

Memo No.: RERA/online Appnt/90/2024/524

Date: 22/7/2024

Notice

Subject: Introduction of New Online Appointment Service for visitors

RERA, Bihar is presently providing a basket of services to its stakeholders which includes grievance redressal by filing complaint online, registration of Projects and Agents, their extension and renewal. For the monitoring of projects promoters need to upload quarterly statement and other annual audited statements. All these facilities have been provided online.

It has been observed that the stakeholders concerned sometimes feel difficulty in filing documents, unaware about the status of their applications etc. relating to their work and they need clarification and sometimes hand holding. In absence of any systematic arrangement whereby stakeholders/ visitors cannot approach the Officers concerned feel helpless, sometimes, when they come to office in person, due to preoccupation of officers concerned they could not meet them and their valuable time go in vain.

In order to give such facilities to stakeholder/visitors to meet to the officers concerned on a scheduled date and time, online appointment facility for visitors has been started and the same has been provided on the website of RERA, Bihar <https://rera.bihar.gov.in> for seeking appointment. This service would facilitate easier and more efficient scheduling of appointments with our officers. This new online appointment system is designed to streamline the process, providing visitors with a convenient way to schedule meetings at their preferred time with the officers concerned of Legal wing, registration and Monitoring.

Following days/time has been fixed for meetings: -

- a. Monday & Tuesday between 3:00 to 4:00 PM for Registration related issues.
- b. Wednesday & Thursday between 3:00 to 4:00 PM for issues related to Monitoring and registration.
- c. Thursday & Friday between 3:00 to 4:00 PM for Legal matters.

Every visitor would be provided 10 minutes of time to interact with Officer concerned therefore one hour has been divided into six shots every day.

Online Appointment Service can be used by following process: -

1. **Visit our website:** Go to <https://rera.bihar.gov.in>.
2. **Navigate to the online Appointment:** Click link bottom right side on the homepage "Online Appointment".
3. **Select Service and Date:** Choose the type of appointment and officers whom you need to meet and your preferred date and time from the available slots.
4. **Confirm Your Booking:** Enter your details and confirm the appointment. You will receive a confirmation email with appointment details.
5. Officers concerned will be provided with the schedules with the name of the Visitors in advance.

This service is part of our ongoing efforts to enhance our collaboration and communication with stake holders. We believe that this system will significantly improve efficiency and help us serve you better.

This is being issued with the approval of Competent Authority.

Sd/-
Secretary
RERA, Bihar

