

# Information Handbook under RTI Act, 2005

(as on 31.07.2023)



**HARYANA REAL ESTATE REGULATORY AUTHORITY, GURUGRAM**

**NEW PWD REST HOUSE, CIVIL LINES, GURGAON, HARYANA 122001**

**Web:** [haryanarera.gov.in](http://haryanarera.gov.in)

**Email:** [hareragurugram@gmail.com](mailto:hareragurugram@gmail.com)

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# CHAPTER – I

## INTRODUCTION

- I. In order to promote transparency and accountability in the working of every Public authority and to empower the citizens to secure access to information under the control of each public authority, the Government of India has enacted “The Right to Information Act, 2005”, (RTI Act) which came into force on 15.06.2005. In accordance with the provisions of section 4(1) (b) of this Act, the Haryana Real Estate Regulatory Authority, Gurugram has brought out this manual for Information and guidance of the stakeholders and the general public.
- II. Section 4 of RTI Act 2005
  1. Every Public Authority shall:-
    - (a) Every Public Authority shall maintain all its records duly catalogued and indexed in a manner;
    - (b) 17 Manuals;
    - (c) Publish all relevant facts while formulating important policies or announcing the decisions which affect public informed;
    - d) Provide reasons for its administrative or quasi-judicial decisions to affected persons;
  2. Every Public Authority shall provide as much information Suo-motu to the Public at regular intervals through various means of communication, including the internet (Clause b of Sub-Section 1);
  3. Every Information shall be disseminated widely (Sub-Section 1);
  4. All materials shall be disseminated taking into consideration the cost effectiveness, local language and the most effective method of communication in that local area and the information should be easily accessible;
- III. The purpose of this manual is to inform the general public about Authority’s organizational set-up, functions and duties of its officers and employees, records and documents available with it;
- IV. This manual is aimed at the public in general and users of the services, and provides information about the schemes, projects and programmes being implemented by the Authority.

## CHAPTER – II

### MANUAL 1: PARTICULARS OF THE PUBLIC AUTHORITY

#### 1.1 NAME AND ADDRESS OF THE ORGANIZATION:

Haryana Real Estate Regulatory Authority, New PWD Rest House, Civil Lines, Gurugram, Haryana - 122001

#### 1.2 HEAD OF THE ORGANIZATION: CHAIRMAN

#### 1.3 KEY OBJECTIVE:

The Real Estate (Regulation and Development) Act, 2016 came into force with effect from May 1, 2017. The key objectives of the Authority under this Act are:

- Ensuring Transparency & Efficiency in real estate sector in regard to sale of plot, apartment, building or real estate project;
- Protecting the interest of consumers in real estate sector;
- Establishing adjudicating mechanism for speedy dispute redressal.

#### 1.4 FUNCTIONS AND DUTIES:

As regards duties and functions of the Authority as provided under Section 34 of the Act these shall include-

- (a) to register and regulate real estate projects and real estate agents registered under this Act;
- (b) to publish and maintain a website of records, for public viewing, of all real estate projects for which registration has been given, with such details as may be prescribed, including information provided in the application for which registration has been granted;
- (c) to maintain a database, on its website, for public viewing, and enter the names and photographs of promoters as defaulters including the project details, registration for which has been revoked or have been penalized under this Act, with reasons therefore, for access to the general public;
- (d) to maintain a database, on its website, for public viewing, and enter the names and photographs of real estate agents who have applied and registered under this Act, with such details as may be prescribed, including those whose registration has been rejected or revoked;
- (e) to fix through regulations for each areas under its jurisdiction the standard fees to be levied on the allottees or the promoter or the real estate agent, as the case may be;

- (f) to ensure compliance of the obligations cast upon the promoters, and the allottees and the real estate agents under this Act and the rules and regulations made thereunder;
- (g) to ensure compliance of its regulations or orders or directions made in exercise of its powers under this Act;
- (h) to perform such other functions as may be entrusted to the Authority by the appropriate Government as may be necessary to carry out the provisions of this Act.

### 1.5 ORGANIZATIONAL STRUCTURE OF THE AUTHORITY:

The Authority is headed by the Chairman with 2 full time Members, an Adjudicating Officer, assisted by the Secretary and 103 number of staff members of various category (including outsourced employees).



## CHAPTER III

### MANUAL 2: POWERS AND DUTIES OF VARIOUS WINGS

Sr. No.	Wing	Powers and Duties
2.1	Administration Wing	General Administration, HR, Outsourcing of various services, Contracts, Enforcement of various provisions of the Act/ Preparation of annual report of the Authority.
2.2	Accounts & Audit Wing	All the work relating to Finance and Accounts of the Authority; Management of the funds and expenditure of the Authority /Checking of Project files/ Audit of accounts/ Filing income tax /other statutory returns/Preparation of Budget of the Authority/ Annual Report of the Authority.
2.3	Registration Wing	<p>This wing discharges the following functions as enumerated under the Act:</p> <ul style="list-style-type: none"> <li>(i) Monitoring of projects regarding prior registration – [Section 3]</li> <li>(ii) Registration of real estate projects – [Section 4]</li> <li>(iii) Grant of registration of projects – [Section 5]</li> <li>(iv) Extension of registration of projects – [Section 6]</li> <li>(v) Revocation of registration – [Section 7]</li> <li>(vi) Obligation of Authority consequent upon lapse of or on revocation of registration – [Section 8]</li> <li>(vii) Criminal proceedings against defaulting promoters contravening the provisions of [Section 3, Section 59]</li> <li>(viii) Criminal proceedings against promoters for providing false information or contravening the provisions of [Section 4, Section 60]</li> <li>(ix) Monitoring quarterly progress of the projects – [Section 4]</li> <li>(x) Ensuring declaration by the promoter supported by affidavit regarding pending approvals on time from the competent authorities and furnishing of other documents as may be prescribed by rules or regulations made under the Act – [Section 4(2)(l)]</li> </ul>
2.4	Complaints Wing	<p>This wing discharges the function of redressal of grievances of all stakeholders in real estate sector and disposal of complaints by the Authority and/or Adjudication Officer.</p> <p>Further, handling all the Legal work of the Authority. Assisting the Authority/ Adjudicating Officer while hearing the complaints. Defending Court Cases in various courts of Law/ Giving legal opinion to the Authority as and when asked for.</p>
2.5	Project Investigation Wing	Sec 35 of the Act gives power to the Authority to call for information, conduct investigations. This wing is required to examine documents presented by the promoters as well as to visit the actual site of



