



**CHHATTISGARH REAL ESTATE REGULATORY AUTHORITY**  
**Shastri Chowk, Raipur (C.G.) PIN- 492001**  
**Phone No. :- 0771-4918927**  
**Email - office.rera.cg@gov.in, website- https://rera.cgstate.gov.in/**

No. 42 /RERA/2020/S39

Raipur, Dated: 08 /05 /2020

**//CIRCULAR//**

**Subject: - Guidelines regarding hearing of complaint cases via video conferencing (VC) filed under section-31 of the Real Estate (Regulation and Development) Act, 2016.**

In accordance with the directives and guidelines issued by The Government of India and The State Government for controlling the spread of global pandemic Covid-19, and facilitate effective compliance of guidelines regarding lockdown in Raipur, the capital of Chhattisgarh, Chhattisgarh Real Estate Regulatory Authority has decided to conduct hearing through VC in complaint cases filed under section-31 of the Real Estate (Regulation and Development) Act, 2016. However, this relatively newer practice of hearing of cases, through VC should be easy and user-friendly for the learned advocates and concerned parties. Hence, under provisions of section-37 of Real Estate (Regulation and Development) Act, 2016; following guidelines are being issued by CGRERA for conducting hearing of complaint cases via video conferencing:-

1. The manner of holding an enquiry of complaint filed under section- 31 of the Act is mentioned in Rule-35 of the Real Estate (Regulation and Development) Rules, 2017. However, for the appearance of all concerned parties and learned advocates, the Authority will share details of video conference on their registered email ID's and mobile numbers a day before the complaint is scheduled for hearing .A reminder will also be sent an hour before hearing.
2. For participation in hearing of cases through VC, it is necessary for the learned advocates and concerned parties to send following details on the official mail ID of CG-RERA which is – office.rera.cg@gov.in :-
  - (i) Name
  - (ii) Complaint Case Number
  - (iii) Email Id
  - (iv) Mobile Number

CG-RERA will be sharing following information on the registered e-mail id and mobile number of learned advocates and concerned parties:-

- (i) Date and Time of Hearing through VC
- (ii) Information regarding appearance in Hearing through VC
- (iii) Access Code and Password for Joining Meeting/ Hearing

(iv) Web link for Joining Meeting/ Hearing

**Information shared by Authority on registered email id and mobile number of parties/ learned advocates, shall be considered delivered/ served by the Authority.**

3. All parties and learned advocates can join the hearing via video conference by installing webex application/ software on their mobile/ laptop/ desktop. But, it is not necessary to install the application and they can also join the hearing by clicking on the weblink shared on registered e-mail id and mobile number.
4. Learned advocates and concerned parties only need Android/ Apple mobile phone and live internet connection for participation in hearing via video conference. They can also use their desktops and laptops in place of mobile phones.
5. Procedure for Hearing through VC: - A window will appear on clicking on the weblink shared on registered email id and mobile number. Please enter the Access Code and Password received on registered email id. The parties will be able to join the hearing on scheduled time after entering above details. The detailed procedure is as under :-

(A) Please go to the link mentioned below to download Cisco webex meeting application in your mobile.

(i) For Android Phone users

<https://play.google.com/store/apps/details?id=com.cisco.webex.meetings&hl=en>

(ii) For Apple(iPhone) users

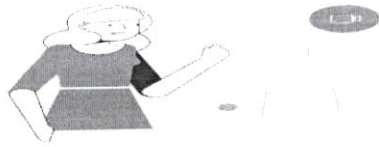
<https://apps.apple.com/in/app/cisco-webex-meetings/id298844386>

(B) After the successful installation of Cisco webex meeting application ,you will get this icon on your mobile phone screen.

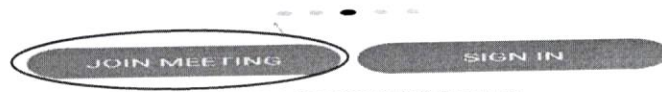


(C) Start the application. After starting of application you will get two options in your mobile screen, Please select "JOIN MEETING" option from the options to continue.

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Use voice control to join meetings with Google Assistant.



Don't have an account? Sign up

Webex  
CISCO

(D) After the selection of "JOIN MEETING", Application asks for the "Meeting number or URL " which would have already been shared with you by CGRERA on your registered Email and Mobile Number.



Join Meeting

JOIN

Meeting number or URL

If you are invited to a Personal Room,  
you can enter the URL.

company.webex.com/meet/**username**

[Redacted]

[Redacted]

(E) After the input(Meeting Number) submission please click on "JOIN" button to continue.



