

# **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

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### **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.

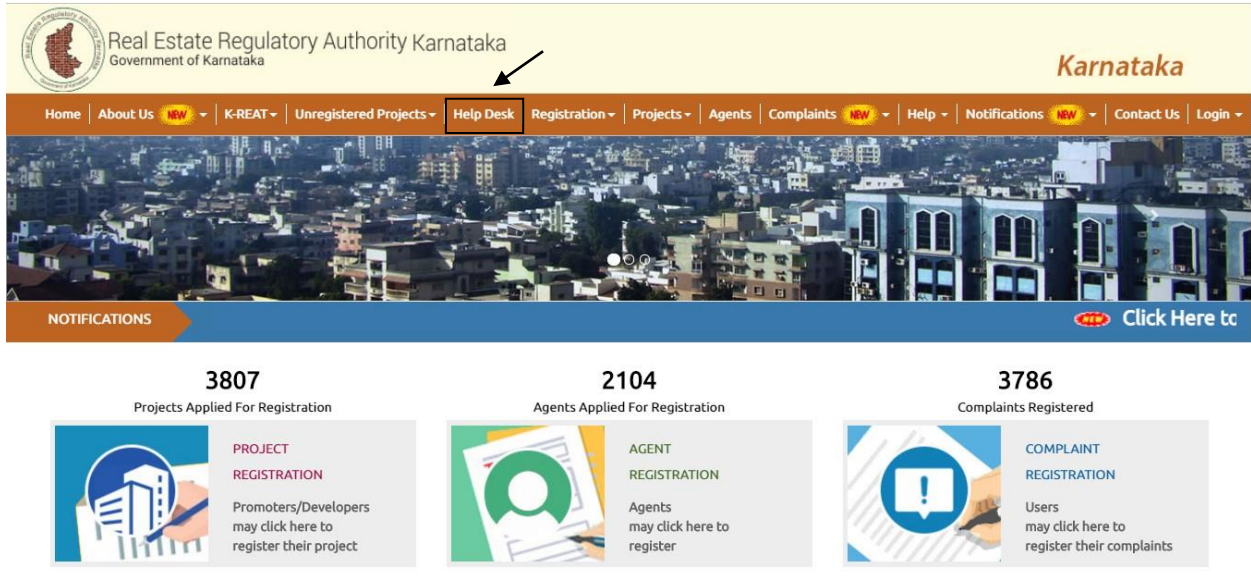
Helpdesk modules aims at providing the end users an easy way to get their queries addressed. The module aims at providing a digital platform to record all queries, questions of the users (defined as: A registered promoter/agent, unregistered promoter/agent, buyer, complainant or any other user of the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



Help Desk  
 Please login or register to post your enquiries with department.  
[Click here for HelpDesk User Manual.](#)

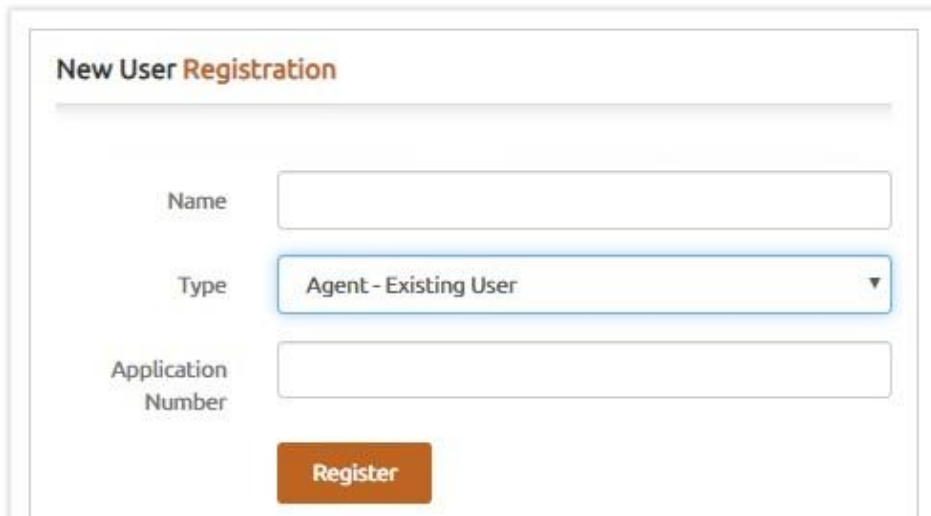
5. Enter the user name and select the user type.

