

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



[Home](#) [Organization](#) [Acts/Rules](#) [Registered Projects](#) [Online Registration](#) [Real Estate Agents](#) [Defaulters](#) [Gallery](#) [Login](#) [Contact](#)

[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, 2017 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 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)



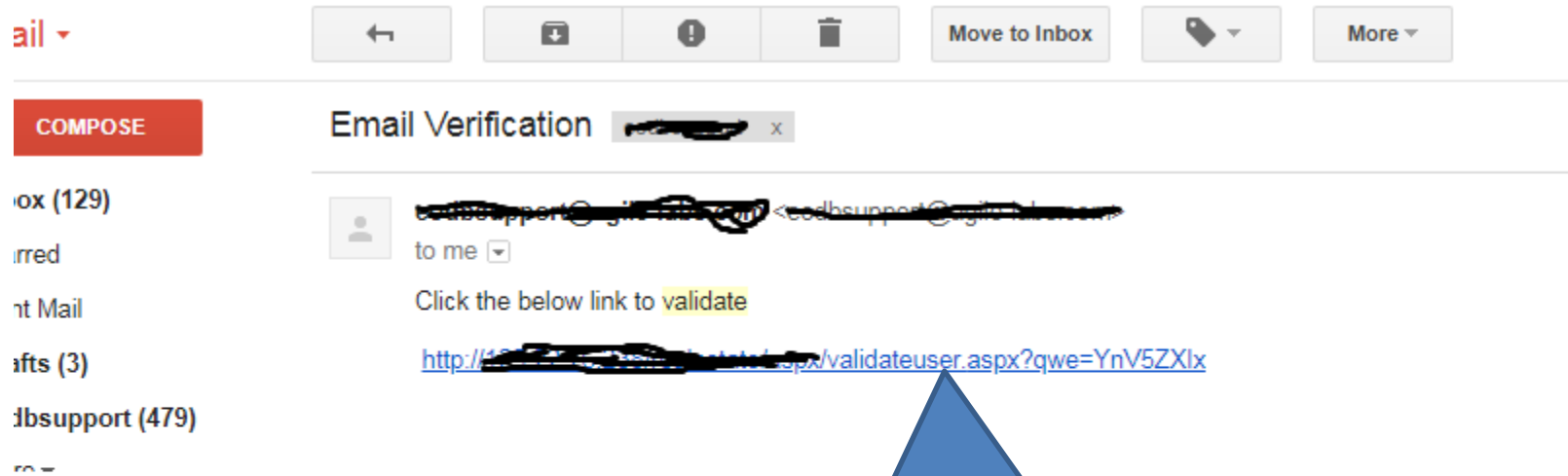
Registration

User Name: <input type="text" value="User name"/>	Full Name: <input type="text" value="Full name"/>
Email: <input type="text" value="Email address"/>	Mobile: <input type="text" value="Mobile number"/>
Registration For: <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 to Authority - FORM J' registration page. The header includes the WBHIRA logo and name. A left-hand navigation menu is visible, with 'Complaint to Authority' highlighted. The main form area is divided into several sections:

- Complaint under section 21 of the Act:** Includes fields for 'Complaint No.' and 'Date of Filing'.
- 1. Complainant Details:** Fields for Name, Father Name, Street Address 1, Street Address 2, District, Block/Municipality, Police Station, and Pincode. Includes a text area for 'Address for service of all notices'.
- 2. Respondent Details:** Fields for Select Project, Project Name, Name of the respondent, Office address of the respondent, and Address for service of all notices.
- 3. Jurisdiction of the Authority:** A text input field.
- Complaints Details:** Contains three numbered text areas:
 - 4. Declaration of jurisdiction.
 - 5. Prayer for relief.
 - 6. Interim order sought.
- 7. Complaint not pending with any other court, etc.** A text input field.
- 8. Fees in terms of sub-rule (1) of rule 36:** Fields for Amount (Rs.) and Payment Options (Online Payment).
- 9. List of Enclosures:** A table with columns for File Description, Extension, and Upload File.
- Declaration:** A checkbox for the user to verify the truthfulness of the information.

At the bottom, there is a 'Submit Complaint' button.

