

U.P. Real Estate Regulatory Authority

Naveen Bhawan, Rajya Niyojan Sansthan
Kalakankar House, Old Hyderabad, Lucknow - 226007

Office Memorandum

No. **29/IT-Complaints-Virtual Hearing/UP RERA/2020-21**

Date: **18 May, 2020**

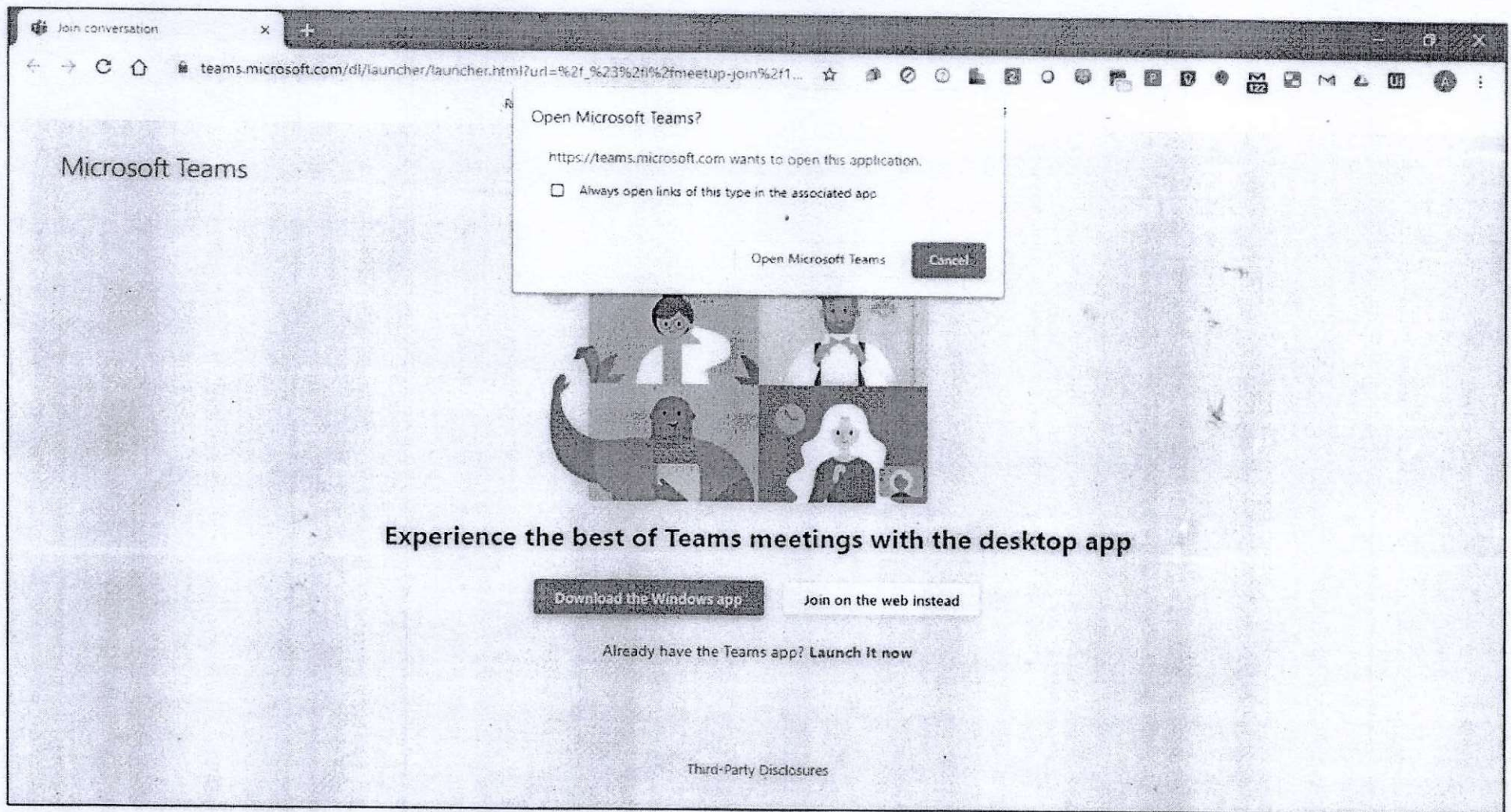
Subject: Guidelines regarding hearing of complaints filed before the Authority and the Adjudicating Officer through video conferencing (VC)