Sr. No.	Wing	Powers and Duties
2.6	Finance & Financial Analysis Wing	<p>construction works for evaluating that the construction is in accordance with the assurance held at the time of the registration and provided in the project details.</p> <p>Quality enquiry of construction site and investigation of disputes relating to the licensing, zoning and other similar matters wherein the Authority requires technical assistance.</p> <p>The following compliances are to be done by the promoters and are monitored by the finance and finance analyst wing</p> <ol style="list-style-type: none"> <li>1. Introduction: The third Proviso to sub-clause (D) of clause (I) of sub-section (2) of Section 4 of the Act, provides that the promoter will present statement of accounts duly audited and certified by a chartered accountant in practice, within six months after the end of every financial year.</li> <li>2. Scope of Audit: Third Proviso to sub-clause (D) of clause (I) of sub-section (2) of Section 4 of the Act lays down the scope of examination to be carried out by the chartered accountant as per Section 4(2)(I)(D) of the Real Estate (Regulation and Development) Act, 2016. The scope is limited to verifying the following:               <ol style="list-style-type: none"> <li>(i) That Seventy percent of the amounts realized for the real estate project from the allottees, from time to time, have been deposited in a separate account maintained in a Scheduled Bank to cover the cost of construction and the proportionate land cost and been used for that purpose;</li> <li>(ii) That the promoter has withdrawn the amounts from the separate account, to cover the cost of the project, in proportion to the percentage of completion of the project;</li> <li>(iii) That the amounts from the separate account have been withdrawn by the promoter after it is certified by an Engineer, an Architect and a Chartered Accountant in practice that the withdrawal is in promotion to the percentage of completion of the project;</li> <li>(iv) That the promoter has to get his accounts audited within six months after the end of every financial year by a Chartered Accountant in practice and has produced a statement of accounts duly certified and signed by such Chartered Accountant;</li> <li>(v) That it has been verified during the audit that the amounts collected for a particular project have been utilized for that project and the withdrawals have been in compliance with the proportion to the percentage of the project;</li> <li>(vi) Authority has to carry out its own day to day accounting works which includes receipt of the funds and incurring of expenditure under variety of heads.</li> <li>(vii) Detailed analysis of the balance sheets of the promoters and expenditure incurred on the project relating to the registration of the project as well as for redressing grievances of the apartment buyers.</li> <li>(viii) Timelines: As provided under the RERA Act, 2016.</li> </ol> </li> </ol>
2.7	Information Technology Wing	<p>This wing assists the Authority in discharging its functions as provided u/s 5, 11, 34 of the Real Estate (Regulation &amp; Development) Act, 2016 read with Rule 14 of the of the Haryana Real Estate (Regulation and Development) Rules, 2017 in maintaining all the</p>

Sr. No.	Wing	Powers and Duties
2.8	Legal Wing	<p>data, documents and information received in day-to-day affairs of the Authority as well as maintain a back-up, in digital form, of the contents of its website in terms of this rule and ensure that such back-up is updated regularly. The wing also maintains the details of all the court cases, records, on-line reproduction of the court orders and day to day proceedings.</p> <ul style="list-style-type: none"> <li>(i) To assist Authority in legal interpretation of various provisions of the Act.</li> <li>(ii) To give legal opinion on various issues referred to legal wing.</li> <li>(iii) To analyse various issues raised during proceedings before the Authority.</li> <li>(iv) To analyse and conduct research on judicial interpretation of various provisions of the Act and other relevant laws.</li> <li>(v) To conduct research and analyse data regarding relief granted to the allottees by the Authority or the Adjudicating Officer</li> <li>(vi) To prepare training manual for the staff posted in the Authority, advocates appearing before the Authority, promoters, allottees and real estate agents, etc.</li> <li>(vii) To cullout various case laws on specific issues referred to legal wing</li> <li>(viii) To prepare and vet legal agreements such as consultancy agreement, vendor engagement agreement, manpower related agreement.</li> <li>(ix) To examine builder buyer agreement regarding their conformity with the model builder buyer agreement as provided in rules.</li> <li>(x) To examine various legal documents attached with the registration application for registration of the projects and registration of real estate agents.</li> <li>(xi) To plead matters before the Authority in complaint cases where suo moto cognizance has been taken.</li> <li>(xii) To prepare reply to various legal notices issued to or by the Authority.</li> <li>(xiii) To maintain library of legal books for reference purposes in the Authority.</li> <li>(xiv) To prepare material for the annual report of the Authority regarding matters disposed of by Authority or adjudicating officer.</li> <li>(xv) To maintain online legal resources such as SCC ONLINE, MANUPATRA, etc.</li> <li>(xvi) To initiate measures for capacity building and training of interns and legal assistants/legal executives, etc. in legal matters and working of the Authority regarding disposal of complaint matters.</li> <li>(xvii) To examine legal due diligence reports of the promoters.</li> <li>(xviii) To prepare material for awareness and advocacy measures</li> <li>(xix) To support mediation centre, conciliation (alternate dispute resolution)</li> <li>(xx) To assist in preparing reply to questions received from state legislature and parliament.</li> </ul>

## CHAPTER - IV

### MANUAL 3: PROCEDURE FOLLOWED IN DECISION MAKING

#### 3.1 Process of decision making:

- All policy decisions are taken in the meetings of the Authority held every 1<sup>st</sup> Monday of the month.
- The Authority functions under the general supervision and directions of the Chairperson.
- Powers have been delegated to the Secretary for routine activities of recurring nature.
- Complaints filed under section 31 are decided by the various Benches of the Authority; or the full Authority; or by the Adjudicating Officer depending on the nature of the complaint.

#### 3.2 Final decision making authority:

- Authority in matters of policy
- Chairperson for other matters.

#### 3.3 Time limit for taking a decision:

- As per provisions of Real Estate (Regulation and Development) Act, 2016 and Regulations of the Authority.

#### 3.4 Channels for supervision and accountability:

- The Authority functions under the general supervision and directions of the Chairperson.

# CHAPTER - V

## MANUAL 4: NORMS FOR DISCHARGE OF FUNCTIONS

- 4.1 Nature of functions/services offered
- 4.2 Norms/standards for functions / service delivery
- 4.3 Time-limits for achieving the targets
- 4.4 Reference document prescribing the norms

4.1 Nature of functions /services offered	4.2 Norms/ standards for functions/service delivery	4.3 Time limits for achieving the targets	4.4 Reference document prescribing the norms
Functions as assigned to the Authority U/S 34 of The Real Estate (Regulation and Development) Act, 2016	The norms followed are prescribed in the Act and the Rules issued thereunder	As specified in the Act and Rules/Regulations	<p>The Real Estate (Regulation and Development) Act, 2016</p> <p>The Haryana Real Estate (Regulation and Development) Rules, 2017</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (General) Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (Adjudication of Complaints) Regulations, 2018 dated 16.02.2018</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Adjudication of Complaints), Regulations, 2018 dated 20.02.2018</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (Registration of Projects) Regulations, 2018</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (Engagement of Staff on Contract Basis), Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (Appointment of Adjudicating Officer) Regulations, 2018</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (Registration</p>

			<p>of Projects), First amendment Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Change of name and incorporation of other amended details of already registered real estate agents) Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (copies of records) Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Late Fees for Registration of On-going Real Estate Projects) Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Dress Code), Regulations, 2018.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram, (Forfeiture of earnest money by the builder) Regulations, 2018</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Quarterly Progress Report) Regulations, 2018 dated 05.12.2018</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Processing Fee for Registration of Real Estate Projects) Regulations, 2018</p> <p>The Haryana Real Estate Regulatory Authority (Processing Fee for Registration of Real Estate Projects) First Amendment Regulations, 2019.</p> <p>The Haryana Real Estate Regulatory Authority Gurugram (procedure to be followed in the hearing of complaints, causes and other matters by the Authority) Regulations, 2019.</p>
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			<p>The Haryana Real Estate Regulatory Authority, Gurugram (late fee for delay in applying for extension of registration of real estate project) Regulations, 2019</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Adjudication of Execution Petition) Regulations, 2019</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Compliance of Section 4(2)(1) (D) Regulations, 2020</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Auto credit of 10% of receipts from the separate RERA account maintained under Section 4(2)(1) (D) Regulations, 2020.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Adjudication of Execution Petition) Regulations, 2020</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Constitution of Mediation and Dispute Resolution Forum) Regulations, 2020</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Fixing of Standard Fees to be levied on the Promoter) Regulations, 2021.</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Sale of Apartments/Floors in a Real Estate Project on the basis of Carpet Area) Regulations, 2021</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (order passed by the adjudicating officer of the authority or the appellate tribunal enforceable in the same manner as if it were a decree or an order made by a civil court) Regulations, 2022</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Delegation of Powers to single member of the authority to hear and decide complaints) Regulations, 2023</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Constitution of Mediation and Dispute Resolution Forum) Regulation, 2024</p> <p>The Haryana Real Estate Regulatory Authority, Gurugram (Establishment of compliance cell for Audit of Annual Audited Statements and QPR of Projects) Regulations, 2024</p>
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All the functions of the Authority are discharged within the time frame notified under the Act/Rules/Regulations to the extent possible.