The screenshot shows the 'New User Registration' form on the Real Estate Regulatory Authority Karnataka website. The form includes a 'Name' text input field and a 'Type' dropdown menu. The dropdown menu is currently open, showing a list of user types: '-Select-', 'Promoter - Existing User', 'Agent - Existing User', 'Promoter - New User', 'Agent - New User', 'Complainant - Existing User', 'Complainant - New User', 'Buyer', and 'Others'. The website header includes the logo of the Government of Karnataka and a navigation menu with items like Home, About Us, K-REAT, Unregistered Projects, Help Desk, Registration, Projects, Agents, Complaints, Help, Notifications, Contact Us, and Login.

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

This screenshot shows the 'New User Registration' form with the 'Type' dropdown menu set to 'Promoter - Existing User'. The 'Application Number' text input field is highlighted with a blue border. Below the form is a brown 'Register' button. The form title 'New User Registration' is displayed at the top left of the form area.

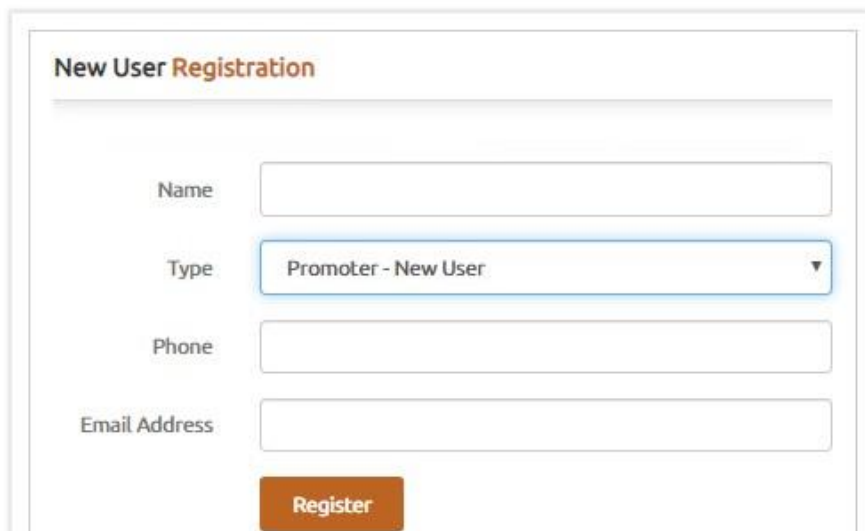
b. **Agent – Existing user:** For agents who have an existing agent application with RERA Enter the agent name and the agent application number.



The screenshot shows a web form titled "New User Registration". It contains three input fields: "Name", "Type", and "Application Number". The "Type" dropdown menu is selected with "Agent - Existing User". Below the fields is an orange "Register" button.

Name	<input type="text"/>
Type	Agent - Existing User ▼
Application Number	<input type="text"/>

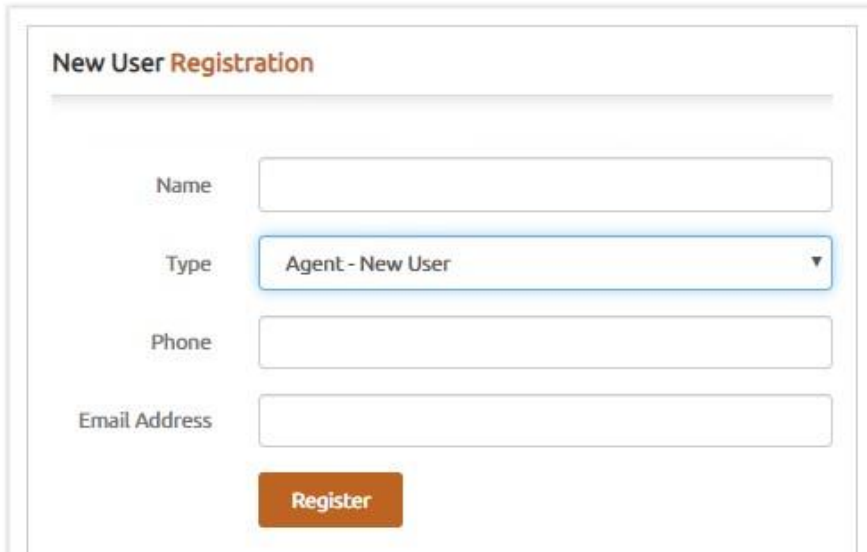
c. **Promoter – New user:** For promoters who do have an existing project application with RERA. Enter the promoter/project name, email address and mobile number.



