

Uttar Pradesh Real Estate Regulatory Authority

Naveen Bhawan, Rajya Niyojan Sansthan, Kala Kankar House
Old Hyderabad, Lucknow, Uttar Pradesh - 226007

No.: 4496 /UPRERA/Directions/2023-24

Date: 23 March, 2024

Office Order

Directions for uploading the documents in correct format in the complaint form by complainants and respondents.

In accordance with provisions of the Real Estate (Regulation and Development) Act, 2016, Rules, 2016 and Regulations, complaints with the Authority or the Adjudicating Officer can be filed online via the U.P. RERA web portal.

It has been observed that, during filing the complaint online on U.P. RERA portal, complainants and respondents are not adhering the correct document format. This oversight is leading to unnecessary delays in disposal of orders.

To expedite the case resolution, these directions are being issued to both complainants and respondents –

1. The PDF documents being uploaded by both the parties in the online complaint form should be properly scanned using a scanner machine. If using a mobile device for scanning, place the document on a flat surface, use a scanner app and then upload.
2. The allowed size limit of the PDF file has been increased to 3Mb from 2Mb in complaint form on U.P. RERA portal for the convenience of the parties.
3. If the document size still exceeds the allowed limit, it can be compressed online before uploading with the complaint. Refer to the guidelines for PDF compression attached to this office order.
4. After compressing the file, open and verify it to ensure its proper functionality before uploading on the complaint form.

The above order is issued for information, necessary action, and compliance to all concerned.



(P. K. Upadhyay)

Secretary,

UP Real Estate Regulatory Authority

Guide to Compressing a Large PDF File



There are numerous options for free PDF compression software available online, each offering a range of PDF optimization features. One such option is iLovePDF (<https://www.ilovepdf.com>). Below are the steps to compress a PDF file using this platform-

1. Go to [iLovePDF's Compress PDF tool](https://www.ilovepdf.com).
2. Select the file you want to compress from your device.
3. Select your preferred Compression level.
4. Hit the *Compress PDF* button.
5. Download your compressed PDF.

Compression Level Guide

1. There are 3 default optimization modes to choose from: Recommended, Extreme, and Less compression.
2. These options have been carefully created to optimize PDF files as much as possible. This means that your files are made smaller, without compromising on the visual quality of the text, or image resolution –

Compression Level	PDF File Size	PDF Visual Quality
Recommended Compression	Smaller	High
Extreme Compression	Much smaller	Acceptable
Less Compression	Slightly smaller	Very high

3. Depending on which level of compression you choose to fit your needs, the ratio between file size and quality will vary slightly.