## CHAPTER- VI

### MANUAL 5: RULES, REGULATIONS, INSTRUCTIONS, MANUALS AND RECORDS HELD BY THE AUTHORITY OR UNDER ITS CONTROL OR USED BY ITS EMPLOYEES FOR DISCHARGING ITS FUNCTIONS

5.1 The Authority in his custody holds the following Rules, regulations, instructions and manuals which are used by its employees for discharging its functions:

Sr. No.	TITLE	DATE OF NOTIFICATION	NATURE
1.	The Real Estate (Regulation and Development) Act, 2016		ACT
2.	The Haryana Real Estate Regulatory Authority, Gurugram, (General) Regulations, 2018.	Notification date- 2018-02-16	Regulations to govern the general functions of the Authority
3.	a. The Haryana Real Estate Regulatory Authority, Gurugram, (Adjudication of Complaints) Regulations, 2018	Notification date- 2018-02-16	Regulations detailing the procedure to be followed for deciding complaints
	b. The Haryana Real Estate Regulatory Authority, Gurugram (Adjudication of Complaints), Regulations, 2018	Notification date- 2018-02-20	
4.	The Haryana Real Estate Regulatory Authority, Gurugram, (Registration of Projects) Regulations, 2018.	Notification date- 2018-02-16	Regulations setting the procedure and documents required for registration of projects
5.	The Haryana Real Estate Regulatory Authority, Gurugram, (Engagement of Staff on Contract Basis), Regulations, 2018.	Notification date- 2018-08-07	Regulations to deal with service matters regarding outsource employees
6.	The Haryana Real Estate Regulatory Authority, Gurugram, (Appointment of Adjudicating Officer) Regulations, 2018	Notification date- 2018-08-07	Regulation detailing the functions, appointment and other related matters of adjudicating officer
7.	The Haryana Real Estate Regulatory Authority, Gurugram, (Registration of Projects), First amendment Regulations, 2018.	Notification date- 2018-08-07	Regulations setting the procedure and documents required for registration of projects
8.	The Haryana Real Estate Regulatory Authority, Gurugram (Change of name and	Notification date- 2018-12-05	Regulations setting the procedure and



	incorporation of other amended details of already registered real estate agents) Regulations, 2018.		documents required for registration of already registered real estate agents
9.	The Haryana Real Estate Regulatory Authority, Gurugram (copies of records) Regulations, 2018.	Notification date- 2018-12-05	Regulation detailing the documents held by the Authority and their disposal
10.	The Haryana Real Estate Regulatory Authority, Gurugram (Late Fees for Registration of On-going Real Estate Projects) Regulations, 2018.	Notification date- 2018-12-05	Regulation regarding registration and compliances by Ongoing projects
11.	The Haryana Real Estate Regulatory Authority, Gurugram (Dress Code), Regulations, 2018.	Notification date- 2018-12-05	Regulation regarding employee dress code as well as those attending and appearing for hearings before Authority and AO
12.	The Haryana Real Estate Regulatory Authority, Gurugram, (Forfeiture of earnest money by the builders) Regulations, 2018	Notification date- 2018-12-05	Regulation regarding compliances with regard to forfeiture of earnest money
13.	a. The Haryana Real Estate Regulatory Authority, Gurugram (Quarterly Progress Report) Regulations, 2018.	Notification date- 2018-12-05	Regulation regarding submission of quarterly report by the Developers/promoters
	b. The Haryana Real Estate Regulatory Authority, Gurugram (Quarterly Progress Report) Regulations, 2018	Notification date- 2019-05-21	
14.	The Haryana Real Estate Regulatory Authority, Gurugram (Processing Fee for Registration of Real Estate Projects) Regulations, 2018.	Notification date- 2018-12-06	Regulation regarding processing fee for applying for registration of real estate projects
15.	The Haryana Real Estate Regulatory Authority (Processing Fee for Registration of Real Estate Projects) First Amendment Regulations, 2019.	Notification date- 2019-02-14	
16.	The Haryana Real Estate Regulatory Authority Gurugram (procedure to be followed in the hearing of complaints, causes and other matters by the Authority) Regulations, 2019.	Notification date- 2019-02-14	Regulations detailing the procedure to be followed for deciding complaints
17.	The Haryana Real Estate Regulatory Authority Gurugram (Adjudication of Execution Petition) Regulations, 2019.	Notification date- 2019-02-26 Withdrawn vide agenda item no. 19.10 in the nineteenth meeting of the Authority dated 26.03.2019	Regulations detailing the procedure to be followed for deciding execution petitions



18.	Haryana Real Estate Regulatory Authority, Gurugram (late fee for delay in applying for extension of registration of real estate project) Regulations, 2019	Notification date- 2019-05-10	Regulation regarding processing fee for delay in applying for extension of registration of real estate projects
19	The Haryana Real Estate (Regulation and Development) Rules, 2017	-	Regulations to deal with service matters
20	The Haryana Real Estate (Regulation and Development) Rules, 2017	No. Misc- 862/1/83/2019/1TCP Notification date- 2019-09-12	Regulation regarding the Rules framed by the authorities for carrying out its functions
21	Policy on Prevention of Sexual Harassment at Workplace	Notification date- 2019-04-01	Policy regarding prevention of sexual harassment as well as the procedure to be followed therein
22	Circulars/Instructions		To guide the Authority's staff on various issues
23	The Haryana Real Estate Regulatory Authority, Gurugram (Compliance of Section 4(2)(1)(D) Regulations, 2020	Notification date-2020-07-06	Regulations regarding Compliance of Section 4 (2) (1) (D)
24	The Haryana Real Estate Regulatory Authority, Gurugram (Auto credit of 10% of receipts from the separate RERA account maintained under section 4(2)(1)(D), Regulations, 2020	Notification date-2020-09-16	Regulations regarding Auto credit of 10% of receipts from the separate RERA account maintained under section 4(2)(1)(D),
25	The Haryana Real Estate Regulatory Authority, Gurugram (Adjudication of Execution Petition) Regulations, 2020	Notification date-2020-09-21	Regulations regarding Adjudication of Execution Petitions
26	The Haryana Real Estate Regulatory Authority, Gurugram (Constitution of Mediation and Dispute Resolution Forum) Regulations, 2020	Notification date-2020-08-17	Regulations regarding Constitution of Mediation and Dispute Resolution Forum
27	The Haryana Real Estate Regulatory Authority, Gurugram (Fixing of Standard Fees to be levied on the Promoter) Regulations, 2021	Notification date-2020-08-21	Regulations regarding Fixing of Standard Fees to be levied on the Promoter
28	The Haryana Real Estate Regulatory Authority, Gurugram (Sale of Apartments/Floors in a Real Estate Project on the basis of Carpet Area) Regulations, 2021	Notification date-2021-05-21	Regulations regarding Sale of Apartments/Floors in a Real Estate Project on the basis of Carpet
29	The Haryana Real Estate Regulatory Authority, Gurugram (order passed by the adjudicating officer or the Authority or the Appellate Tribunal enforceable in the same manner as if it were a decree or an order made by a civil court.	Notification date-2022-11-25	Regulations regarding order passed by the adjudicating officer or the Authority or the Appellate Tribunal enforceable in the same manner as if it were a decree or an order made by a civil court.

30	The Haryana Real Estate Regulatory Authority, Gurugram (Delegation of Powers to single member of the authority to hear and decide complaints) Regulations, 2023	Notification date-2023-01-23	Regulations regarding Delegation of Powers to single member of the authority to hear and decide complaints
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## 5.2 Records held:

- (1) Record of all Projects registered with the Authority.
- (2) Record of all Real Estate Agents registered with the Authority.
- (3) Record of complaints filed by various complainants as well as decided by the Authority/Adjudicating Officer.
- (4) Record of all the notices issued and decided under various provisions of the Act/Rules.
- (5) Record of all regulations, circulars and instructions issued by the Authority.

