Type the Project Name and select the Registered Project Name from Drop Down

This screenshot shows a close-up of the 'Project Name*' field. The user has entered 'me' into the search box, and a dropdown menu is open showing the following results:

- Skylark Royaume
- Mermit auriga
- Globus Smart City Apartment
- GANESHAM PRIDE HOMES
- Pramuk MM Meridian
- Select-- (at the bottom of the dropdown)

This screenshot shows the 'Details of the Respondant' form with the following filled-in information:

- Complaint Against*: Promoter
- Project Name*: AARRA SPRINGS
- Promoter Name*: AARRA COMMUNITIES HOLDINGS
- Acknowledgement Number*: PR/KN/170726/000020
- Registration Number*: PRM/KA/RERA/1265/347/PR/170824/000020

If the Project is not registered with RERA: Enter the Project Name and Promoter Name Manually

Complaint Against*	Promoter ▼
Project Name*	raja ventures
Promoter Name*	raja pvt ltd

Select the Complaint Section and Nature of Complaint from the List

*Complaint Section	--Select-- ▼ <input type="checkbox"/> 12 - Regarding veracity of the advertisement <input type="checkbox"/> 14 - Adherence of sanctioned plan and specifications <input type="checkbox"/> 18 - Return of amount and compensation <input type="checkbox"/> 19 - Rights and duties of allottees <input type="checkbox"/> OTHERS
*Nature Of Complaint	--Select-- ▼ --Select-- Refund Wrong Site Allocation Pending Amenities Delivery Date Expiry Breach of Agreement Other
of the Complaint	
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

Details of the Complaint

Subject of Complaint*

Facts of Complaint*

Relief Sought from RERA*

Supporting Documents

Caption:

Attachment: No file chosen

[Add more](#)

Details of Respondants

Name of Respondent* Telephone Number

Mobile Number* Email Address*

Official/Residential Address

Address*

State* District*

Pin Code*

Address for Service of All Notices Same as above

Address*

State* District*

Pin Code*

[Add more](#)

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.

FORM-N

Complaint Registration Details [Print](#)

Complainant Detail

Complaint Type :	Company	Telephone Number :	
Name of Complainant :	sdzga	Age :	12
Parent/Spouse Name :	asdga	Email Address :	vghs@gmail.com
Mobile Number :	1111111111		
Identification Card Name :	VoterId		
Identification Card attachment :	CMP4360.jpg		
CitizenShip :	Indian		

Residential Address

Address :	11	Pin Code :	111111
State :	Karnataka	District :	Dharwad

Address for Service of All Notices

Address :	11	Pin Code :	111111
State :	Karnataka	District :	Dharwad

Details of the Respondent

Respondent 1 Details

Name of Respondent :	xgn	Telephone Number :	11111111
Mobile Number :	1111111111	Email Address :	abc@abc.com

Address

Address :	zsdg	Pincode :	123211
State :	Karnataka	District :	Bagalkot

Address for Service of All Notices

Address :	zsdg	Pincode :	123211
State :	Karnataka	District :	Bagalkot

Details of the Complaint


Complaint Against :	Promoter		
Is Promoter/Project Registered With RERA :	NO		
Project Name :	sda	Promoter Name :	asfad
Nature Of Complaint :	Pending Amenities		
Complaint Section :	12 - Regarding veracity of the advertisement 18 - Return of amount and compensation		
Subject of Complaint :	asddddd		
Facts of Complaints :	fxnddfh		
Relief Sought from RERA :	cvnxxnmvx		

Attachments

Caption :	gnxnmjxdf	Attachment :	CMP3162.jpg
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[Previous](#) [Next](#)

Step 9: Payment page will open where user can make online payment.

 ರಿಯಲ್ ಎಸ್ಟೇಟ್ ನಿಯಂತ್ರಣ ಪ್ರಾಧಿಕಾರ ಕರ್ನಾಟಕ ಕರ್ನಾಟಕ ಸರ್ಕಾರ

ಕರ್ನಾಟಕ

Dashboard | [DAILY CAUSE LIST](#) | [JUDGEMENTS](#) | [logout](#)

Home / Real Estate Complaint Registration

1 Complaint Details 2 Respondant Details 3 Preview Complaint 4 Payment 5 Confirmation

Complaint Registration Form

Payment

It is mandatory To Use Only E-Payment option.
[Click here for Online Payment User Manual](#)

Complainant Name	sdzga	Click Here For Online Payment
Amount (INR)*	1000	

[Previous](#)

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.

