

Frequently Asked Questions

1. How can a complaint be made to the Hon'ble Chief Minister?

Complaints can be submitted online through the web portal 'cmo.kerala.gov.in' from any part of the world. Apart from this, complaints can be lodged online through Akshaya Kendras, by post or directly at the Secretariat's Straight Forward counter.

2. Address to send complaint to CM?

Chief Minister of Kerala, Room No. 141, 4th Floor, North Block, Government Secretariat, Thiruvananthapuram - 695 001

3. Address for submitting complaint online?

cmo.kerala.gov.in

4. Is there a system for reporting complaints by phone?

No

5. Can a complaint be sent by e-mail?

No

6. Forgot to include phone number / e-mail when submitting complaint. Can these be included later?

Once the complaint is registered, no further changes can be made.

7. What is the time frame for taking action on a complaint lodged with the Chief Minister's Public Complaints Cell?

15 days is fixed as the time limit for examining a complaint and taking a decision. But complaints that require more procedures to resolve may take more time.

8. How to know the status of a complaint once which has been filed?

From the receipt of the complaint to the resolution of the complaint, information on each movement of the complaint will be sent to the complainant's mobile number and e - mail (if these are recorded in the complaint). The status of the complaint can be found online by entering the docket number and registered mobile phone number from the web portal cmo.kerala.gov.in. Apart from this, the information can be obtained by calling the Chief Minister's Public Grievance Redressal System on the toll free number 1076.

9. How to contact the Chief Minister's Public Grievance redressal Sysetm, Straight Forward ?

The toll free number 1076 can be used to contact the Chief Minister's Public Grievance redressal Sysetm, Straight Forward during office hours from 10.15 am to 5.15 pm. You can also walk in directly to Straight Forward during office hours.

10. What action can be taken if the complaint is not resolved after the stipulated time ?

Necessary instructions have been given to the officials to examine and dispose of the complaints in a timely manner. Further action in this regard can be taken by calling the toll free number 1076 on straight forward for matters related to this.

11. Whether it is noticed that the officer / institution to whom the complaint was lodged is investigating the complaint?

All efforts have been taken to avoid the situation in which the officer or organization against whom the complaint was made conducts an inquiry into the complaint against them. However, if such a situation is reported to the toll free number 1076 of the Chief Minister's Public Grievance Redressal System, prompt action will be taken.

12. Complaints were not properly investigated and resolved?

Immediate action will be taken if the issues related to improper handling of the complaint are reported to the Toll Free Number 1076 of the Chief Minister's Public Grievance Redressal.

13. Whether proper reply will be given once the complaint is settled?

Each movement/action of the complaint will be communicated to the complainant. A detailed reply explaining the action taken will be sent to the complainant on resolving the complaint. Reply will be sent by post and by e-mail, if the e-mail address is included in the complaint.

14. Message received that the complaint has been resolved. But receives no reply?

Complainants will be informed via SMS about the resolution of the complaint and about the reply furnished. If the e-mail address is provided in the complaint, e-mail will be sent in real-time. If the e-mail address is not available, reply will be sent by post. It may take a few more days to receive the reply by post. In case of non-receipt of reply within a week, it may be brought to the notice of the officer-in-charge of the office where the complaint is disposed of or to the Chief Minister's Public Grievance Redressal System.

15. What to do if not satisfied with the action taken on the complaint ?

If you are not satisfied with the action taken on the complaint, you can file another complaint clearly stating those matters and the docket number of the previous complaint.

16. Is it possible to call the toll free number 1076 of the Chief Minister's Public Grievance Redressal System from outside Kerala?

Yes. If you are from within the country, you can call the toll free number 1076 by adding the code number 0471. When calling from Gulf countries, call by adding the code 91471.