# CHAPTER - VII

## MANUAL 6: CATEGORIES OF DOCUMENTS

The Authority holds different types of documents which remain in possession of its different wings for daily usage, reference and custody.

Name of the Document	Procedure to obtain the document	Held by/Under Control of
All records pertaining to the General Administration, HR, Outsourcing of various services, Contracts, Enforcement of various provisions of the Act, govt. preparation of annual report of the Authority	As provided under the RTI Act.	Admin. & Establishment Wing
All records pertaining to the Finance and Accounts of the Authority; Management of the funds and expenditure of the Authority / Audit of accounts/ Filing income tax /other statutory returns / Preparation of Budget of the Authority/ Annual Report of the Authority	As provided under the RTI Act.	F&A Wing
All records pertaining to the Legal work of the Authority, including record of complaints	As provided under the RTI Act.	Legal & Complaints Wing
All records pertaining to the Legal work of the Adjudicating Officer, including record of complaints	As provided under the RTI Act.	Legal & Complaints Wing
Record of the RTI applications disposed off, in process, pending and appeals thereof.	As provided under the RTI Act.	Admin. & Establishment Wing
Record of all the registrations, project details, documents submitted by the developer and real estate agents <b>Records of:</b> project Information (for registration of the real estate project) Rep-1(form A-H) (Online project application) Builder buyer agreement Conveyance deed, Allotment letter, payment receipts, Quarterly Progress Report of the project License related documents Land related documents received from developers/promoters Details of lay out, sanction, building, elevation plans etc.	As provided under the RTI Act.	Planning Branch

## CHAPTER - VIII

### MANUAL 7: ARRANGEMENT FOR CONSULTATION WITH OR REPRESENTATION BY THE MEMBERS OF THE PUBLIC

The Authority has the following arrangement for consultation with or representation by the members of public in relation to the formulation of policy or implementation thereof:

7.1	Relevant Rules, circulars, instructions etc.	Rules are framed by the govt. before issuing circulars, stakeholders are consulted wherever necessary
7.2	Arrangements for consultation with or representation by the members of the public in policy formulation / policy implementation	Through website. Through E-mails/ telephone calls/help desk Interaction with stakeholders from time to time. Workshops and seminars Public hearings

## CHAPTER - IX

### MANUAL 8: BOARDS, COUNCILS, COMMITTEES AND OTHER BODIES

The Authority has the following Committee constituted as part of the Public.

<b>Name of the Board/Council/Committee etc.</b>	Internal Complaints Committee for prevention of Sexual Harassment of Women at Workplace vide Office Order No. 6/40-2018 HARERA/GGM(Admn.) dated 09.04.2025	
<b>Presiding Officer</b>	Ms. Anu HCS, Secretary	7840885511
<b>Members Name</b>	Ms. Sadhana, Accounts Officer	9810758678
	Ms. Chetna Rao Associate Legal Executive	9911040075
	Ms. Poonam Associate Legal Executive	9992232957
	Ms. Naresh Kumari, Judgment Writer/Stenographer	7011618569
	Sh. H.R. Mehta, Personal Assistant	9417061765
	Shivangi Rai, Advocate	9648448811
	Tower 4, Apartment 15B, Phase 2, M3M Golf Estate, Sector 65, Gurugram	
<b>Address</b>	HARERA Gurugram, New PWD Rest House, Civil Lines, Gurugram, Haryana – 122001	
<b>Email Address</b>	<a href="mailto:hareragurugram@gmail.com">hareragurugram@gmail.com</a>	

<b>Whether their meetings are open to the public?</b>	As provided under the RTI Act.
<b>Whether the minutes of the meeting are open to the public:</b>	As provided under the RTI Act
<b>Place where the minutes if:</b>	In the custody of respective Committee
<b>Open to the public is available?</b>	As provided under the RTI Act.

# CHAPTER - X

## MANUAL 9: DIRECTORY OF OFFICERS AND EMPLOYEES

Sr. No.	Designation	Name	Contact No.
1.	Chairperson	Sh. Arun Kumar Gupta IAS	0124-2891032, 2891031
2.	Member	Sh. Vijay Kumar Goyal CTP (Retd.)	9915805621
3.	Member	Sh. Ashok Sangwan IAS (Retd.)	8146933144
4.	Member	Sh. Phool Singh Saini	9416145185
5.	Adjudicating Officer	Sh. Rajender Kumar	9910384740
6.	Secretary	Ms. Anu HCS	7840885511
7.	Chief Accounts Officer	Sh. Ravi Dutt	9416491804
8.	Administrative Officer	Sh. Samaya Pal	9416709720
9.	Assistant/Transport Inspector	Sh. Tilak Raj	7988492216
10.	Tehsildars	Sh. Azad Singh	9468013591
11.		Sh. Harish Kumar	9213831380
12.	Assistant Registrar	Sh. Shiv Kumar Attri	9468347770
13.	General Practitioner	Dr. B.K. Barolia	9811434082
14.	Executive Accounts (EDC)	Sh. Shiv Rattan Singh Tanwar	8505835000
15.	Superintendent	Sh. Babu Lal	9466894795
16.	Legal Officer	Sh. Ajit Singh	9873343766
17.	Private Secretary	Sh. Ram Niwas	9466923265
18.	Personal Assistant	Sh. H. R. Mehta	7888609321, 9417061765
19.	Reader	Sh. Mahender Singh	9466286398
20.		Sh. Arjun Kumar Aggarwal	9654085488
21.		Sh. Satender Kumar	8814068781
22.		Ms. Raj Rani Sharma	9818077727
23.	Judgement Writer/ Stenographer	Ms. Naresh Kumari	9818788060, 7011618569
24.		Sh. Mangal Singh	9968105765
25.		Sh. Ramesh Kumar	9728541633
26.		Ms. Manju	7048906464

27.		Sh. Ashok Kumar	9896440142
28.		Ms. Kiran Chhabra	9818256371
29.	Accountant	Sh. Madan Lal Sardana	9267959784
30.	Steno Typist (English)	Sh. Raghubar Dayal Sharma	9416778374
31.	Bailiff	Sh. Satish Kumar	9999331491
32.	Assistant Secretary	Ms. Ankita Pandey	7007582500
33.	Associate Legal Executives	Ms. Chetna Rao	9911040075
34.		Ms. Poornima Rao	8930000454
35.		Sh. Dheeraj Raj	9871852588
36.		Sh. Bharat Yadav	9467635709
37.		Ms. Ritu Jangra	8447560177
38.		Ms. Simran Dagar	7838018005
39.		Ms. Anju Kumari	8699223062
40.		Ms. Poonam	9817443073
41.		Ms. Shaheen Nirmal	9467535444
42.		Sh. Lokesh Angira	9467657517
43.		Sh. Bhanu Mangla	8901105878
44.		Ms. Charu Aggarwal	9999886734
45.		Ms. Anshu Barak	9878153084
46.		Ms. Renu Thakran	9971803493
47.		Sh. Piyush Arora	8860880103
48.		Sh. Roshan Singh	9646438035
49.	Legal Executives	Sh. Rahul	7011252722
50.		Ms. Shatakshi Attri	9958817283
51.		Sh. Lomesh Partap Singh	9999810227
52.		Ms. Anjali Tiwari	9625444678
53.		Ms. Aanchal	8168351708
54.		Ms. Jyoti	8448573016
55.		Ms. Vani Garg	9855715789
56.		Ms. Arushi Jauhari	9911726965
57.		Sh. Gitik Tyagi	9315582165
58.	Engineering Officer	Sh. Sumeet	9813653055
59.	Associate Engineering Executive	Sh. Shashank Sharma	9729177727
60.	Architectural Associate Executive	Ms. Neeraj Gautam	9467462329
61.	Planning Executives	Sh. Ashish Kush	9501111877
62.		Ms. Deepika	8397062571
63.		Ms. Nikita Mittal	8447209888
64.		Ms. Prachi Singh	9897067123
65.	System Analyst	Sh. Harpal Singh	9416226268
66.	IT Officer/Programmer	Sh. Brijesh Kumar	8816054929
67.	Chartered Accountants	Ms. Asha	7015111021