In the wake of COVID-19 pandemic and in accordance with the social distancing guidelines laid down by the Ministry of Home Affairs, Government of India and the Government of Uttar Pradesh, it has been decided at the level of U.P. RERA under the provisions of the Section-37 of the Real Estate (Regulation and Development) Act, 2016, to issue necessary guidelines for conducting the court hearings of cases, filed under Section 31 of the Act before the Authority and the Adjudicating Officer, through video conferencing.

Accordingly, the following guidelines are being issued in order to make it easy for the parties to attend the court proceedings through this new practice of hearings through VC:

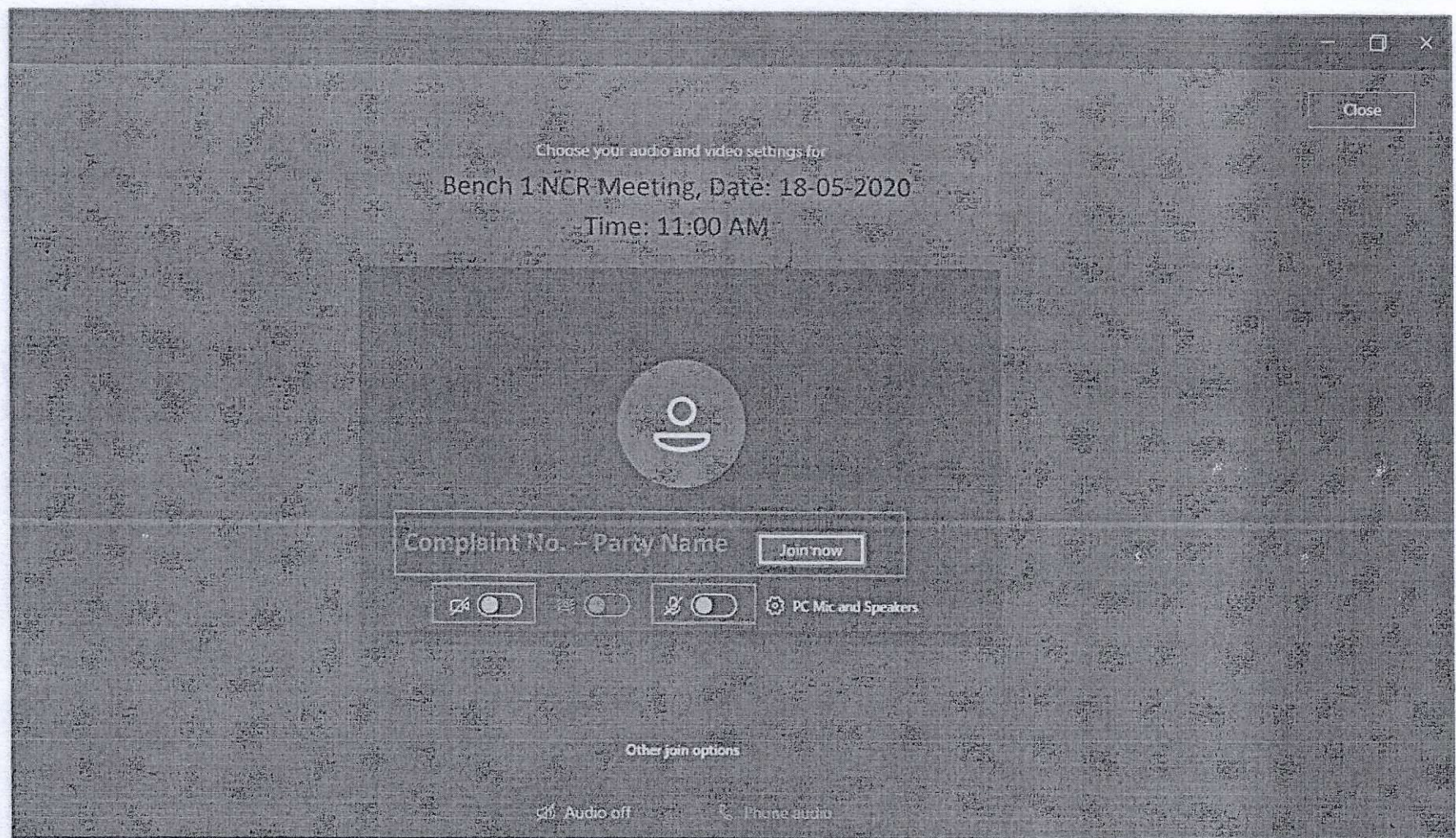
1. The following steps will be taken as part of the assignment of the dates and communication of the same to the parties:
 - i. UPRERA will be assigning Date of the complaint which will be made visible in the cause list
 - ii. The E-mail and SMS based communication will be sent to the registered email addresses and mobile numbers of the parties
 - iii. The E-mail will also contain the link for joining the VC session and an attachment consisting of the guidelines to be adhered
2. The video conferencing session will take place on Microsoft Teams application; thus, the learned advocates and the concerned parties will be required to download the application on their desktop/laptop/smart phone prior to the date of hearing.
3. The learned advocates and the concerned parties can join the hearing using desktop computers, laptops and smart Phones. Although, it is advised to use desktops/laptops.
4. Moreover, the parties joining the hearing using Desktop Computers, need to arrange the webcam, speakers, microphone, while the parties joining the VC hearing through laptop should have an inbuilt and functional Webcam, Speaker and Microphone