Join Meeting

JOIN

[Redacted]

×

If you are invited to a Personal Room,  
you can enter the URL.

company.webex.com/meet/**username**

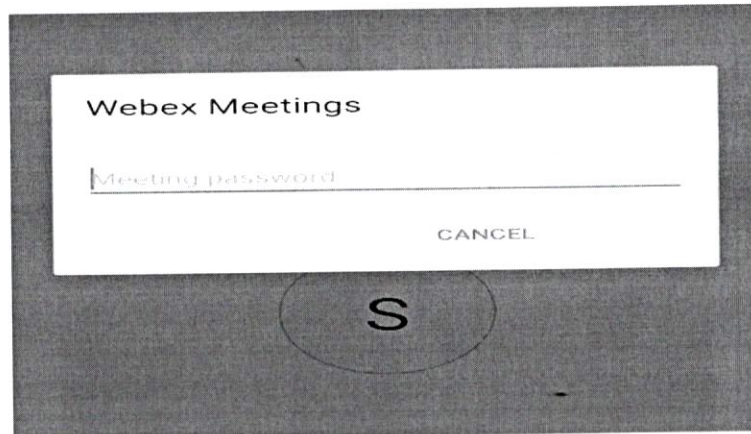
[Redacted]

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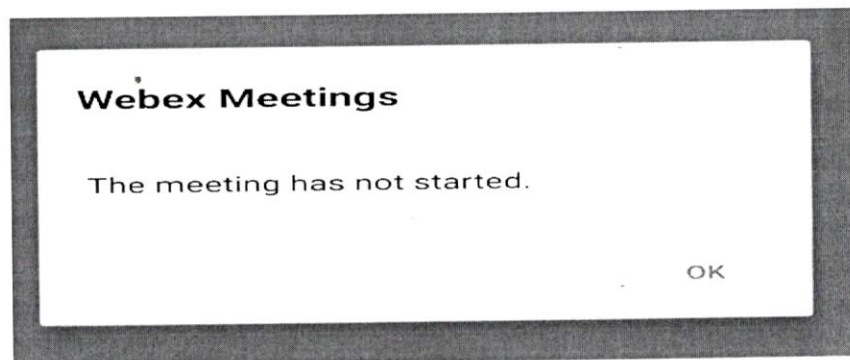


(F) After clicking on "JOIN" button, application asks for "Meeting Password" which would have been shared with you by CGRERA on your registered Email and Mobile Number. After the successful submission and verification of password you will be automatically redirected for the video conferencing.



A screenshot of a mobile screen showing a 'Webex Meetings' dialog box. The dialog box has a title bar 'Webex Meetings' and a text input field labeled 'Meeting password'. Below the input field is a 'CANCEL' button. The background of the screen is dark with a large white 'S' in a circle.

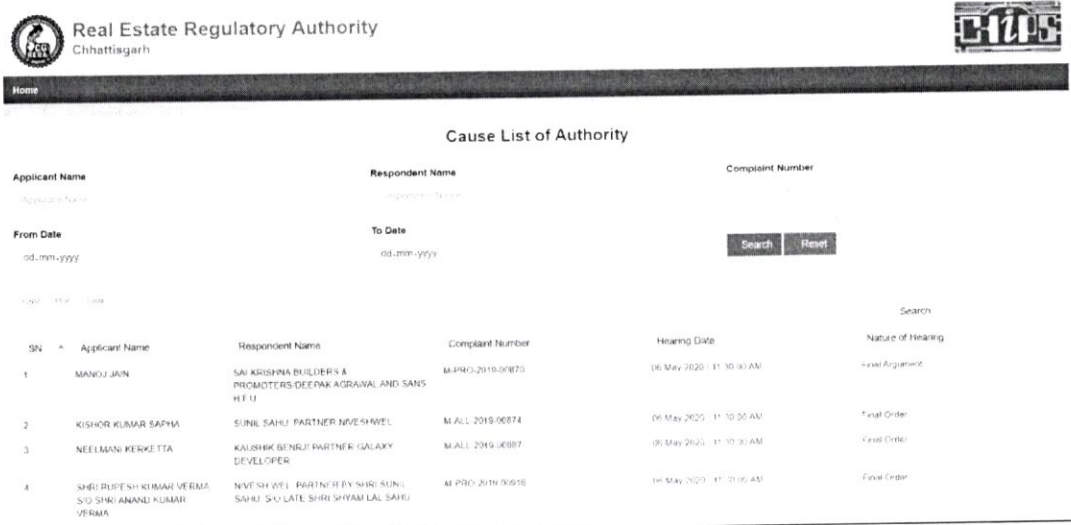
**Note:-**If you are trying to connect video conferencing before the schedule time slot then you will get following message on your mobile screen.



A screenshot of a mobile screen showing a 'Webex Meetings' dialog box. The dialog box has a title bar 'Webex Meetings' and a message 'The meeting has not started.' Below the message is an 'OK' button.

