

Steps to Register a Complaint

- Step -1.** Go through the HRERA (filing of Complaints) Regulations carefully.
- Step-2.** Go to the Home Screen of HRERA Panchkula web portal and click on tab “Complaints”.
- Step-3.** Fill up the complaint registration form and follow the steps prompted by the system.
- Step-4.** After submitting the form, you will receive an online complaint no from system. This complaint number will be used for all future correspondences.
- Step-5.** Make payment of requisite fee, Complaints fees @ Rs.1000 per complaint plus Rs.10 per annexure attached with the complaint by way of Demand Draft in favour of Haryana Real Estate Regulatory Authority Panchkula , payable at Panchkula bank Branch/Online Payment Gateway/ [Online Payment Gateway](#).
- Step-6.** Take a print out of
i) Registration Form (Performa-B) and make 03 copies.
- Step-7.** Separately type out the Detailed Complaint in the format prescribed in the Regulation. Make 03 copies of the detailed complaint form and attach with the documents at Step 6([Format For Filling Complaint](#)).
- Step-8.** Annex a copy of a certificate declaring that a self signed copy of complaint has been sent to the Respondent directly and attach that certificate with the Complaint.
- Step-9.** Physically deliver 03 copies of the set comprising of Complaint Registration Form and Annexure and Demand Draft of Fees Paid and Detailed Typed Complaint and Self declared and signed certificate (Step 8) in the office of Authority by hand or by post at the address.
- Step-10.** Check the status of complaint regularly at haryanarera.gov.in by entering the complaint details.