

Subject: Online payment through the payment gateway – Procedure thereof.

HRERA Panchkula has commenced the process of receiving payments online in its Bank Accounts with ICICI Bank and Axis Bank. Presently, the Authority is receiving payments through the online as well as offline mode. Henceforth, all payment on account of Fee for Registration of Projects, Fee for filing Complaints, Payment on account of penalties, costs etc. shall be received by the Authority through the online process. No payment shall be received by the Authority through the offline mode i.e. by way of cheque, draft, etc. w.e.f. 1st July, 2019.

Steps to be followed by the applicants for making online payment:-

- i. Online payment can be made at HRERA web portal (www.haryanarera.gov.in) by the complainant or any user of web portal.
- ii. The payments can be made to the Authority online by Credit and Debit Card, Net Banking and through RTGS / NEFT.
- iii. The user can pay after filling complaint form and proceeding to payment or pay at a later stage by punching the generated Complaint Number. The promoters can also pay for the respective projects.

- iv. Click on the icon "Proceed to the payment".
- v. After clicking on the search button, the system will automatically move to the next screen. Please follow the online process.
- vi. The status of paid amount can be tracked by Public by using option (Check Payment Status https://haryanarera.gov.in/assistancecontrol/search_payment_status) by entering Transaction Id or Reference Number.
- vii. Take the print of online payment receipt and attach as an Annexure to the hard copy of the application for registration of complaint/ projects to be submitted with the Authority.

All concerned may note and take action accordingly.

Dated: 22.05.2019

By Orders of Hon'ble Chairman
HRERA Panchkula