The screenshot shows a web form titled "New User Registration". It contains four input fields: "Name", "Type", "Phone", and "Email Address". The "Type" dropdown menu is selected with "Promoter - New User". Below the fields is an orange "Register" button.

Name	<input type="text"/>
Type	Promoter - New User ▼
Phone	<input type="text"/>
Email Address	<input type="text"/>

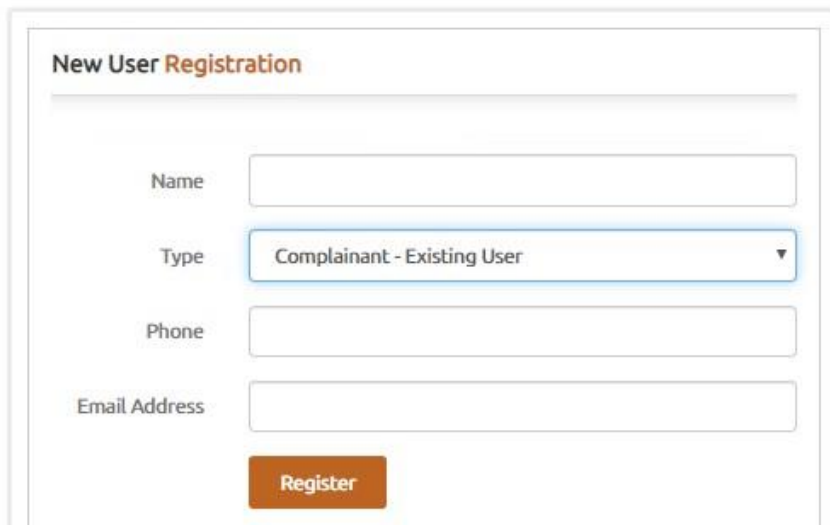
d. **Agent – New User:** For agents who do have an existing agent application with RERA. Enter the agent name, email address and mobile number.



The screenshot shows a web form titled "New User Registration". It contains four input fields: "Name", "Type", "Phone", and "Email Address". The "Type" dropdown menu is set to "Agent - New User". Below the fields is a brown "Register" button.

Name	<input type="text"/>
Type	Agent - New User ▼
Phone	<input type="text"/>
Email Address	<input type="text"/>