68.		Sh. Ashish Kumar Dubey	9560795592
69.		Ms. Suruchi Pandey	9599571789
70.	Chartered Accountant (Intern)	Sh. Afzal Ali	8802125283
71.	Accounts Executive	Sh. Pradeep Kumar	9711843972
72.	Copy Writer-cum-Copy Editor	Ms. Megha Bhardwaj	8826300542
73.	Library Assistant	Ms. Apoorva Mishra	8130212206
74.	Steno Typist (English)	Ms. Jyoti	9034285685
75.		Sh. Sandeep Singh	9053159209
76.		Ms. Purnima	8278111132
77.	Clerk/Typist	Ms. Sapna Yadav	8586850646
78.	Data Entry Operator cum Engineering Assistant	Sh. Rahul	9782695745
79.	Computer Operator	Sh. Sunil Kaushik	9254723672
80.	Data Entry Operators	Sh. Vivek Kaushik	8168349618
81.		Sh. Suraj Kumar Jena	7978612002
82.		Sh. Sukhbinder	9485556955
83.		Sh. Tarun Sharma	9999470825
84.		Sh. Manish Kumar	7011613255
85.		Sh. Sunil Kumar	8053777699
86.		Sh. Kapil Kumar	8930175396
87.	Record Keeper Cum Process Server	Sh. Anil Kumar	9812353035
88.		Sh. Karmbir	9518297400
89.		Sh. Tarun Rana	9711098474
90.	Record Keeper	Sh. Rahul	9306486284
91.		Sh. Yogesh	7503734727
92.	Drivers	Sh. Krishan Gopal	9817617739
93.		Sh. Mirnal Malik	7011493035
94.		Sh. Rakesh Kumar	9810121317
95.		Sh. Rahul	7277777499
96.		Sh. Brij Kishore	7404900017
97.		Sh. Yogesh	8619471061
98.		Sh. Anil Kumar	9817617739
99.		Sh. Avneet	9818618003
100.		Sh. Sanjay Kumar	9958114826
101.		Sh. Rajesh Kumar	9896941064
102.		Sh. Sajjan Kumar	9793873623
103.		Sh. Rinku Singh	9812024532
104.	Multi-Tasker	Sh. Sandeep Kumar	9466992529
105.		Sh. Sumit Kumar	8708513496
106.	Court Orderly	Sh. Pardeep Kumar	8586805149



107.	Security Guard	Sh. Santosh Kumar Guhu	8527044649
108.	Peons	Sh. Kamal Prasad	8527908512
109.		Sh. Amit	7836874004
110.		Sh. Sandeep Kumar Chaubey	8707460009
111.		Sh. Hunny Verma	7290911086
112.		Sh. Rama Shankar Yadav	6388632189
113.		Sh. Rajendra Kumar	828519285
114.		Sh. Vishal	8626892334
115.			
116.		Sh. Subham	8199981600
117.		Sh. Himanshu	9053369804
118.	Waiter	Sh. Khem Singh Bisht	7042323924
119.	Chowkidar	Sh. Ugan Kumar Ray	8092005743
120.		Sh. Shambhu Ram	9971538129
121.		Sh. Mohit Kumar Kalyan	
122.	Sweeper	Sh. Ravi Kumar	7073254735
123.		Sh. Suryakant	9034184037
124.		Sh. Sachin	9050371763
125.		Ms. Pooja	9315552463
126.	Mali	Sh. Naresh Kumar	706578844
127.		Sh. Gopal Srivastava	
128.	PRO	Sh. Dhananjay Kumar	9810584033
129.	Security Guards	Sh. Shyamsundar	9625515215
130.		Sh. Jagveer Singh	7689015398
131.		Sh. Gaje Singh	8239685323
132.		Sh. Bhanwar	9050090231
133.		Sh. Milan	8053435342
134.		Sh. Ankit	8307845721
135.	Part Time Electrician	Sh. Shivkaran Singh	8295595315

## CHAPTER - XI

### MANUAL 10: MONTHLY REMUNERATION SANCTIONED

The monthly remuneration for the officers and employees of the Authority are as per fixed salary/ pay scales sanctioned by the Authority:

Sr. No.	Designation	Name	Monthly Salary
1.	Chairperson	Sh. Arun Kumar Gupta, I.A.S.	Rs. 1,74,375
2.	Member	Sh. Vijay Kumar Goyal, CTP (Retd.)	Rs. 1,81,130
3.	Member	Sh. Ashok Sangwan IAS (Retd.)	Rs. 2,02,991
4.	Member	Sh. Phool Singh Saini	Be fixed equal to post of Principal Secretary
5.	Adjudicating Officer	Sh. Rajender Kumar Additional District & Sessions Judge (Retd.)	Rs. 2,09,534
6.	Secretary	Ms. Anu HCS	Rs. 1,42,670
7.	Chief Accounts Officer	Sh. Ravi Dutt	Rs. 1,45,581
8.	Administrative Officer	Sh. Samaya Pal	Rs. 64,924
9.	Assistant/Transport Inspector	Sh. Tilak Raj	Rs. 69,299
10.	Tehsildars	Sh. Azad Singh	Rs. 60,373
11.		Sh. Harish Kumar	Rs. 55,878
12.	Assistant Registrar	Sh. Shiv Kumar Attri	Rs. 68,510
13.	General Practitioner	Dr. B.K. Barolia	Rs. 60,000
14.	Executive Accounts (EDC)	Sh. Shiv Rattan Singh Tanwar	Rs. 69,983
15.	Superintendent	Sh. Babu Lal	Rs. 48,205
16.	Legal Officer	Sh. Ajit Singh	Rs. 62,155
17.	Private Secretary	Sh. Ram Niwas	Rs. 62,155
18.	Personal Assistant	Sh. H. R. Mehta	Rs. 44,098
19.	Reader	Sh. Mahender Singh	Rs. 40,300
20.		Sh. Arjun Kumar Aggarwal	Rs. 46,810