Treasury Unified Gateway



ಮಾನ್ಯ ಬಳಕೆದಾರರೇ ದಯವಿಟ್ಟು ಗಮನಿಸಿ. ಸಮಸ್ಯೆಗಳನ್ನು ವರದಿಸಲು ಖಜಾನೆ-2 ಸಹಾಯವಾಣಿ ಸಂಖ್ಯೆಯು 9241-300-300 ಖಜಾನೆ-2 ಸಹಾಯವಾಣಿ ವ

ಪಾವತಿ ವಿವರಗಳು \ Payment Details

ಪಾವತಿ ವಿಧ
Mode of Payment

Enter CAPTCHA Code

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

Treasury Unified Gateway



number 8050-031-331 & Toll free Number 1800-425-4252 for reporting issues....

ಪಾವತಿ ವಿವರಗಳು \ Payment Details

ಪಾವತಿ ವಿಧ
Mode of Payment

ಇ-ಪಾವತಿ ವಿಧ
Type of E-payment

Payment Gateway/Participating Bank

Enter CAPTCHA Code

In Treasury Unified Gateway, for Net Banking option, select the listed banks.

NOTE: Payment can be only done from the listed banks

Treasury Unified Gateway



ಮಾನ್ಯ ಬಳಕೆದಾರರೇ ದಯವಿಟ್ಟು ಗಮನಿಸಿ. ಸಮಸ್ಯೆಗಳನ್ನು ವರದಿಸಲು ಖಜಾನೆ-2 ಸಹಾಯವಾಣಿ ಸಂಖ್ಯೆಯು 9241-300-300 ಖಜಾನೆ-2 ಸಹಾಯವಾಣಿ ವಾಟ್ಸಾಪ್ ಸಂಖ್ಯೆಯು 9241300300

ವಿವರಗಳು \ Payment Details

ಪಾವತಿ ವಿಧ
of Payment E-Payment

Net Banking

APTCHA Code

ಸಲ್ಲಿಸು \ Submit ಮರುಬೋಧಿಸು \ Resend

Net Banking Select

- AXIS Bank
- Bank of Baroda
- Bank of Maharashtra
- Canara Bank
- Central Bank of India
- DENA Bank
- HDFC Bank
- ICICI Bank
- IDBI Bank
- Indian Bank
- Indian Overseas Bank
- Punjab National Bank
- State Bank of India
- Syndicate Bank
- Union Bank of India
- Vijaya Bank

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Department of Treasury, Treasury Monitoring Centre, 2nd Floor, South Hall, Kuvempu Complex, Post Office, Bengaluru - 560001

9241300300

Activate your account
Go to Settings to activate

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

Treasury Unified Gateway

Challan Reference Number	RERA290119162218	
Challan Amount	1	
Transaction Date	29012019	
Name of the Remitter	reraPenaltyTesting	
Payment Mode	<input checked="" type="radio"/> ICICI Retail Netbanking	<input type="radio"/> ICICI Corporate Netbanking
PAY		

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**

Payment Confirmation

Payment received at payment gateway

Payment Acknowledgement	
Bank_transaction_no	1497957081
challan_amount	2
challan_ref_no	RERT230718135445
Bank_name	KICI Bank
Payment_mode	Net Banking
trsn_timestamp	2018-07-23 14:00:02.888

Redirect to complete Registration
35 seconds

Print Receipt Download as Pdf

1 2 3 4 5
Complaint Details Respondant Details Preview Complaint Payment Confirmation

Complaint Registration Form

Payment

It is mandatory To Use Only E-Payment option.
[Click here for Online Payment User Manual](#)

Complainant Name Jhanhavi Reddy

Amount (INR)* 1000 Payment successful with reference number RERA040320170036

Declarations

- 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 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 Next

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.

