

User Manual

Complaint/Feedback Registration

Version : 1.0

Nov 2022

Create login to the application

Go to following website : <https://rera.wb.gov.in/>

WEST BENGAL REAL ESTATE REGULATORY AUTHORITY
WB RERA

Home Organization Acts/Rules Registered Projects Online Registration Real Estate Agents Defaulters Gallery Login Notice Contact Search User Manual

Online registration for Real Estate Project / Real Estate Agent / Complaint

ABOUT US

The Real Estate Regulatory Authority, West Bengal is established under section 20 (f) of the Real Estate (Regulation and Development) Act, 2016 (Act No. 16 of 2016).

Objective : To regulate and promote the housing sector and to ensure sale of plot, apartment or building, as the case may be, or sale of real estate project, in an efficient and transparent manner and to protect the interest of consumers in the real estate sector and to establish a mechanism for speedy dispute redressal and for matters connected therewith or incidental thereto.

Registration of Real Estate Project with the Real Estate Regulatory Authority is compulsory under section 3 of the Real Estate (Regulation and Development) Act, 2016 (Act No. 16 of 2016).

NEW! WEST BENGAL
The West Bengal Government
Relief Fund and assist the S
out of unforeseen emergen

**The 100% Contribution m
section 80(G) of Income Tax**

**Bank details for making Contribution through Cash / Cheque /
Online / Debit & Credit Card / UPI are as follows:**

A/c Name : **West Bengal State Emergency Relief Fund**
Bank : **ICICI Bank Ltd., Branch: Howrah**
A/c No : **628005501339**
IFS Code : **ICIC0006280**

Please **CLICK**
the **ICON** below

User Application Registration Page

Provide all the required field and click on submit to register into application.
An email will sent to your mentioned email id for validation.

West Bengal Real Estate Regulatory Authority
(WBREERA)

Login User ID

Registration

User Name:
User name

Full Name:
Full name

Email:
Email address

Mobile
Mobile number

Registration For:
--Select--
--Select--
Realestate Project
Realestate Agent
Complaint

Select Complaint for Register to lodge complaint or give feedback

Already a user [click here](#) to sign In

After submit on Registration page

West Bengal Real Estate Regulatory Authority
(WBREERA)

Registration

User Name:

Full Name:

Email:

Mobile

Registration For:

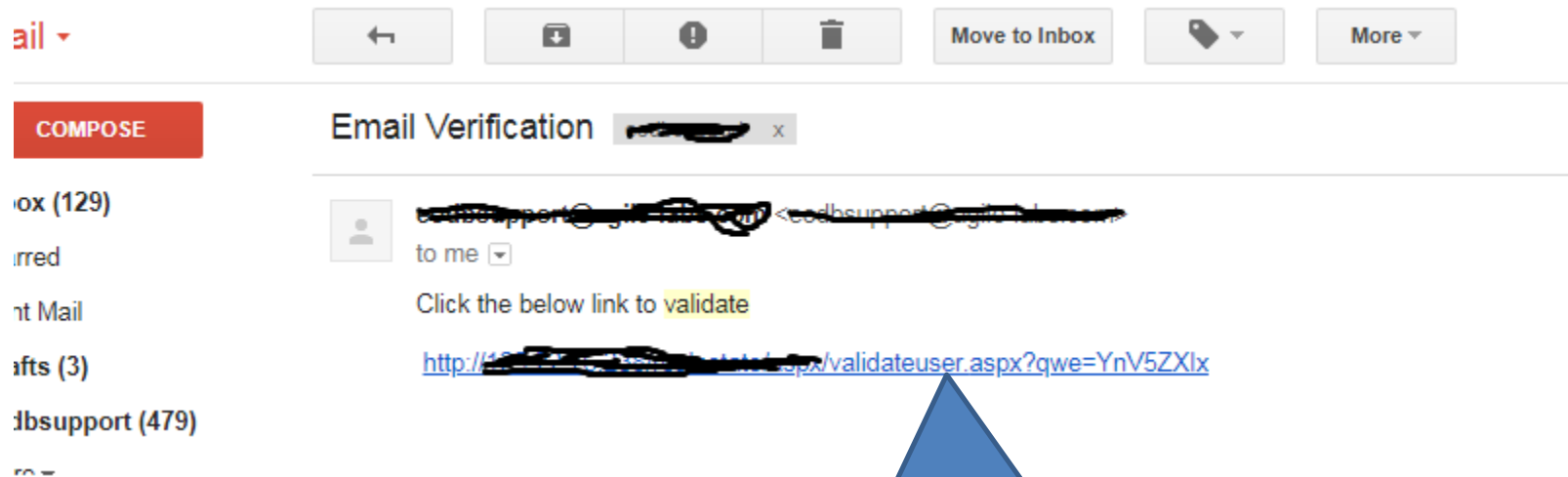
PASSWORD

Email sent to [redacted] Click on the verification link sent to complete registration.