21.		Sh. Satender Kumar	Rs. 37,595
22.		Ms. Raj Rani Sharma	Rs. 38,245
23.	Judgement Writer/ Stenographer	Ms. Naresh Kumari	Rs. 51,150
24.		Sh. Mangal Singh	Rs. 59,288
25.		Sh. Ramesh Kumar	Rs. 42,780
26.		Ms. Manju	Rs. 42,780
27.		Sh. Ashok Kumar	Rs. 57,583
28.		Ms. Kiran Chhabra	Rs. 63,336
29.	Accountant	Sh. Madan Lal Sardana	Rs. 62,155
30.	Steno Typist (English)	Sh. Raghubar Dayal Sharma	Rs. 47,199
31.	Bailiff	Sh. Satish Kumar	Rs. 37,832
32.	Waiter	Sh. Khem Singh Bisht	Rs. 26,428
33.	Assistant Secretary	Ms. Ankita Pandey	Consolidated Rs. 60,000
34.	Associate Legal Executives	Ms. Chetna Rao	Consolidated Rs. 53,097
35.		Ms. Poornima Rao	Consolidated Rs. 53,097
36.		Sh. Dheeraj Raj	Consolidated Rs. 53,097
37.		Sh. Bharat Yadav	Consolidated Rs. 53,097
38.		Ms. Ritu Jangra	Consolidated Rs. 53,097
39.		Ms. Simran	Consolidated Rs. 53,097
40.		Ms. Anju Kumari	Consolidated Rs. 53,097
41.		Ms. Poonam	Consolidated Rs. 53,097
42.		Ms. Shaheen Nirmal	Consolidated Rs. 53,097
43.		Sh. Lokesh Angira	Consolidated Rs. 53,097
44.		Sh. Bhanu Mangla	Consolidated Rs. 53,097
45.		Ms. Charu Aggarwal	Consolidated Rs. 53,097
46.		Ms. Anshu Barak	Consolidated Rs. 53,097
47.		Ms. Renu Thakran	Consolidated Rs. 53,097
48.		Sh. Piyush Arora	Consolidated Rs. 53,097
49.		Sh. Roshan Singh	Consolidated Rs. 53,097
50.	Legal Executives	Sh. Rahul	Consolidated Rs. 38,248
51.		Ms. Shatakshi Attri	Consolidated Rs. 38,248
52.		Sh. Lomesh Partap Singh	Consolidated Rs. 38,248
53.		Ms. Anjali Tiwari	Consolidated Rs. 38,248
54.		Ms. Aanchal	Consolidated Rs. 38,248
55.		Ms. Jyoti	Consolidated Rs. 38,248
56.		Ms. Vani Garg	Consolidated Rs. 38,248
57.		Ms. Arushi Jauhari	Consolidated Rs. 38,248
58.		Sh. Gitik Tyagi	Consolidated Rs. 38,248
59.	Engineering Officer	Sh. Sumeet	Consolidated Rs. 60,000

60.	Associate Engineering Executive	Sh. Shashank Sharma	Consolidated Rs. 53,097
61.	Associate Architectural Executive	Ms. Neeraj Gautam	Consolidated Rs. 53,097
62.	Planning Executives	Sh. Ashish Kush	Consolidated Rs. 53,097
63.		Ms. Prachi Singh	Consolidated Rs. 53,097
64.		Ms. Deepika	Consolidated Rs. 36,426
65.		Ms. Nikita Mittal	Consolidated Rs. 36,426
66.	System Analyst	Sh. Harpal Singh	Consolidated Rs. 61,850
67.	IT Officer/Programmer	Sh. Brijesh Kumar	Consolidated Rs. 62,359
68.	Chartered Accountants	Ms. Asha	Consolidated Rs. 57,739
69.		Sh. Ashish Kumar Dubey	Consolidated Rs. 60,000
70.		Ms. Suruchi Pandey	Consolidated Rs. 43,200
71.	Chartered Accountant (Intern)	Sh. Afzal Ali	Consolidated Rs. 40,000
72.	Account Executive	Sh. Pradeep Kumar	Consolidated Rs. 45,523
73.	Copy Writer-cum-Copy Editor	Ms. Megha Bhardwaj	Consolidated Rs. 32,940
74.	Library Assistant	Ms. Apoorva Mishra	Consolidated Rs. 38,248
75.	Steno Typist (English)	Ms. Jyoti	Consolidated Rs. 26,690
76.		Sh. Sandeep Singh	Consolidated Rs. 26,690
77.		Ms. Purnima	Consolidated Rs. 26,690
78.	Clerk/Typist	Ms. Sapna Yadav	Consolidated Rs. 26,690
79.	Data Entry Operator cum Engineering Assistant	Sh. Rahul	Consolidated Rs. 29,866
80.	Computer Operator	Sh. Sunil Kaushik	Consolidated Rs. 29,866
81.	Data Entry Operators	Sh. Vivek Kaushik	Consolidated Rs. 23,382
82.		Sh. Suraj Kumar Jena	Consolidated Rs. 23,382
83.		Sh. Sukhbinder	Consolidated Rs. 23,382
84.		Sh. Tarun Sharma	Consolidated Rs. 33,382
85.		Sh. Manish Kumar	Consolidated Rs. 23,382
86.		Sh. Sunil Kumar	Consolidated Rs. 23,382
87.		Sh. Kapil Kumar	Consolidated Rs. 23,382
88.	Record Keeper	Sh. Rahul	Consolidated Rs. 23,400
89.		Sh. Yogesh	Consolidated Rs. 23,400
90.	Record Keeper Cum Process Server	Sh. Anil Kumar	Consolidated Rs. 26,690
91.		Sh. Karmbir	Consolidated Rs. 26,690
92.		Sh. Tarun Rana	Consolidated Rs. 26,690
93.	Drivers	Sh. Krishan Gopal	Consolidated Rs. 26,690
94.		Sh. Mirnal Malik	Consolidated Rs. 26,690
95.		Sh. Rakesh Kumar	Consolidated Rs. 26,690
96.		Sh. Rahul	Consolidated Rs. 26,690
97.		Sh. Brij Kishore	Consolidated Rs. 26,690
98.		Sh. Yogesh	Consolidated Rs. 26,690
99.		Sh. Anil Kumar	Consolidated Rs. 26,690

100.		Sh. Avneet	Consolidated Rs. 26,690
101.		Sh. Sanjay Kumar	Consolidated Rs. 26,690
102.		Sh. Rajesh Kumar	Consolidated Rs. 26,690
103.		Sh. Sajjan Kumar	Consolidated Rs. 26,690
104.		Sh. Rinku Singh	Consolidated Rs. 26,690
105.	Multi-Tasker	Sh. Sandeep Kumar	Consolidated Rs. 26,477
106.	Court Orderly	Sh. Sumit Kumar	Consolidated Rs. 21,900
107.		Sh. Pardeep Kumar	Consolidated Rs. 21,900
108.	Security Guard	Sh. Santosh Kumar Guhu	Consolidated Rs. 20,861
109.		Sh. Kamal Prasad	Consolidated Rs. 21,900
110.		Sh. Amit	Consolidated Rs. 21,900
111.		Sh. Sandeep Kumar Chaubey	Consolidated Rs. 21,900
112.	Peons	Sh. Hunny Verma	Consolidated Rs. 21,900
113.		Sh. Rama Shankar Yadav	Consolidated Rs. 20,861
114.		Sh. Rajendra Kumar	Consolidated Rs. 20,861
115.		Sh. Vishal	Consolidated Rs. 20,861
116.		Sh. Subham	Consolidated Rs. 20,861
117.		Sh. Himanshu	Consolidated Rs. 20,861
118.		Sh. Ugan Kumar Ray	Consolidated Rs. 20,861
119.	Chowkidar	Sh. Shambhu Ram	Consolidated Rs. 20,861
120.		Sh. Mohit Kumar Kalyan	Consolidated Rs. 20,861
121.		Sh. Ravi Kumar	Consolidated Rs. 21,900
122.	Sweeper	Sh. Suryakant	Consolidated Rs. 20,861
123.		Sh. Sachin	Consolidated Rs. 20,861
124.		Ms. Pooja	Consolidated Rs. 20,861
125.	Mali	Sh. Naresh Kumar	Consolidated Rs. 20,861
126.		Sh. Gopal Srivastava	Consolidated Rs. 20,861
127.	PRO	Sh. Dhananjay Kumar	Consolidated Rs. 53,581
128.	Security Guards	Sh. Shyamsundar	Consolidated Rs. 23,000
129.		Sh. Jagveer Singh	Consolidated Rs. 23,000
130.		Sh. Gaje Singh	Consolidated Rs. 23,000
131.		Sh. Bhanwar	Consolidated Rs. 23,000
132.		Sh. Milan	Consolidated Rs. 23,000
133.		Sh. Ankit	Consolidated Rs. 23,000
134.	Part Time Electrician	Sh. Shivkaran Singh	Consolidated Rs. 10,000

\* Contractual staff of Group A, B & C is drawing salary as per HARERA, Gurugram (Engagement of Staff on Contract Basis) Regulations, 2018 and all outsourced staff is drawing pay as per rates decided by the Authority in its meeting.