- iv. The User needs to enter the party name in the format: Complainant No. – Party Name. The user needs to switch off the camera and microphone as shown in image below and click on Join Now.

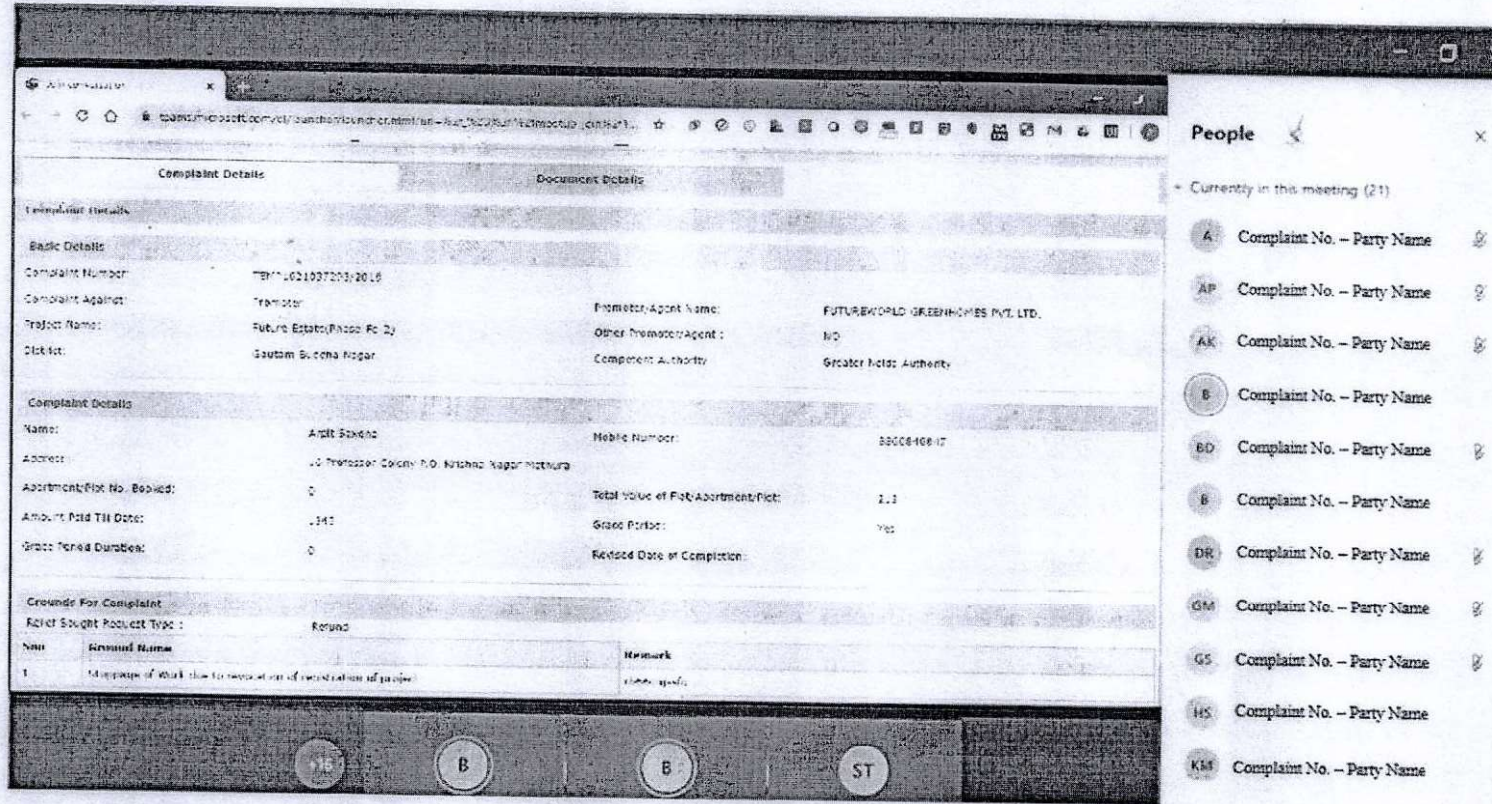
A handwritten signature in black ink, consisting of a stylized, cursive-like mark.



- v. Till the time admin accepts the request, the participant would be put on waiting,
- vi. Once the admin accepts the joining request, the participant will be shown in the conference room,
- vii. Only the party and the counsel representing the party shall be allowed to be join the session, but multiple people will not be allowed to speak and can be removed on the discretion of the bench
- viii. Even through the video conferencing setup, it is required that the decorum of the court is maintained, and the learned advocates and the concerned parties should represent them in proper dress
- ix. The names of the parties will be called upfrom the Bench as per the day's cause list

[Handwritten signature]

- x. The parties shall keep their microphones on mute and video cameras off and respond to their roll calls only when their complaint no. is called for. Also, the parties shall switch on their video cameras on their respective hearing,
- xi. The parties shall wait for the hearing of their complaints and in case the other party is absent, the bench shall take up such complaints again at the end. In such an eventuality, the party which had already joined initially shall also be required to wait till the end. Once the hearing of their complaint is over, the parties shall leave the meeting.
- xii. These video conferencing sessions for hearing of the complaints will be recorded at the level of the Bench.
- xiii. In case of e-Court module, the details of the E-court complaints via screen sharing feature, as shown below, will be made visible to the parties:



The timings of the hearing will be informed to the concerned parties through email by which link to the hearing will be shared. The parties should ensure that hearing is not interrupted by calls, messages or any other internal noise. Further, it is also informed that the recording of the hearing conducted through video conferencing is strictly prohibited.



(Abrar Ahmed)

Secretary

Copy forwarded to the following for information and necessary action

1. Hon'ble Chairman, U.P. RERA.
2. All the Hon'ble Members, U.P. RERA
3. The Adjudicating Officers, U.P. RERA
4. All the Officers, U.P. RERA,
5. A.D. (I.T.), U.P. RERA for making necessary arrangements for informing the concerned parties and for ensuring smooth conduct of hearing through VC
6. Project Management Unit, U.P. RERA



(Abrar Ahmed)

Secretary

7/6/20