

**KERALA REAL ESTATE REGULATORY AUTHORITY****Kesavadasapuram, Thiruvananthapuram - 695 004**www.rera.kerala.gov.in Email: info.rera@kerala.gov.in

Phone: 0471 3501012

No: KRERA/36/2025-IT**Dated:31-07-2026****Sub:** Online E-Filing of Complaints through K-RERA Web Portal

The Kerala Real Estate Regulatory Authority (K-RERA) is pleased to announce the launch of online e-filing of complaints through the official web portal of the Authority. Complaints (in **Form M** and **Form N**) and the payment of prescribed fees shall be made through the Authority's web portal.

Steps for Filing a Complaint Online**Access the Web Portal**

Visit the official website of the Kerala Real Estate Regulatory Authority at www.rera.kerala.gov.in. Click on "Login & New Registration" to create an account.

2. Register and Login

Complete the registration process, activate your account through the email link received, and log in to the portal.

3. Draft the Complaint in the appropriate Form online

Fill in all mandatory fields in the prescribed complaint form available on the portal.

4. Upload Supporting Documents

Upload all relevant documents in PDF format. Each annexure should be clear, properly labelled, and sequentially numbered in bold.

5. Pay the Fee Online

After completing the form, pay the prescribed fee through the portal's online payment facility. Upon successful payment, the complaint will be electronically submitted to the Authority.

6. Rectification of defects, if any

The Authority will review the complaint. Any defects or deficiencies identified will be communicated via email and through your login dashboard. Such

defects must be rectified online within the stipulated time. Once corrected, the complaint will be registered, and the complaint number will appear in your dashboard and in the "**Complaints**" section of the KRERA website.

7. Submit Physical Copies After Defect Verification

- i. Submit one physical copy of the complaint and annexures to the Authority (by post or in person).
- ii. Submit one copy for each respondent, along with properly stamped and addressed envelopes for speed/registered post.

- iii. The physical copies must be exact replicas of the e-filed complaint and annexures.

After submission of the physical copies, the complaint will be formally registered, and a complaint number will be issued.

Complainants are advised to carefully read the User Manual available under the **“Manuals and Guidelines”** tab on the Authority’s website. For assistance with online filing, contact KRERA at **0471-3501012 / 3501013** from 3 p.m. to 5 p.m. on all working days.

Dr PRADEEP R
SECRETARY (TECHNICAL AND ADMINISTRATION)