[Register](#)

Already a user [click here](#) to sign In


Open your email to check the Validation Link



Click on this link to validation
your email and enable login

Login to application

Provide your User Name (in registration page) and password to login



West Bengal Real Estate Regulatory Authority

User ID

Password

[CONTINUE](#)

[Forgot your password? Click here](#)

[Forgot your user id? Click here](#)

[Click here to SignUp](#)

Dashboard/Home Screen

The image shows a screenshot of the West Bengal Real Estate Regulatory Authority (WBRERA) dashboard. The header is blue with the WBRERA logo on the left and the text "West Bengal Real Estate Regulatory Authority (WBRERA)" on the right. Below the header is a navigation bar with a home icon, a lock icon, and a refresh icon. The main content area is titled "Application Status For Agent" and includes a "New" button and a link for "Application for Registration of Real Estate Agent". A sidebar on the left contains a "Transaction" dropdown menu and a "Registrations" section with "Application Status For Agent" and "Hearing Pending List".

Logout

Change password

West Bengal Real Estate Regulatory Authority (WBRERA)

Application Status For Agent

Transaction ▾

Registrations

Application Status For Agent

Hearing Pending List

New

Application for Registration of Real Estate Agent

records found.

Click here to register Agent profile

Menu open or close button

Left Panel Menus

- Complaint to Authority
 - To lodge complaint against Realestate Project / Promoter / Agent
- Claim for Compensation
 - To lodge claim for compensation against Realestate Project / Promoter / Agent
- List of Complaints
 - Applicant can view all the complaints and status updated by department
- List of Claim for Compensation
 - Applicant can view all the claim and status updated by department
- Feedback
 - Applicant can submit feedback against Realestate Project / Promoter / Agent
- List Feedbacks
 - List all the submitted feedbacks

Complaint Registration Page

To lodge a complaint open the left menu and click on “Complaint to Authority” link



The screenshot displays a web application interface for registering a complaint. The page is structured into several sections, each with a blue header:

- 1. Complaint Details:** This section contains a form with fields for 'Complainant Name', 'Complainant Address', 'Complainant Phone', and 'Complainant Email'. Below these are fields for 'Complaint Category', 'Complaint Description', and 'Complaint Status'.
- 2. Complainant Details:** This section includes fields for 'Complainant Name', 'Complainant Address', and 'Complainant Phone'.
- 3. Complaint Details:** This section contains a large text area for 'Complaint Description' and a smaller text area for 'Complaint Status'.
- 4. Other Details of Complaint:** This section includes a 'Complaint Category' dropdown menu and a 'Complaint Description' text area.
- 5. Other Details of Complaint:** This section includes a 'Complaint Category' dropdown menu and a 'Complaint Description' text area.
- 6. Other Details of Complaint:** This section includes a 'Complaint Category' dropdown menu and a 'Complaint Description' text area.

The page also features a navigation menu on the left side and a footer at the bottom.

Complaint Registration Screen - 1

Provide your details here. Applicant need to fill his/her details

1. Complainant Details

Name*	Father Name*	Street Address 1*	Street Address 2
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
District*	Block / Municipality*	Police Station*	Pincode*
<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>	<input type="text" value="-- Select --"/>	<input type="text"/>

Address for service of all notices

Complaint Registration Screen - 2

Fill up the details against whom the complaint going to register. Applicant can complaint against any project by selecting from Project Dropdown. It will fill other fields automatically. If the project is not available against then select “Other” and fillup all the fields

2. Respondent Details

Select Project*	Project Name	Name of the respondent*
<input type="text" value="-- Select --"/>	<input type="text"/>	<input type="text"/>
Office address of the respondent*	Address for service of all notices	
<input type="text"/>	<input type="text"/>	

3. Jurisdiction of the Authority

Complaint Registration Screen - 3

Complaint details need to fill here

Complaints Details

4. The complainant declares that the subject matter of the claim falls within the jurisdiction of the Authority. Facts of the case* ^(?)