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

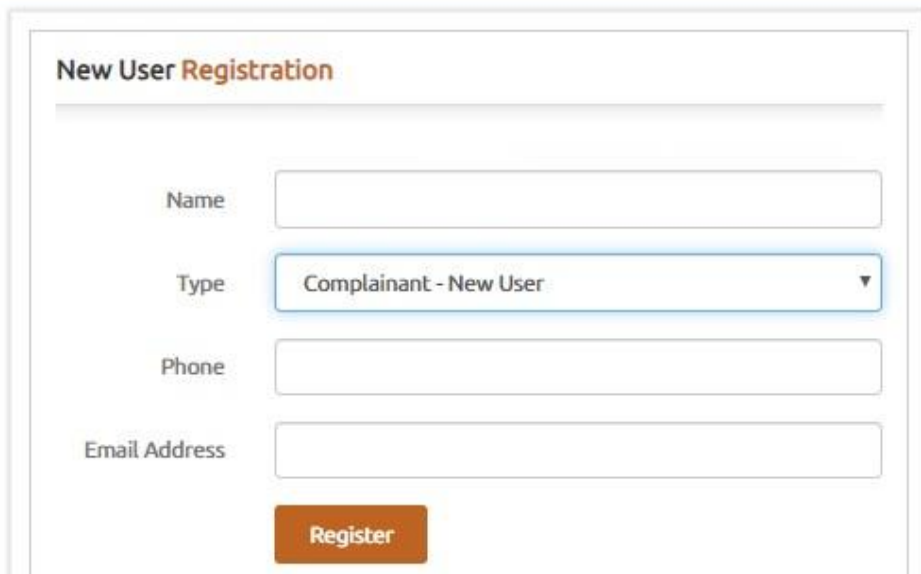


The screenshot shows a web form titled "New User Registration". It contains four input fields: "Name", "Type", "Phone", and "Email Address". The "Type" dropdown menu is set to "Complainant - Existing User". Below the fields is a brown "Register" button.

Name	<input type="text"/>
Type	Complainant - Existing User ▼
Phone	<input type="text"/>
Email Address	<input type="text"/>

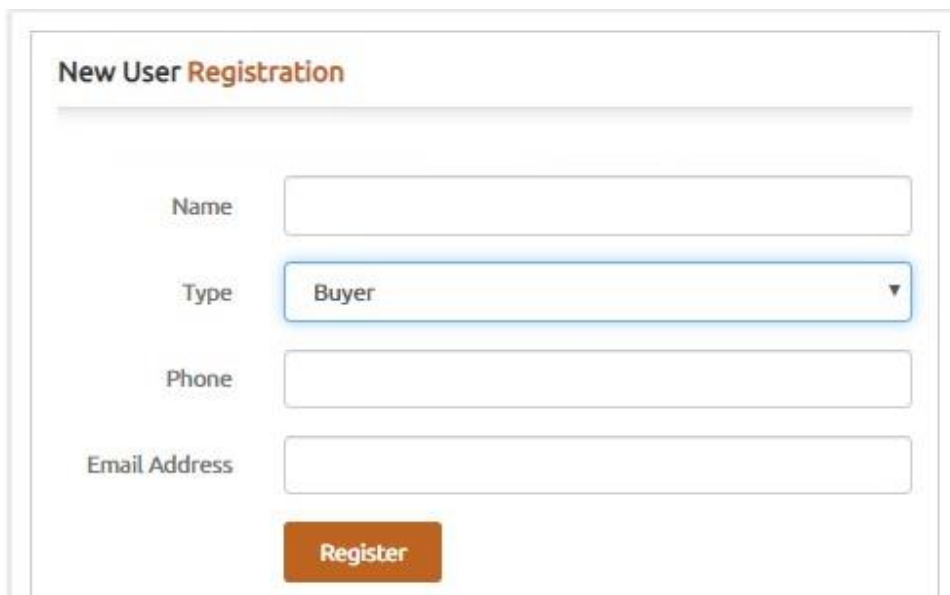
f. **Complainant- New User:** For complainants new user must enter the complainant’s name, email address and mobile number.

