

# User Manual

Complaint/Feedback Registration

Version : 1.0

# Create login to the application

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

## WEST BENGAL HOUSING INDUSTRY REGULATORY AUTHORITY WBHIRA



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[Online registration for Real Estate Project / Real Estate Agent / Complaint](#)

Housing Industry Regulatory Authority is established under section 20 of West Bengal Housing Industry Regulatory Authority Act, 2018 which has been published in the Official Gazette of West Bengal and came into effect on 1st June, 2018.

The Authority is established to regulate and promote of the housing sector and to ensure sale of plot, apartment or building, as the case may be, in a fair and transparent manner in the interest of consumers in the real estate sector and to establish a mechanism for speedy dispute redressal and to ensure transparency in the real estate sector.

Registration of Real Estate Project with the Housing Industry Regulatory Authority is compulsory under section 3 of the

Click this link to open registration page

Section 3 of West Bengal Housing Industry Regulatory Authority (WBHIRA) Act

# 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 Housing Industry Regulatory Authority**  
(WBHIRA)

**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



सत्यमेव जयते

## West Bengal Housing Industry Regulatory Authority (WBHIRA)



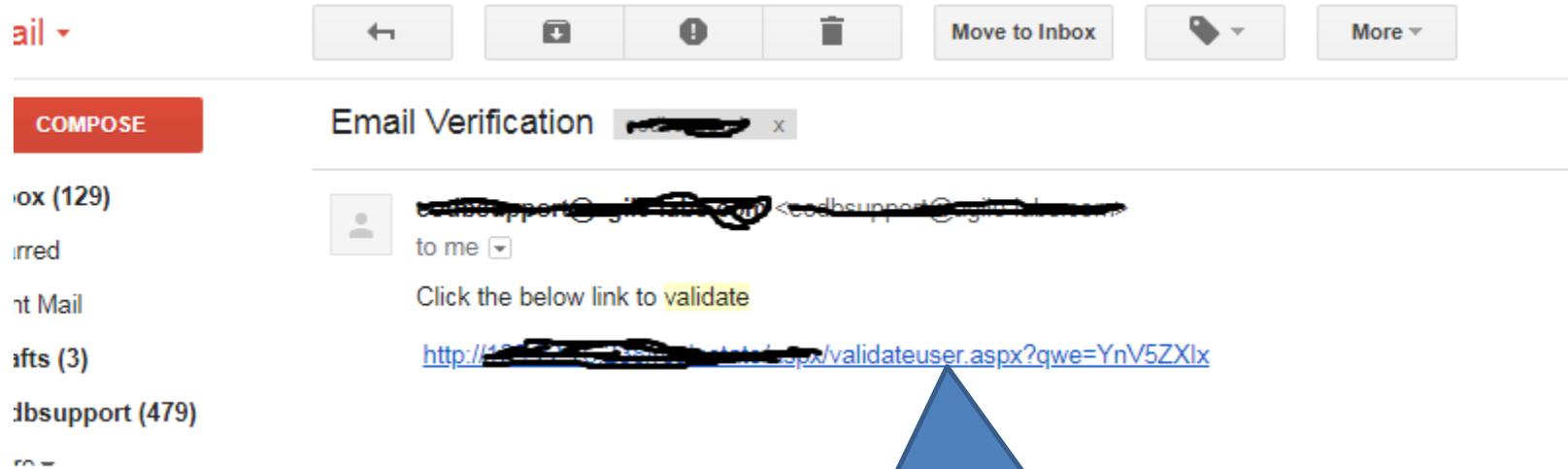
### Registration

<b>User Name:</b> <input type="text" value="User name"/>	<b>Full Name:</b> <input type="text" value="Full name"/>
<b>Email:</b> <input type="text" value="Email address"/>	<b>Mobile:</b> <input type="text" value="Mobile number"/>
<b>Registration For:</b> <input type="text" value="--Select--"/>	 <input type="text"/>

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

Email sent to . Click on the verification link sent to complete registration.

# 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  
Housing Industry  
Regulatory  
Authority**

User ID

Password

[CONTINUE](#)

[Forgot your password? Click here](#)

[Click here to SignUp](#)

# Dashboard/Home Screen

Logout

Change password

West Bengal Housing Industry Regulatory Authority (WBHIRA)

Welcome Sub  
COMPLAINT

Transaction ▾

**Complaint and Claims**

- Complaint to Authority
- Claim for Compensation
- List of Complaints
- List of Claim for Compensation
- Feedback
- Listing Feedbacks

List of Complaints

No records found.

