



KERALA REAL ESTATE REGULATORY AUTHORITY
TC 25/1379, CRA D-112, Near Pentecostal Church,
Plamoodu-Charachira Road, Thiruvananthapuram-695003.

www.rera.kerala.gov.in

Phone Number: 9497680600 email- legal.rerakerala@gmail.com

No. 384/K-RERA/2022

Dated: 10/6/2022

Public Notice

Sub: Filing of complaints and payment of fee through online-reg.

Chapter V, Regulation 6(3) of Kerala Real Estate Regulatory Authority (General) Regulations, 2020 provides that filing of complaints and payment of fee shall be made online once the Authority makes its web portal operational. The web portal of the Authority is operational from March 2021 onwards. **In these circumstances from 13/6/2022 onwards all complaints (both Form M and N) and payment of fee shall be made through the web portal of the Authority.** The complainants are directed to give details in the mandatory columns, upload documents, and pay fee online and produce receipt/acknowledgement along with physical copy of complaint.

While filing complaint through online, one set of physical copy of complaint including supporting documents verified and signed by the complainant shall mandatorily be filed before the Authority. If the project in question in the complaint is not a registered project, sufficient copies along with stamped envelope

with the acknowledgement card properly tagged for serving notice to the respondents shall be produced while filing physical copies of complaints. All copies of the complaints shall be facsimile with all supporting documents. All annexures attached to the Complaints shall be legibly marked and numbered with bold letters.

The complainants are directed to go through the user manual and the directions issued by the Authority from time to time before filing of complaints which were available in the website of the Authority.

Physical complaint can also be filed as per the present procedure up to 31/7/2022.

Sd/-
Sri. M P Mathews
Member

Sd/-
Sri. P H Kurian
Chairman

/True Copy/Forwarded By/Order/



Secretary (Legal)

Copy to: 1. Chairman.

2. Member I & II.
3. Secretary T & Admn.)
4. I T Head (For publishing in website).