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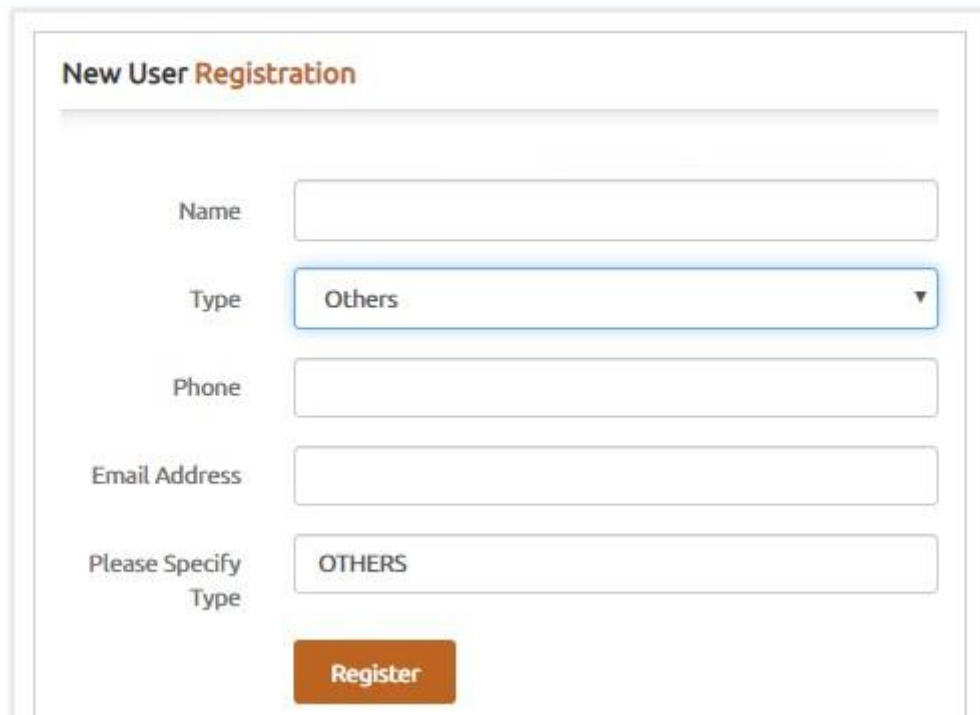
The screenshot shows a web form titled "New User Registration". It contains four input fields: "Name", "Type", "Phone", and "Email Address". The "Type" dropdown menu is selected and shows "Complainant - New User". Below the fields is a brown "Register" button.

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.



The screenshot shows a web form titled "New User Registration". It contains four input fields: "Name", "Type", "Phone", and "Email Address". The "Type" dropdown menu is selected and shows "Buyer". Below the fields is a brown "Register" button.

h. **Others:** For users belonging to categories apart from the ones mentioned above. Enter the user's name, email address and mobile number



The image shows a 'New User Registration' form. It has a title 'New User Registration' at the top. Below the title are five input fields: 'Name', 'Type', 'Phone', 'Email Address', and 'Please Specify Type'. The 'Type' dropdown menu is currently set to 'Others'. Below the input fields is an orange 'Register' button.

6. Click on “Register”.

7. System generated user name and password is sent to the user's registered email ID.



The image shows a registration success message. It has a title 'Registration' at the top. Below the title is a message: 'Your Registration is successful. Please check your email ( [ ] ) for login credentials. Please [click here](#) to login.'



## RERA User Credential Inbox x



**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](#)

### Login

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Login Id

Password

Show Password

[New User ?](#)

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).

### Enquiry Details

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BUYER NAME

Application Number

Section (To be Answered)

Description   
words left

Phone

**\* Note :** Projects/Agents filing Related Documents are not allowed to attach through HelpDesk

Attachment

Section (To be Answered)

Description

Phone

Section (To be Answered)

Category

Description

Section (To be Answered)

Category

Description

Section (To be Answered)

Category

Description

Section (To be Answered) Accounts Section

Category  --Select--

Description

Phone

- PAYMENT RELATED
- REFUND
- POST REG & QUARTERLY UPDATE
- FEES RELATED
- PENALTY
- REGISTRATION
- EXTENSION
- CHANGE / CORRECTION REQUEST
- OTHERS

\*Note: Agents/ Clerks Office Related Documents are not allowed to attach through Help Desk

Section (To be Answered) Agents Section

Category  --Select--

Description

- AGENT REGISTRATION STATUS
- FEES / PAYMENT RELATED
- OTHERS

Section (To be Answered) Revenue / RRC Section

Category  --Select--

Description

- STATUS OF RRC APPLICATION
- OTHERS

NUMBER

Section (To be Answered)

Category


Description

Phone

\* Note : Projects/Age

- PROJECT REGISTRATION
- TEMP LOGIN
- AGENT REGISTRATION
- OTHERS
- POST REG & QUARTERLY UPDATE
- CHANGE REQUEST
- COMPLAINT REGISTRATION
- TRANSFER OF RIGHTS
- PAYMENT ISSUES
- PROJECT EXTENSION

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.