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			
<input type="text"/>			

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*
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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	COM/2018/000007	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

Payment Details

Sr No	Application Form	Department	Amount(₹)	Delete
1	WB Housing Industry Regulatory Authority-Payment regarding new complaint registration	Housing Department	₹ 1000.00	Delete

Transaction Details

User: **[REDACTED]** Total Amount: ₹ 1000.00
Reference No: **[REDACTED]** No of Items: 1
WB1808101328-9019

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 online application form for claiming compensation. The header identifies the West Bengal Housing Industry Regulatory Authority (WBHIRA). The form is titled "Claim for Compensation - FORM K (See rule 37(1))" and includes a "Submit Complaint" button. The form is divided into several sections:

- Claim for Compensation under section 31 of the Act:** Includes fields for Application No. and Date of Filing.
- 1. Applicant Details:** Includes fields for Name, Father Name, Street Address 1, Street Address 2, District, Block/Municipality, Police Station, and Pincode. It also has a text area for "Address for service of all notices".
- Details of allottees apartment, plot or building:** Includes fields for Property Type, Builtup Area (sqft), and Carpet Area (sqft). It also has a text area for "Details of Property".
- 2. Respondent Details:** Includes fields for Select Project, Name of the respondent, Office address of the respondent, Address for service of all notices, Project Registration No, and Address of Project.
- 3. Jurisdiction of the Authority:** Includes a text area for the jurisdiction.
- 4. Facts of the case:** Includes a text area for "Give a concise statement of facts and grounds of claim against the promoter" and a text area for "Compensation(s) Sought". It also has a text area for "In view of the facts mentioned above, the applicant prays for the following compensation(s)".
- 5. Claim not pending with any other court, etc:** Includes a text area for this information.
- 6. Fees in terms of sub-rule (1) of rule 37:** Includes fields for Amount (Rs.) and Payment Options.
- 7. List of Enclosures:** Includes a table for listing enclosures with columns for File Description, Extension, and Upload File.
- Declaration:** Includes a checkbox for "I hereby verify that the contents of paragraphs [1 to 7] are true to my personal knowledge and belief and that I have not suppressed any material fact(s)".

At the bottom of the form, there is a "Submit Complaint" button.

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*

-- Select --

Block / Municipality*

-- Select --

Police Station*

-- Select --

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

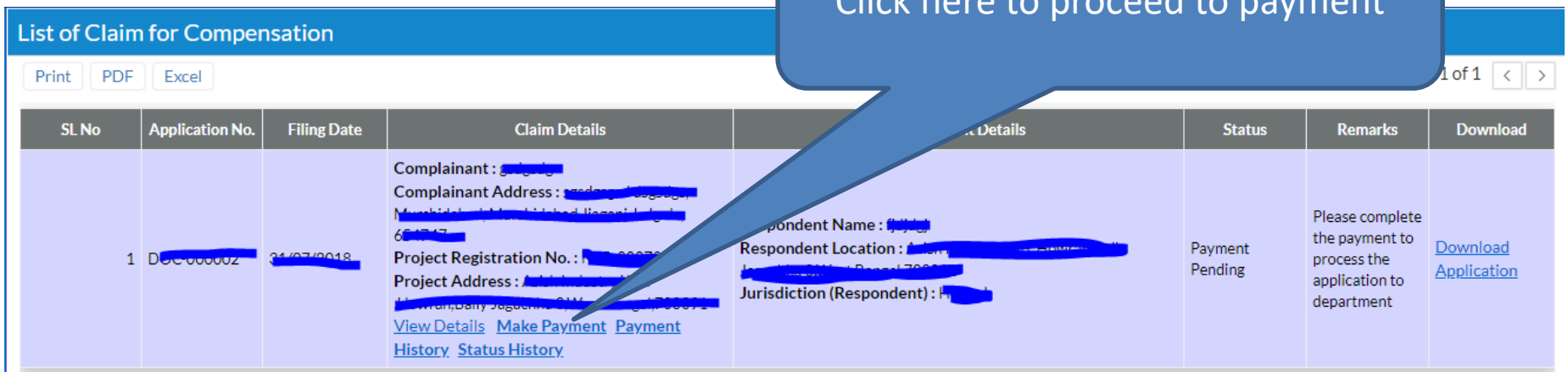
File Description*	extension	Upload File*
<input type="text"/>	<input type="text" value="pdf"/>	

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/Municipalised District/Local Body : [Redacted] Project Registration No. : [Redacted] Project Address : [Redacted] View Details Make Payment Payment History Status History	Respondent Name : [Redacted] Respondent Location : [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

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).



West Bengal Housing Industry Regulatory Authority
(WBHIRA)

Welcome [Redacted]

← Feedback

Save

Basic Info

Feedback No.	Date
Auto	11/08/2018 14:52:33
Feedback For*	Agent
-- Select --	-- Select --
Subject*	Comments*
-- Select --	

Save

TRANSACTION