## CHAPTER – XII

### MANUAL 11: BUDGET ALLOCATIONS

The Authority allocates the following budget to each agency including all plans, proposed expenditures and reports on disbursements made etc. for smooth functioning:

The income of the Authority is credited into the Real Estate Regulatory fund created under Section 75 of the Act, and is used for the purposes enumerated in Sub Section (2) thereof.

The Annual Statement of Accounts Comprises of:

- (i) Receipts and Payments Account.
- (ii) Income and Expenditure Account.
- (iii) Balance Sheet.

There are no separate agencies within the Authority.

## CHAPTER – XIII

### MANUAL 12: MANNER OF EXECUTION OF SUBSIDY PROGRAMMES

Sr. No.	Name of the programme or activity	Objective of the programme	Procedure to avail benefits	Duration of the programme/scheme	Physical & financial targets of the programme	Nature/ scale of subsidy/ amount allotted	Eligibility criteria for grant of subsidy
1	N/A	N/A	N/A	N/A	N/A	N/A	N/A

#### Details of beneficiaries of subsidy program (Number, Profile etc.):

RERA does not implement any subsidy programme.

## CHAPTER – XIV

### MANUAL 13: PARTICULARS OF RECIPIENTS OF CONCESSIONS, PERMITS OR AUTHORIZATION GRANTED BY THE PUBLIC AUTHORITY

- Concessions, permits or authorizations granted by Public Authority
- For each concession, permit or authorization granted
- Eligibility criteria
- Procedure for getting the concession/grant and/or permits or authorizations
- Name and address of the recipients given concessions/ permits or authorizations
- Date of award of concessions/ permits or authorizations

Sr. No.	Concessions, permits or authorizations granted by Public Authority	Eligibility criteria	Procedure for getting the concession/ grant and/ or permits or authorizations	Name and address of the recipients given concessions / permits or Authorizations	Date of award of concessions / permits or authorization	For each Concession, permit or authori- zation granted
1	N/A	N/A	N/A	N/A	N/A	N/A

No concessions /permits / authorizations are given by the Authority.



## CHAPTER – XV

### MANUAL 14: INFORMATION AVAILABLE IN ELECTRONIC FORM

Details of information available in electronic form:

- (i) Record pertaining to registration of projects with the Authority.
- (ii) Record pertaining to registration of Real Estate Agents registered with the Authority.
- (iii) Record pertaining to complaints filed by various complainants and decided by the Authority.

Sr. No.	Name/title of the document/record/other information available on the website
1	The Real Estate (Regulation and Development) Act, 2016
2	The Haryana Real Estate (Regulation and Development) Rules, 2017
3	The Haryana Real Estate Regulatory Authority, Gurugram, (General) Regulations, 2018.
4	The Haryana Real Estate Regulatory Authority, Gurugram, (Adjudication of Complaints) Regulations, 2018
5	Status of complaints, cause list and orders passed by the Bench/Full Forum of the Authority and the Adjudicating Officer
6	List of registered estate agents in the State
7	List of registered real estate projects in the State
8	Orders passed by the Authority
9	Circulars issued by the Authority
10	RTI Manuals
11	The Haryana Real Estate Regulatory Authority, Gurugram, (Registration of Projects) Regulations, 2018
12	The Haryana Real Estate Regulatory Authority, Gurugram, (Engagement of Staff on Contract Basis), Regulations, 2018
13	The Haryana Real Estate Regulatory Authority, Gurugram, (Appointment of Adjudicating Officer) Regulations, 2018
14	The Haryana Real Estate Regulatory Authority, Gurugram, (Registration of Projects), First amendment Regulations, 2018
15	The Haryana Real Estate Regulatory Authority, Gurugram (Change of name and incorporation of other amended details of already registered real estate agents) Regulations, 2018.
16	The Haryana Real Estate Regulatory Authority, Gurugram (copies of records) Regulations, 2018

Sr. No.	Name/title of the document/record/other information available on the website
17	The Haryana Real Estate Regulatory Authority, Gurugram (Late Fees for Registration of On- going Real Estate Projects) Regulations, 2018
18	The Haryana Real Estate Regulatory Authority, Gurugram (Dress Code), Regulations, 2018
19	The Haryana Real Estate Regulatory Authority, Gurugram, (Forfeiture of earnest money by the builder) Regulations, 2018
20	The Haryana Real Estate Regulatory Authority, Gurugram (Quarterly Progress Report) Regulations, 2018
21	The Haryana Real Estate Regulatory Authority, Gurugram (Processing Fee for Registration of Real Estate Projects) Regulations, 2018.
22	The Haryana Real Estate Regulatory Authority (Processing Fee for Registration of Real Estate Projects) First Amendment Regulations, 2019.
23	The Haryana Real Estate Regulatory Authority Gurugram (procedure to be followed in the hearing of complaints, causes and other matters by the Authority) Regulations, 2019.
24	The Haryana Real Estate Regulatory Authority Gurugram (Adjudication of Execution Petition) Regulations, 2019
25	The Haryana Real Estate Regulatory Authority, Gurugram (late fee for delay in applying for extension of registration of real estate project) Regulations, 2019
26	Policy on Prevention of Sexual Harassment of Women at workplace The Haryana Real Estate Regulatory Authority, Gurugram (Compliance of Section 4(2)(1) (D) Regulations, 2020
27	The Haryana Real Estate Regulatory Authority, Gurugram (Auto credit of 10% of receipts from the separate RERA account maintained under Section 4(2)(1) (D) Regulations, 2020.
28	The Haryana Real Estate Regulatory Authority, Gurugram (Adjudication of Execution Petition) Regulations, 2020
29	The Haryana Real Estate Regulatory Authority, Gurugram (Constitution of Mediation and Dispute Resolution Forum) Regulations, 2020.
30	The Haryana Real Estate Regulatory Authority, Gurugram (Fixing of Standard Fees to be levied on the Promoter) Regulations, 2021.
31	The Haryana Real Estate Regulatory Authority, Gurugram (Sale of Apartments/Floors in a Real Estate Project on the basis of Carpet Area) Regulations, 2021
32	The Haryana Real Estate Regulatory Authority, Gurugram (order passed by the adjudicating officer of the authority or the appellate tribunal enforceable in the same manner as if it were a decree or an order made by a civil court) Regulations, 2022
33	The Haryana Real Estate Regulatory Authority, Gurugram (Delegation of Powers to single member of the authority to hear and decide complaints) Regulations, 2023
34	The Haryana Real Estate Regulatory Authority, Gurugram (Constitution of Mediation and Dispute Resolution Forum) Regulation, 2024
35	The Haryana Real Estate Regulatory Authority, Gurugram (Establishment of compliance cell for Audit of Annual Audited Statements and QPR of Projects) Regulations, 2024

## CHAPTER – XVI

### MANUAL 15: PARTICULARS OF FACILITIES AVAILABLE TO CITIZENS FOR OBTAINING INFORMATION

15.1	<b>Name &amp; location of the facility:</b>	HARYANA REAL ESTATE REGULATORY AUTHORITY, GURUGRAM New PWD Rest Office, Civil Lines, Gurugram, Haryana - 1220021
15.2	<b>Details of information made available:</b>	Proactive Disclosures under section (4) of RTI Act 2005
15.3	<b>Working hours of the facility:</b>	09:00 A.M to 05:00 P.M
15.4	<b>Contact Person &amp; contact details (phone, fax, email):</b>	Shri Madan Lal Sardana, Public Information Officer Off: 6463390388 Email: hareragurugram@gmail.com
15.5	<b>RERA Web Portal:</b>	<a href="http://www.haryanarera.gov.in">www.haryanarera.gov.in</a> .