Real Estate Regulatory Authority Karnataka  
Government of Karnataka

**Karnataka**

[Raise Ticket](#) | [Change Password](#) | [Logout](#)

Enquiry Details

Welcome: *sdadw*

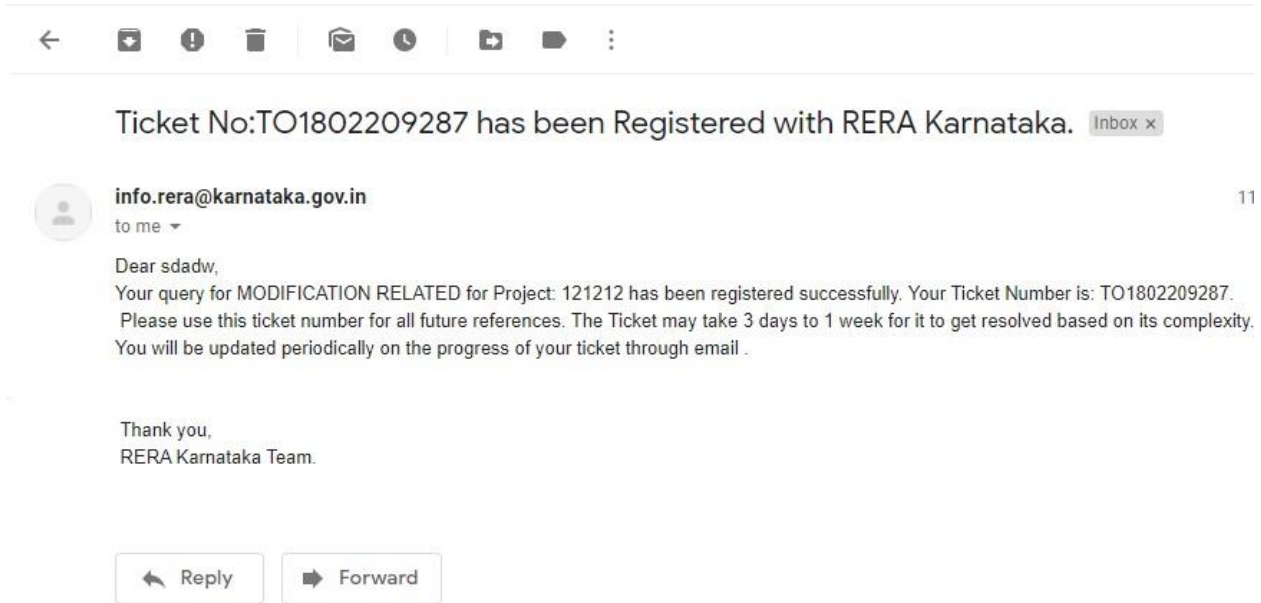
Enquiry Details

Your enquiry details has been successfully submitted.

TICKET NUMBER	ENQUIRY DATE	CATEGORY	DESCRIPTION	STATUS	ATTACHMENTS
TO1802209287	18-02-2020	MODIFICATION RELATED	sdfgsafgavd	ASSIGNED	Annotation 2020-02-13 164125.jpg

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”

Help Desk  
 Please login or register to post your enquiries with department.  
[Click here for HelpDesk User Manual](#)

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

TICKET NUMBER	CATEGORY	DESCRIPTION	STATUS	ATTACHMENTS
TO1802209287	MODIFICATION RELATED	sdfgsafgavd	ASSIGNED	Annotation 2020-02-13 164125.jpg

DATE	Assignor	Assignee	Status	Comments	Attachment
18-02-2020 11:50	sdadw		OPEN	sdfgsafgavd	Annotation 2020-02-13 164125.jpg
18-02-2020 11:50	sdadw	Engineering / TCP Section	OPEN		