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 the 'Complaint Registration' page of the West Bengal Housing Industry Regulatory Authority (WBHRA). The page is structured as follows:

- Header:** West Bengal Housing Industry Regulatory Authority (WBHRA)
- Section 1: Complaint Details**
  - Complaint No. (text input)
  - Complaint Type (dropdown menu)
  - Complaint Category (dropdown menu)
  - Complaint Sub-Category (dropdown menu)
- Section 2: Complainant Details**
  - Name (text input)
  - Address (text input)
  - Phone No. (text input)
  - Email (text input)
  - Mobile No. (text input)
- Section 3: Complaint Description**
  - Complaint Description (large text area)
- Section 4: Complaint Status**
  - Complaint Status (dropdown menu)
  - Submit (button)
- Section 5: Complaint History**
  - Table with columns: S.No., Complaint No., Complaint Type, Complaint Category, Complaint Sub-Category, Complaint Status, and Date.
- Footer:** Contact Information and Disclaimer

# 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

The screenshot shows a web form titled "2. Respondent Details". It contains several input fields and a dropdown menu. A blue callout box with white text points to the "Respondent Type" dropdown, which is currently open and showing options: "Project", "-- Select --", "Project", and "Agent". The callout text reads: "First you need to select the Type : Project/Agent, the complaint against whom". Below the dropdown, there are two text input fields: "Select Project/Agent\*" and "Office address of t...". At the bottom of the form, there is a section titled "3. Jurisdiction of the Authority" and a large text area labeled "Address for service of all notices".

2. Respondent Details

Respondent Type\*      Select Project/Agent\*

Project  
-- Select --  
Project  
Agent

Office address of t

Address for service of all notices

3. Jurisdiction of the Authority

First you need to select the Type : Project/Agent, the complaint against whom

# Complaint Registration Screen - 2

Type 2 – 3 character of project or agent name and then click on Search Icon

Search Icon

On Clicking on Search Icon or pressing "TAB" key the list will populate matching the characters

2. Respondent Details

Respondent Type\*  
Project

Select Project/Agent\*  
DTC

Name of the respondent\*  
[Empty text box]

Address for service of all notices  
[Empty text box]

3. Jurisdiction of the Authority  
[Empty text box]

Address of the respondent\*  
[Empty text box]

DTC Southern Heights-Phase-2  
DTC Southern Heights-Phase-1  
DTC Southern Heights-Phase-1A  
DTC Southern Heights -Phase-2  
DTC Southern Heights-Phase-2A  
DTC Southern Heights- Phase-3  
DTC Southern Heights-Phase-3  
DTC Southern Heights-Phase-3A

Advance search

# Complaint Registration Screen - 2

The screenshot shows a web form for complaint registration. It includes several fields and a dropdown menu:

- Respondent Type\***: A dropdown menu with "Project" selected.
- Select Project/Agent\***: A search input field containing "SONAR" with a search icon and a close button. A callout points to this field with the text: "Type 2-3 character contains the Project/Agent Name, and click in search icon".
- Name of the respondent\***: An empty text input field.
- Address for service of all notices**: A large empty text area.
- Dropdown Menu**: A list of search results for "SONAR":
  - Sonarbhoomi
  - Arrjavv Sonarkella
  - SONARCITY -PHASE I
  - DEVALOKE SONARCITY -PHASE II
  - Advance search (with a magnifying glass icon)A callout points to the "Advance search" option with the text: "If unable to find, can click on 'Advance Search' option".

# Complaint Registration Screen - 2

203.163.247.155/realestatenew/asp/srchComponent.aspx?search=SONAR&fldname=g\_project000F3&transid=greiv&active...

Not secure | 203.163.247.155/realestatenew/asp/srchComponent.aspx?search=SONAR&fldname=g\_project000F3&tr...

Search For: Name (dropdown)      With: (text input)      Go (button)

G_project	Realest_projectsid	Nproj_appno	Address
● RADHIKA TOWER	18803000000005	NPR-01280	21A, Centre Sinthee Road ,Kolkata,Kolka
● GANAPATI AAVAAS	18917000000004	NPR-01281	63 A SHYAMPUKUR STREET,Kolkata
● SHELCON GARDENIA	19298000000028	NPR-01282	DEVIDANGA BAZAR, CHAMPASAR
● B.L. - 19	19486000000012	NPR-01283	19, Tara Shankar Sarani ,Kolkata,Kolk
● Nirman 2	10173000000001	NPR-01284	TENTULBERIA 20, SRINAGAR,South
● PANTHANIWAS Shantiniketan Phase - IV	10701000000013	NPR-01285	Kabi Jaydeb Road P.O - Darandwa , P.
● MANINDRA APARTMENT	16034000000000	NPR-01286	HOLD-11 NARASINGHA DUTTA GHAT ROAD
● BONPALASHI ABASAN	16721000000029	NPR-01287	67(27) K.N. Mukherjee Road, Barr
● KRISHNA KUNJA	19253000000000	NPR-01288	89, Dhamaitala Lane, ,South 24-Pa
● NOT AVAILABLE	0		

Total no. of records: 1117      Page No. 1 of 112

Click on "Go" button to view all list

Select Page to navigate

# Complaint Registration Screen - 2

203.163.247.155/realestatenew/asp/srchComponent.aspx?search=&fldname=g\_project000F3&transid=greiv&activeRow=0...

Not secure | 203.163.247.155/realestatenew/asp/srchComponent.aspx?search=&fldname=g\_project000F3&transid=g...

