REAL ESTATE REGULATORY AUTHORITY KARNATAKA

HELP DESK USER MANUAL

(AS ON 18/02/2020)

This document describes the step by step process for using the helpdesk module.
Contents

1. About Helpdesk
2. How to log an enquiry?
3. How to check the status of an enquiry?

About Helpdesk

The Authority has established Help-Desk provision in the web portal for the general public to provide information relating to the projects, complaints and IT-related matters.

Simultaneously, a separate Helpline number for the queries related to projects and complaints will be kept operational.

Helpdesk modules aims at providing the end users an easy way to get their queries addressed. The module aims at providing a digital platform to record all queries, questions of the users (defined as: A registered promoter/agent, unregistered promoter/agent, buyer, complainant or any other user of the system portal etc.), and providing them a resolution.

Advantages of Help Desk

1. Faster ticket Resolution
2. Continuous performance improvement
3. on time clear enquiries of the promoter/Home Buyer/Agents.
4. Maximum customer satisfaction
5. Time saving process and transparency.
How to log an enquiry / Help Desk Ticket?

1. Go to www.rera.karataka.gov.in

2. Click on the “Helpdesk” module in the home page.

3. If you are a first time user, you are required to first register for availing the helpdesk facility.

4. Click on the “New User?” link.
5. Enter the user name and select the user type.

a. **Promoter – Existing user**: For promoters who have an existing project application with RERA. Enter the project name and the project application number.
b. **Agent – Existing user**: For agents who have an existing agent application with RERA. Enter the agent name and the agent application number.

c. **Promoter – New user**: For promoters who do have an existing project application with RERA. Enter the promoter/project name, email address and mobile number.
d. **Agent – New User**: For agents who do not have an existing agent application with RERA. Enter the agent name, email address and mobile number.

![New User Registration](image)

e. **Complainant- Existing User**: For complainants who have an existing complaint application with RERA. Enter the complainant’s name, email address and mobile number.

![New User Registration](image)
f. Complainant- New User: For complainants new user must enter the complainant’s name, email address and mobile number.

g. Buyer: For buyers who want to seek information about projects or agents from RERA. Enter the buyer’s name, email address and mobile number.
h. **Others**: For users belonging to categories apart from the ones mentioned above. Enter the user’s name, email address and mobile number.

6. Click on “Register”.

7. System generated user name and password is sent to the user’s registered email ID.
RERA User Credential

info.rera@karnataka.gov.in
to me

Dear sdadw,
Your user account has been successfully created in rera portal. Role: OTHERS
Login ID 
Password 

Regards:
RERA Karnataka Team

8. Enter the username and password and click on “Login”.

Help Desk
Please login or register to post your enquiries with department.

Click here for HelpDesk User Manual
9. Enter the enquiry details in the enquiry details form

   a. Enter the application number.
   b. Select the Section which is to be answered to your question.
   c. After selecting section select the Category to which your complaint/Enquiry is related.
   d. Enter the brief description of your enquiry.
   e. Enter the registered phone number
   f. Upload the Attachment such as Screenshot or Relevant document (If Applicable).

*Note: Projects/Agents filing Related Documents are not allowed to attach through HelpDesk*
10. After filling all the necessary and applicable fields and clicked on the send tab below page will appear by stating your enquiry details has been submitted successfully.

11. Once the enquiry has been submitted, ticket number is generated and the status of the enquiry is set to “open”.

12. User shall receive email notification on the registration of the ticket along with the ticket number for
How to check the status of an enquiry?

1. Go to [www.rera.karataka.gov.in](http://www.rera.karataka.gov.in)

2. Click on the “Helpdesk” module in the home page.
3. Enter the user name and password. Click on “Login”

4. After logging in the below page will appear where the user can view the application status

5. User will also receive email notifications on status updates of the ticket
6. If the user is satisfied with response, he/she can click on the “Accept Clarification” option, enter remarks and click on “Submit” to close the ticket.

7. If the user is not satisfied with the response she/he can click on the” Seek More Clarification”. Option, enter remarks and click on “Submit”.

![Ticket System Interface](image-url)