5. In view of the facts mentioned above, the complainant prays for the following relief(s)* ^(?)

6. Interim order, if prayed for

Pending final decision on the complaint the complainant seeks issue of the following interim order ^(?)

7. Complainant not pending with any other court, etc ^(?)

Complaint Registration Screen - 4

Complaint registration fee is Rs.1000/- and need to pay online only. Applicant can upload PDF documents with valid title that helps for investigation

8. Fees in terms of sub-rule (1) of rule 36

Amount (Rs.)	Payment Options
<input type="text" value="1,000.00"/>	<input type="text" value="Online Payment"/>

9. List of Enclosures

^

File Description*	extension	Upload File*
<input type="text"/>	<input type="text" value="pdf"/>	
<input type="button" value="Add"/>		

S.No	File Description*	Extension	Upload File*

Listing of Complaints

After submitting the application form it will list the application, and to complete the process and submit to department you need to complete the payment.

Click on Payment to proceed to payment

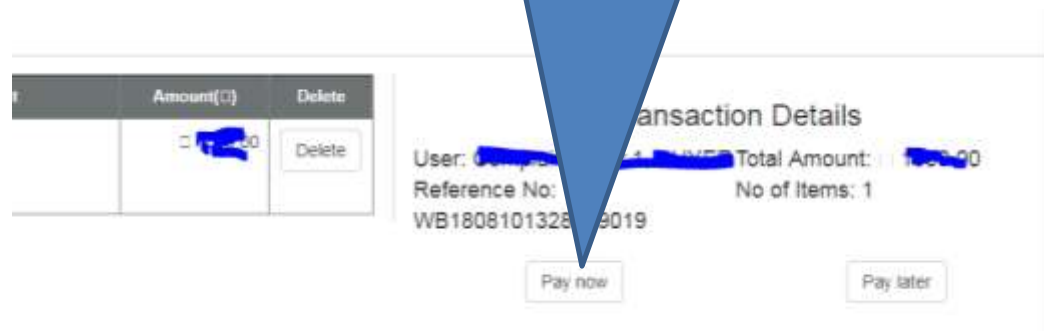
Click here to proceed to payment

List of Complaints								
Print	PDF	Excel						1-1 of 1 < >
SL No	Complaint No.	Filing Date	Complainant Details	Respondent Details	Status	Remarks	Download	
1	CG14000007	10/08/2018	Complainant : [REDACTED] Paul Complainant Address : 123 [REDACTED] Kolkata, Kolkata, West Bengal 700001 View Details Make Payment Payment History Status History	Project Name : [REDACTED] Respondent Name : [REDACTED] Respondent Location : 123 [REDACTED] Bankura, West Bengal 743656 Jurisdiction (Respondent) : [REDACTED]	Payment Pending	Please complete the payment to process the application to department	Download Application	

Payment Screen

Payment can be done using Credit Card/Debit Card/Internet Banking. After clicking on paynow button it will redirect to BillDesk payment gateway

Click on Pay now button to proceed to BillDesk Payment



The screenshot displays a payment interface. On the left, there is a table with columns for 'Amount' and 'Delete'. The 'Amount' column contains a value of 1000.00. To the right of the table, the text 'Transaction Details' is visible. Below this, the following information is shown: 'User: [redacted]', 'Reference No: WB18081013289019', 'Total Amount: 1000.00', and 'No of Items: 1'. At the bottom of the screen, there are two buttons: 'Pay now' and 'Pay later'. A blue callout box points to the 'Pay now' button.

Amount	Delete
1000.00	Delete

Transaction Details

User: [redacted] Total Amount: 1000.00
Reference No: WB18081013289019 No of Items: 1

Pay now Pay later

Claim for Compensation

To claim for compensation open the left menu and click on “Claim for Compensation” link

The screenshot displays a web form titled "Claim for Compensation" with a blue header and a left-hand navigation menu. The form is organized into several sections, each with a blue header:

- 1. Claim for Compensation - enter details of the job:** Includes a "Date" field and a "Save" button.
- 2. Applicant Details:** Contains fields for Name, Date of Birth, Email Address, and Phone Number, along with checkboxes for "Male" and "Female".
- 3. Details of the job you are claiming for:** Includes fields for "Job Title", "Job Reference", and "Employer".
- 4. Employment Details:** Includes fields for "Start Date", "End Date", "Hours per week", and "Rate of pay".
- 5. Details of the incident:** Includes a large text area for "What happened?", a "Date of incident" field, and a "Where it happened" field.
- 6. Details of the claim:** Includes a "Date of claim" field and a "Reason for claim" text area.
- 7. Details of the claimant:** Includes a "Date of claim" field and a "Reason for claim" text area.
- 8. Details of the claimant:** Includes a "Date of claim" field and a "Reason for claim" text area.