5. User will also receive email notifications on status updates of the ticket

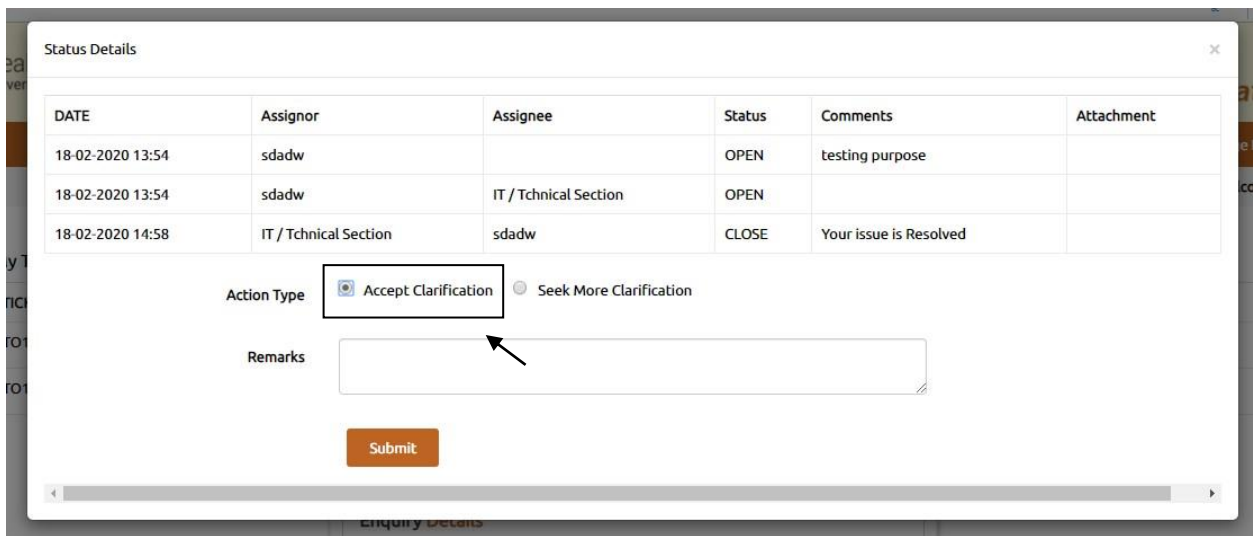
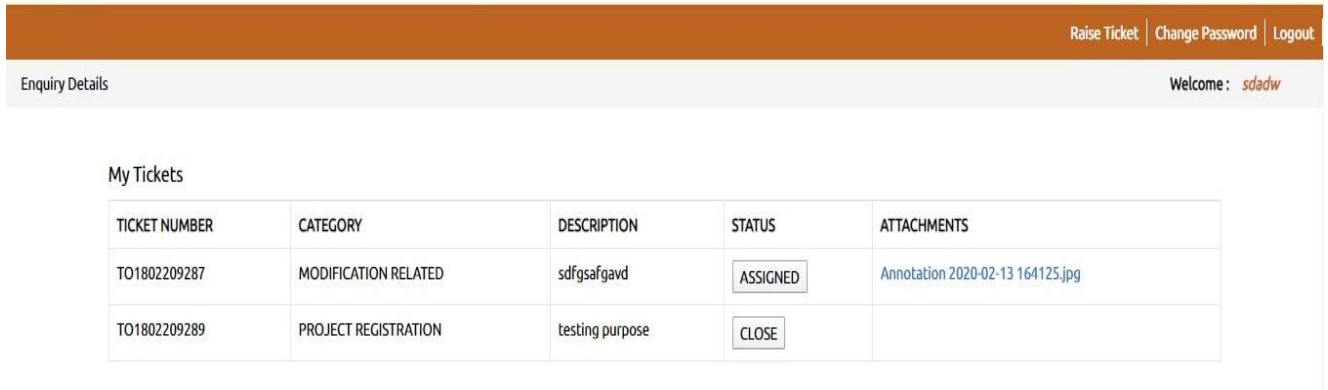
Status update for Ticket No: [redacted] registered with RERA Karnataka: REASSIGNED.

info.rera@karnataka.gov.in

Your [redacted] has been assigned to Manager for resolution.

Thank you,  
 RERA Karnataka Team.

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”.

