



GOVERNMENT OF KERALA

No. CMCC-4/23/2020/CMCC

Chief Minister's Computer Cell  
Thiruvananthapuram, Dated: 17/01/2022

**CIRCULAR**

Subject: Processing of Petitions in CMO Portal -instructions-reg

It is noticed that the existing instructions/guidelines in processing the petitions received through CMO Portal are not followed strictly. This practice hinders the objectives of the Chief Minister's Public Grievance Redressal System. Therefore, the following instructions are also issued in addition to the existing instructions/guidelines:

1. Before closing the petitions, proper reply should be given to the petitioner and the same should be uploaded in the portal along with action taken report.
2. Before registering the petitions in e-office, all officers should ensure that the subject matter of the petition is related to their section and all reports/documents from field offices required for processing the petition have been obtained.
3. In case, petitions are to be transferred to other offices/sections, it should be done only through CMO Portal.
4. Petitions should be closed within the prescribed time limit. Pending petitions should be closed within 15 days giving priority to petitions received before 30.06.2021.

All Additional Chief Secretaries/Principal Secretaries/Secretaries/ Special Secretaries and Nodal Officers should ensure that the instructions/guidelines in processing the petitions received through CMO Portal are strictly followed.

**DR. V P JOY**  
**CHIEF SECRETARY**

To,

All Additional Chief Secretaries/Principal Secretaries/Secretaries/ Special Secretaries  
All Additional/Joint/Deputy/Under Secretaries  
All Departments including Law & Finance  
Stock File/Office Copy

Forwarded/By Order,

Section Officer