At the bottom of the form, there is a "Save" button and a "Cancel" button. The footer contains a small disclaimer: "© 2015 The Compensation Claims Service. All rights reserved. This is a confidential document. It is not to be used for any other purpose." and a "Page 1 of 1" indicator.

Claim for Compensation Screen – 1

Provide your details here. Applicant need to fill his/her details

Claim for Compensation under section 31 of the Act

Application No.

Auto

Date of Filing

10/08/2018 13:33:08



1. Applicant Details

Name*

Father Name*

Street Address 1*

Street Address 2

District*

Block / Municipality*

Police Station*

Pincode*

Address for service of all notices

Claim for Compensation Screen – 2

Provide property details here.

Details of allottees apartment, plot or building

Property Type	Builtup Area (sqft)	Carpet Area (sqft)
-- Select --	<input type="text"/>	<input type="text"/>

Details of Property

Claim for Compensation Screen – 3

Fill up the details against whom the claim going to register. Applicant can complaint against any project by selecting from Project Dropdown. It will fill other fields automatically. If the project is not available against then select “Other” and fillup all the fields

2. Respondent Details

Select Project*	Name of the respondent	Office address of the respondent
<input type="text" value="-- Select --"/>	<input type="text"/>	<input type="text"/>
Address for service of all notices	Project Registration No	Address of Project
<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Jurisdiction of the Authority

Claim for Compensation Screen – 4

Provide promoter/agent details compensation details

✓ 4. Facts of the case

Give a concise statement of facts and grounds of claim against the promoter* [?]

Compensation(s) Sought

In view of the facts mentioned above, the applicant prays for the following compensation(s)

5. Claim not pending with any other court, etc [?]

Claim for Compensation Screen – 5

Application will process after payment through online. Applicant can upload documents related to this dispute with appropriate title

6. Fees in terms of sub-rule (1) of rule 37

Amount (Rs.) Payment Options

7. List of Enclosures

^

File Description*	extension	Upload File*
<input type="text"/>	<input type="text" value="pdf"/>	

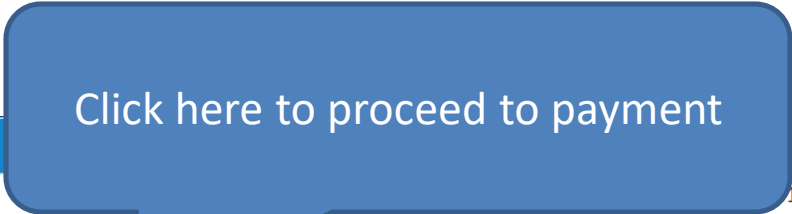
Add

S.No	File Description*	Extension	Upload File*
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Listing of Claim

After submitting the application form it will list the application, and to complete the process and submit to department you need to complete the payment.

Click on Payment to proceed to payment



SL No	Application No.	Filing Date	Claim Details	Respondent Details	Status	Remarks	Download
1	DCC000002	31/07/2018	Complainant : [Redacted] Complainant Address : [Redacted] Municipality/Municipal Corporation/Local Body : [Redacted] 654547 Project Registration No. : [Redacted] Project Address : [Redacted] [Redacted] View Details Make Payment Payment History Status History	Respondent Name : [Redacted] Respondent Location : [Redacted] [Redacted] Jurisdiction (Respondent) : [Redacted]	Payment Pending	Please complete the payment to process the application to department	Download Application

Payment Screen

Payment can be done using Credit Card/Debit Card/Internet Banking. After clicking on paynow button it will redirect to BillDesk payment gateway

Click on Pay now button to proceed to BillDesk Payment

Amount(₹)	Delete
[REDACTED]	Delete

Transaction Details
User: [REDACTED] Total Amount: ₹ [REDACTED]
Reference No: [REDACTED] No of Items: 1
WB180811144846706

Pay now

Pay later

Feedback


Applicant can provide feedback for Realestate Project / Agent (Feedback For).

TRANSACTION

⏪ Feedback

Save

Basic Info

Feedback No. Date 

Feedback For* Agent

Subject* Comments*

Save