



HARYANA REAL ESTATE REGULATORY AUTHORITY PANCHKULA

Mini Secretariat (2nd and 3rd Floor), Sector-1, Panchkula-134114

Telephone No.: 0172-2584232, 2585232

E-mail: hrerapl-hry@gov.in - Website: www.haryanarera.gov.in

Subject: Standard Operating Procedure(SOP) to be followed by Complaints Section/Registry for processing of fresh Complaints/ Executions/ subsequent Misc. Applications.

In exercise of powers conferred under Section 25 of Real Estate (Regulation and Development) Act, 2016 the Hon'ble Chairman has been pleased to issue SOP dated 01.06.2026 on the subject noted above.

Copy of the same is attached herewith for kind information and necessary action accordingly.

Dated: 04.06.2026

Endst. No. HRERA-PKL/COMP/2026/9979-85

Dated: 04.06.2026

1. PS to Hon'ble Chairman(for information of Hon'ble Chairman).
2. PS to Hon'ble Members(for information of Hon'ble Members).
3. Steno to Ld. Adjudicating Officer(for information of Adj.Officer).
4. PS to Secretary HRERA, Panchkula.
5. Advisor(Project Section)
6. AO(P) Complaints Section.
7. Programmer to upload on the official website.

Dated: 04.06.2026

Secretary
HRERA Panchkula



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Standard Operating Procedure(SOP) to be followed by Complaints Section/Registry for processing of fresh Complaints/Executions/subsequent Misc. Applications(hereinafter referred to as 'complaints').

By virtue of Section 25 of Real Estate (Regulation and Development) Act, 2016(in short 'the Act'), the Chairman has powers of general superintendence and administration to conduct the affairs of Authority. The Chairman is also master of roster. This SOP is being issued while exercising powers u/s 25 of the Act.

1. Upon receipt of the fresh complaints the Registry shall scrutinize the same promptly. After the scrutiny a common list of complaints complete in all respects or in prescribed format and complaints incomplete pointing out the discrepancies, shall be prepared.
2. The Administrative Officer(Petitions) or the officer who is officiating or performing the duties of Administrative Officer(Petitions) shall directly submit the list of all complaints to the Chairman on every Monday for approval to ratify the action taken by the Registry. In case Monday is public holiday or the Chairman is not available in office for any reason, the list of complaints shall be submitted to the Chairman for approval on the next possible working day.



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3. After the approval of the Chairman, the complaints which are complete in all respects or in prescribed format shall be placed before the respective Bench (in case of Full Coram the complains shall be placed before Chairman or Senior Member, as the case may be) to whom the Builder/Project is assigned or the Adjudicating Officer, as the case may be, for consideration and orders. On receipt of the executable orders passed by the respective Bench the Registry/AO(P) shall make compliance of such orders accordingly.
4. Incomplete complaints pointing out the discrepancies shall be returned to the complainants or advocates by post with formal letter. In case the complainants or Advocates approach the Registry in person to collect the incomplete complaints the same may be handed over to them under proper receipt and identity.
5. SOP shall come into force with immediate effect.

Date:01.06.2026

(PARNEET S. SACHDEV)

CHAIRMAN
HRERA, PANCHKULA