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No. GujRERA/Complaint

Date:05/01/2026

Subject: Guidelines on Decorum, Conduct, and Appearance of Parties and Legal Representatives in Complaint Hearings before The Authority.

In exercise of the powers conferred under the Real Estate (Regulation and Development) Act, 2016, and in order to ensure orderly conduct, discipline, and dignity in proceedings before the Gujarat Real Estate Regulatory Authority and the Adjudicating Officer, the Authority hereby issues the Guidelines on Decorum and Appearance as Annexure-A.

These Guidelines shall come into force with immediate effect and shall apply to all pending and future complaints before GujRERA.

These Guidelines shall operate in addition to the Standard Operating Procedure (SOP) and other orders issued by the Authority from time to time.

By Approval of the Authority.

(Sd/-)

Secretary

Gujarat Real Estate Regulatory Authority

Gandhinagar

Annexure –A

Guidelines on Decorum, Conduct, and Appearance of Parties and Legal Representatives in Complaint Hearings before the Gujarat Real Estate Regulatory Authority (GujRERA)

1. Purpose and Applicability

These Guidelines are issued to ensure orderly conduct, discipline, and dignity during proceedings before the Gujarat Real Estate Regulatory Authority (GujRERA) and the Adjudicating Officer. They shall apply to all complainants, respondents, promoters, allottees, real estate agents, advocates, chartered accountants, and authorized representatives appearing before the Authority, whether physically or virtually.

2. Nature of Proceedings

2.1 Proceedings before GujRERA are quasi-judicial in nature and shall be conducted in accordance with the principles of natural justice, statutory provisions of the *Real Estate (Regulation and Development) Act, 2016*, and procedural directions issued by the Authority.

2.2 Parties and representatives are expected to conduct themselves with the same seriousness and respect as required in a court of law.

3. Modes of Appearance

3.1 Parties may appear:

- Physically, or
- Virtually, through the hybrid hearing facility enabled by the Authority.

3.2 The Adjudicating Officer or the concerned Bench shall have the discretion to:

- Permit or deny virtual appearance; and
- Direct any party or representative to remain personally present, if required in the interest of justice.

4. Dress Code and Professional Conduct

- 4.1 Advocates shall adhere to the dress code prescribed by the Bar Council of India.
- 4.2 Other representatives shall appear in dignified attire befitting quasi-judicial proceedings.
- 4.3 Conduct inconsistent with the dignity of the Authority shall not be permitted.

5. Entry, Seating, and Decorum

- 5.1 Parties shall:
- Enter the hearing room / virtual platform on time;
 - Remain seated unless permitted to speak;
 - Address the Authority with due respect.
- 5.2 No party shall interrupt the Authority or the opposite party while submissions are being made.

6. Oral Submissions and Arguments

- 6.1 Submissions shall be:
- Concise, relevant, and respectful;
 - Confined strictly to the issues involved in the complaint.
- 6.2 Raising voices, argumentative behaviour, personal allegations, or use of intemperate language shall not be permitted.
- 6.3 Parties shall not attempt to:
- Mislead the Authority;
 - Re-argue concluded issues; or
 - Raise matters beyond the pleadings on record without permission.

7. Documents and Evidence

7.1 Only documents and submissions filed on record in accordance with the SOP shall be relied upon during hearings.

7.2 Parties shall not attempt to rely upon:

- Emails, messages, or documents not forming part of the official complaint record.

7.3 Physical or virtual display of documents during hearing does not substitute formal filing.

8. Use of Electronic Devices

8.1 Mobile phones shall be kept on silent mode during physical hearings.

8.2 Recording, photographing, or broadcasting proceedings—physically or virtually—is strictly prohibited unless expressly permitted by the Authority.

9. Virtual Hearing Etiquette

9.1 Parties appearing virtually shall:

- Join the hearing from a quiet and stable location;
- Keep their camera on, unless permitted otherwise;
- Avoid background noise and disturbances.

9.2 Virtual hearings shall not be attended from inappropriate locations.

10. Adjournments and Cooperation

10.1 Parties shall avoid unnecessary adjournments and cooperate for expeditious disposal of complaints.

10.2 Repeated absence, non-cooperation, or misuse of proceedings may result in:

- Proceeding ex parte, or
- Imposition of costs, as deemed fit by the Authority.

11. Authority's Powers to Regulate Proceedings

11.1 The Authority reserves the right to:

- Regulate conduct during hearings;
- Caution, restrain, or take appropriate action against any party or representative acting in an improper manner.

11.2 Non-compliance with these Guidelines may invite suitable orders under the Act and Rules.

12. Interpretation

12.1 Wherever reference is made to party, complainant, or respondent, it shall include their duly authorized legal or other representatives, unless the context otherwise requires.

13. Applicability

These Guidelines shall be applicable to all hearings conducted by GujRERA, including physical, virtual, and hybrid hearings.

GUJARAT RERA – HEARING ETIQUETTE

DO's & DON'Ts FOR PARTIES & REPRESENTATIVES

DO's

- ✓ Be punctual for hearings (physical or virtual).
- ✓ Maintain dignity, discipline, and respectful conduct.
- ✓ Address the Authority respectfully.
- ✓ Keep submissions concise and relevant.
- ✓ Ensure all documents and evidence are **properly filed on record**.
- ✓ Follow the **Hybrid Hearing SOP** for virtual appearances.
- ✓ Dress formally and professionally.
- ✓ Track hearing dates through the dashboard / cause list.

DON'Ts

- ✗ Do not interrupt the Authority or the opposite party.
- ✗ Do not use inappropriate language or raise voices.
- ✗ Do not rely on documents sent by email or post unless filed on record.
- ✗ Do not record, photograph, or broadcast proceedings.
- ✗ Do not seek unnecessary adjournments.
- ✗ Do not appear virtually from inappropriate locations or while driving.
- ✗ Do not misuse proceedings or repeat settled arguments.