### Advanced Search

Search For:  With:

G_project	Realest_projectsid	Nproj_appno	Address
AKRITI	12833000000000	NPR-00118	72, G.T.ROAD BURDWAN EAST
Majhergaon (Phase - I, Block 11-17)	16107000000000	NPR-00298	1048, Kutulsahi Road Mouza Kut...
"GREEN VIEW"	10546000000001	NPR-00663	22E, RAIPUR MONDALPARA B...
"PRABHU ORCHARD " PHASE- I	17098000000002	NPR-00529	BANKRAHAT ROAD
"RIYA MANBHARI GREENS" PHASE II	11546000000020	NPR-00667	HOWRAH ROAD, OPPOS...
12 Diamonds	14075000000000	NPR-00...	Alipore Road ,Kolkata,Kolkata Alipore,West
16 AANA	16425000000000	NPR-00311	Reckjoani Hospital Road ,North 24-Parganas,Raja
2, JANKI SHAH	14098000000000	NPR-00194	2, JANKI SHAH ROAD, ,Kolkata,Kolkata Hastings
NOT AVAILABLE	0		
'SWARNA BHOOMI'	16745000000000	NPR-00317	HOWRAH AMTA ROAD, OPPOSITE RADHA KRI

Please select "NOT AVAILABLE" in case unable to find Project/Agent

# 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\* <sup>(?)</sup>

5. In view of the facts mentioned above, the complainant prays for the following relief(s)\* <sup>(?)</sup>

6. Interim order, if prayed for

Pending final decision on the complaint the complainant seeks issue of the following interim order <sup>(?)</sup>

7. Complainant not pending with any other court, etc <sup>(?)</sup>

# 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*
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# 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

## Payment Details

Sr No	Application Form	Department	Amount(₹)	Delete
1	WB Housing Industry Regulatory Authority-Payment regarding new complaint registration	Housing Department	₹ 1,000.00	Delete

## Transaction Details

User: [Redacted] Total Amount: ₹ 1,000.00  
Reference No: [Redacted] No of Items: 1  
WB18081013289019

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 the 'Claim for Compensation' form on the West Bengal Housing Industry Regulatory Authority (WBHRA) website. The form is structured into several sections:

- Section 1: Claim for Compensation under section 12 of the Act** - Includes fields for 'Applicant No.' and 'Date'.
- Section 2: Applicant Details** - Includes fields for 'Name', 'Father Name', 'Date of Birth', 'Sex', 'Address', 'Mobile No.', 'Email', 'PAN', 'Aadhar', 'Voter ID', and 'Photo'.
- Section 3: Details of the property/plot/flat** - Includes fields for 'Property Type', 'Address', 'Block of Flats', and 'Plot No.'.
- Section 4: Requirement Details** - Includes fields for 'Name of Project', 'Name of the developer', 'Name of the compensation', 'Date of the award of compensation', 'Page No. of the award', 'Page No. of the award', and 'Date of the award'.
- Section 5: Particulars** - Includes a text area for 'The particular details of the compensation or other specific details' and a checkbox for 'I have already been compensated. If yes, please specify by filling compensation details'.
- Section 6: Date of receipt of award of section 12** - Includes a date field.
- Section 7: List of Documents** - Includes a table for 'Document No.', 'Document Name', and 'Status'.
- Section 8: Declaration** - Includes a text area for 'I hereby declare that the information provided above is true and correct to the best of my knowledge and belief' and a 'Submit' button.

The form is presented in a clean, professional layout with a blue header and footer. The WBHRA logo is visible in the top left corner of the page.

# 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\* <sup>?</sup>

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 <sup>?</sup>

# 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*
------	-------------------	-----------	--------------

# 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/Municipalised District/Local Body : [Redacted] Project Registration No. : [Redacted] Project Address : [Redacted] <a href="#">View Details</a> <a href="#">Make Payment</a> <a href="#">Payment History</a> <a href="#">Status History</a>	Respondent Name : [Redacted] Respondent Location : [Redacted] Jurisdiction (Respondent) : [Redacted]	Payment Pending	Please complete the payment to process the application to department	<a href="#">Download Application</a>

# 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

## Payment Details

Sr No	Application Form	Department	Amount(₹)	Delete
1	WB Housing Industry Regulatory Authority-Payment regarding new claim for compensation	Housing Department	[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).

The screenshot shows the user interface for providing feedback on the West Bengal Housing Industry Regulatory Authority (WBHIRA) website. The header is blue with the WBHIRA logo on the left and the text "West Bengal Housing Industry Regulatory Authority (WBHIRA)" in the center. A "Welcome" message is visible on the right. Below the header is a blue navigation bar with a back arrow and the text "Feedback". A "Save" button is located below the navigation bar. The main content area is titled "Basic Info" and contains the following fields:

- Feedback No.:** A text input field with the value "Auto".
- Date:** A date and time input field showing "11/06/2018 14:52:33" with a calendar icon.
- Feedback For\*:** A dropdown menu with "-- Select --" as the selected option.
- Agent:** A dropdown menu with "-- Select --" as the selected option.
- Subject\*:** A dropdown menu with "-- Select --" as the selected option.
- Comments\*:** A large text area for providing feedback.

A "Save" button is located at the bottom left of the form area. On the far left, there is a vertical blue sidebar with the word "TRANSACTION" written vertically and several navigation icons.