

### **Steps for Complaints Registration**

1. Go through the HRERA (filing of Complaints) Regulations carefully.
2. Go to the Home Screen of HRERA Gurugram web portal and click on tab "[Complaint Registration](#)".
3. Fill up the complaint registration form and follow the steps prompted by the system.
4. After submitting the form, you will receive an online complaint no from system. This complaint number will be used for all future correspondences.
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 Gurugram , payable at Gurugram/**["Online Payment Gateway"](#).
6. Take a print out of
  - i) Registration Form (Performa-B) and make (One + number of respondent) copies.
7. Separately type out the detailed Complaint in the format prescribed in the Regulation dated 16.02.2018. Make (One + number of respondent sets of complaints) and attach with the documents at Step 6.
8. Annex a copy of a certificate declaring that a self signed copy of complaint has been sent to the Respondent directly through speed post and email. After delivery of complaint attach tracking report and email report as a proof of service.
9. Physically deliver 01 + Number of respondent 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.
10. Check the status of complaint regularly at [haryanarera.gov.in](http://haryanarera.gov.in) by entering the complaint details.
11. Submit a soft copy of the complaint in word format and complete complaint with annexure in pdf format.
12. Respondents name along with their addresses, email-ids, mobile No. should be given on legal paper while filling a fresh complaint.

**Note:-Copies of this complaint is to be submitted to the HRERA Office with in 30 days.**