## CHAPTER – XVII

### MANUAL 16: NAMES, DESIGNATION AND OTHER PARTICULARS OF PUBLIC INFORMATION OFFICERS

#### 16.1 Name and designation of the Public Information Officer, Assistant Public Information Officer (s) & Appellate Authority Address, telephone numbers and email ID of each designated official

RERA Office: HARYANA REAL ESTATE REGULATORY AUTHORITY, GURUGRAM, NEW PWD REST OFFICE, GURUGRAM, CIVIL LINES, HARYANA - 1220021

The details of Public Information Officer (PIO)/Asstt. Public Information Officer (APIO) and Appellate Authority (AA) at HARERA are as follows:-

Designation	Name	Term of office	Address	Telephone No.
Public Information Officer	Sh. M.L. Sardana	24.02.2025 – Till date	HARERA GURUGRAM	0124-2891057
Appellate Authority	Ms. Anu, HCS	20.09.2024 – Till date	HARERA GURUGRAM	0124-2891057

# CHAPTER – XVIII

## MANUAL 17: ANY OTHER USEFUL INFORMATION

17.1	Citizen’s charter of the public authority			N/A	
17.2	Grievance redressal mechanisms				
	Through complaints received online on the following:				
	Website	www.harera.gov.in			
	E-mail	<a href="mailto:hareragurugram@gmail.com">hareragurugram@gmail.com</a>			
	Public Interaction with the Authority Mediation & Conciliation				
17.3	Details of applications received under RTI and information provided:				
	Sr. No.	Description/Particulars		Numbers	
	1	Number of complaints received by the State Public Information Officer under the RTI Act		1257	
	2	Number of Application for which information has been provided by the State Public Information Officer		1197	
	3	Number of applications pending with the State Public Information Officer		60	
	4	Number of Appeals filed before the 1 <sup>st</sup> Appellate Authority against the orders of State Public Information Officer		27	
	5	Number of Appeals which have been disposed of by 1 <sup>st</sup> Appellate Authority		27	
	6	Number of Appeals pending with the 1 <sup>st</sup> Appellate Authority		Nil	
	7	Number of applications/appeals not disposed of in the stipulated time frame		Nil	
17.4	List of completed schemes / projects / programmes:			N/A	
17.5	List of schemes/ projects/ programmes underway		e-court system, hearing through online foras, digitizing of all the processes of the Authority.		
17.6	Details of all contracts entered into including name of the contractor, amount of contract and period of completion of Contract				
	Sr. No.	Project/Scheme/ Programme Name & details of Project	Name of contractor	Amt. (in Rs.)	Completion of contract
	1.	Manpower Supply	M/s Bimlraj Outsourcing Pvt. Ltd. 46, Kirti Nagar, Jharsa Road, Gurugram	2% of monthly remuneration of the Outsourced employees + GST	03.10.2026
	2.	Postal Service	Department of Post , Office of Postmaster General Gurugram	Based on the actual monthly bills to be raised by the Department of Post for	04.06.2026 (Two years contract from 05.06.2024)

				Speed Post/Registered Post.	
	3.	Supply of Stationery Items	i. M/s Haryana Agro Industries Corporation Ltd. Bays No. 15-20, Sector-4, Panchkula ii. M/s Nobel Stationeries, Gurugram	Based on actual bills raised by the firm.	31.03.2026 (11 months contract from 01.02.2025)
	4.	Providing of services for website development and maintenance of website of the authority.	M/s Amrita Infovision Pvt. Ltd. C-56/10, 4 <sup>th</sup> Floor Sector-62, Noida (U.P)	Rs. 1,50,000/- per month along with applicable taxes.	12.08.2026 (One-year contract from 11.08.2025)
17.7	Any other information		-		

# RTI APPLICATION BLANK FORMATS

## Form 'A'

### Form of application for seeking information under the Right to Information Act, 2005

I.D No. \_\_\_\_\_  
(use)

(for official use)

To,

The Public Information Officer,  
Authority Name  
City

1.	Name of the Applicant	
2.	Father's/Spouse's Name	
3.	Permanent Address	
4.	Correspondence Address	
5.	Particulars of information required	
	(a) Subject matter of information*	
	(b) The period to which the information relates**	
	(c) Specify details of information required	
	(d) Whether information is required by post or in person (The actual postal charges shall be included in providing information)	
	(e) In case by post (ordinary, registered or speed post)	
6.	Is this information not made available by the Public Authority under voluntary disclosure?	
7.	Do you agree to pay the required fee?	
8.	Have you deposited application fee? (If yes, details of such deposit)	
9.	Whether belongs to below poverty line category? If yes, have you furnished the proof of the same with applicant?	

Place	
Date	

Full signature of the applicant and address	
E mail address, if any	
Tel.no. (office)	
(Residence)	

**Note:-**

- (i) Reasonable assistance can be provided by the competent authority in filling up the form A.
- (ii) Please ensure that the form A is incomplete in all respect and there is no ambiguity in providing the details of information required.



## ACKNOWLEDGEMENT OF APPLICATION IN FORM –A

I.D No. \_\_\_\_\_

(for official use)

1. Received an application in Form A from Shri/Ms \_\_\_\_\_ resident of \_\_\_\_\_ under Section 5. (1) of the A.P. Right to Information Act, 2005.
2. The information is proposed to be given normally within 15 days and in any case within 30 days from the date of receipt of application and in case it is found that the information asked for cannot be supplied, the rejection letter shall be issued stating reason thereof.
3. The applicant is advised to contact the undersigned on \_\_\_\_\_ between 11 A.M. to 1.00 P.M.
4. In case the applicant fails to turn up the scheduled date (s), the “In charge of the Office” shall not be responsible for delay, if any.
5. The applicant shall have to deposit the balance fee, if any with the authorized person before collection of information.

Signature and stamp of the “P.I.O.”

Dated	
E-mail address	
Website	
Tel. No.	

# FORM 'B'

## TRANSFER OF APPLICATION FORM

From \_\_\_\_\_

Dated \_\_\_\_\_

To

\_\_\_\_\_

\_\_\_\_\_

Sir /Madam,

Please refer to your application; I.D. No. \_\_\_\_\_ dated \_\_\_\_\_

Addressed to the undersigned regarding supply of information on \_\_\_\_\_

2. The requested information does not fall within the jurisdiction of this authority and therefore, your application is being referred herewith to Shri \_\_\_\_\_
3. This is supersession of the acknowledgment given to you on \_\_\_\_\_

Yours Faithfully

Public Information Officer	
E-mail address	
Website	
Tel. No.	

# FORM 'C'

## Rejection Order [See rule 8&9]

From \_\_\_\_\_

Dated \_\_\_\_\_

To

\_\_\_\_\_

\_\_\_\_\_

Sir /Madam,

Please refer to your application; I.D. No. \_\_\_\_\_ dated \_\_\_\_\_

Addressed to the undersigned regarding supply of information on \_\_\_\_\_

2. The information asked for cannot be supplied due to following reasons: -

(i) \_\_\_\_\_

(ii) \_\_\_\_\_

3. As per section 7 (8) of Right to Information Act, 2005, you may file an appeal to the Appellate Authority within 30 days of the issue of this order.

Yours Faithfully

Public Information Officer	
E-mail address	
Website	
Tel. No.	

## FORMAT OF REGISTER TO BE MAINTAINED BY THE COMPETENT AUTHORITY

Sr. No.	Name & address of applicant	Date of receipt of application in Form-A	Type of Information asked	Particulars of fees deposited			Status of disposal of application			
				Amount	Receipt No.	Date	Information		Application	
							Supplied	Partially supplied	Rejected	Returned to Applicant