6. The Authority will conduct hearing via video conferencing from 11:30 AM to 2:00 PM on all working days. The parties and learned advocates can view the cause list under Complaint Head on official website of CG-RERA:-

[https://rera.cgstate.gov.in/cause\\_list.aspx](https://rera.cgstate.gov.in/cause_list.aspx)



The screenshot shows the official website of the Real Estate Regulatory Authority, Chhattisgarh. The page title is 'Cause List of Authority'. It features a search bar with fields for 'Applicant Name', 'Respondent Name', and 'Complaint Number'. Below the search bar is a table listing the cause list. The table has columns for 'SN', 'Applicant Name', 'Respondent Name', 'Complaint Number', 'Hearing Date', and 'Nature of Hearing'. There are four entries in the table.

SN	Applicant Name	Respondent Name	Complaint Number	Hearing Date	Nature of Hearing
1	MANOJ JAIN	SAI KRISHNA BUILDERS & PROMOTERS DEEPAK AGRAWAL AND SANS HT U	MURRO-2019-00873	06 May 2020 - 11:30:00 AM	Final Argument
2	KISHOR KUMAR SAPHIA	SUNIL SAHU PARTNER NIVESH WEL	MALL-2019-00874	06 May 2020 - 11:30:00 AM	Final Order
3	NEELMANI KERKETTA	KALSHIK BENRUJ PARTNER GALAXY DEVELOPER	MALL-2019-00887	06 May 2020 - 11:30:00 AM	Final Order
4	SHRI DIPESH KUMAR VERMA, S/O SHRI ANAND KUMAR VERMA	NIVESH WEL PARTNER BY SHRI SUNIL SAHU S/O LATE SHRI SHYAM LAL SAHU	M-PRO-2019-00918	06 May 2020 - 11:30:00 AM	Final Order

7. All concerned parties must send all necessary documents for hearing i.e. photographs, written statement, written arguments, rejoinder, authorization letter etc in PDF format on official email id of CG-RERA:- **office.rera.cg@gov.in**. The parties should share all the documents in a single PDF file along with the case number and date of hearing. **Documents shared in any other format shall not be accepted.**
8. The parties/ learned advocates should also mandatorily send proof of service as annexure along with the above mentioned PDF file. Hence all parties/ learned advocate must provide copy of documents to be filed to all opposite parties.
9. If there are any audio visual disturbances during the hearing, the parties can inform on the helpline number 0771-4918927. The Authority will decide about rehearing on cases in such circumstances and communicate its decision along with date and time of rehearing (if so decided) on the registered e-mail id and mobile number. But, the parties cannot change any documents submitted in previous hearing. If the parties have to submit any new document the procedure mentioned in serial no. 7 and 8 should be followed.
10. In cases which are scheduled for final arguments, the parties must file the written final argument as per procedure mentioned in point no. 7 and 8 of the circular atleast a day before hearing date. Authority shall convey the date of passing final order on the registered email id and mobile number of all concerned parties.
11. All parties concerned can view and download the final order on and after the scheduled date on the official web portal- <https://rera.cgstate.gov.in/> of CG-RERA.

[https://rera.cgstate.gov.in/ComplaintDocs\\_final\\_order.aspx](https://rera.cgstate.gov.in/ComplaintDocs_final_order.aspx)

Real Estate Regulatory Authority  
Chhattisgarh

CHATS

Home

## Final Orders by Authority

Show 10 + entries

2 per page

#	Complaint Number	Applicant	Respondent	Order Date	Order Copy
1	M-PHO-2018-00001	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
2	M-PHO-2018-00002	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
3	M-PHO-2018-00003	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
4	M-PHO-2018-00004	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
5	M-PHO-2018-00005	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
6	M-PHO-2018-00006	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
7	M-PHO-2018-00007	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
8	M-PHO-2018-00008	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
9	M-PHO-2018-00009	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download
10	M-PHO-2018-00010	DR. RAJESH K. SINGH	DR. RAJESH K. SINGH AND DR. RAJESH K. SINGH	17-Apr-2018	Download

Showing 1 to 10 of 630 entries

1 2 3 4 5

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12. The Authority will follow the above mentioned procedure for all pending and new cases filed in designated FORM-M during the lockdown period.

**(Approved by Authority)**

  
 (Dr. Anupriya Mishra)  
 Registrar  
 Chhattisgarh Real Estate Regulatory Authority  
 Raipur (C.G.)

NOTE:-

- (1) Learned Advocate and all concerned parties should be dressed in formal attire for the video conference.
- (2) Recording of the hearing conducted through video conferencing is strictly prohibited.
- (3) Please do not share access code and password for hearing with others.
- (4) Parties should ensure that hearing is not interrupted by calls, messages or any other internal noise.
- (5) Parties will have to submit hardcopies of the document filled upon discontinuation of lockdown, if so directed by the Authority.