ONLINE COMPLAINT MANAGEMENT SYSTEM (OCMS)

USER'S MANUAL

for

PUBLIC

1. INTRODUCTION

The 'Online Complaint Management System (OCMS)' is a web application for processing the complaints received at the Commission in an instant and reliable mode. Through this website, anyone can register any case related to the violation of child rights with the KeSCPCR. They have to complete a one-time registration on the website by providing the name, mobile number and password.

1. ## Home Page

A person can access the portal using the address

https://childrights.kerala.gov.in.
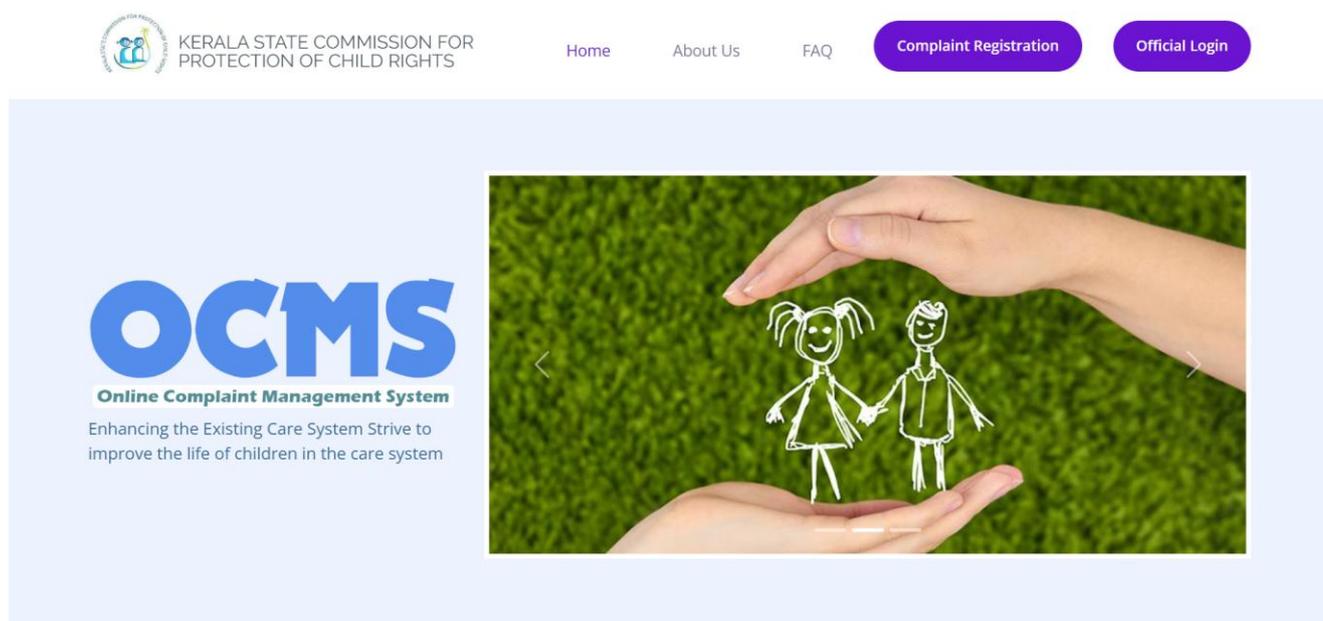
2. Complaint Registration

A person intending to file a complaint before the Kerala State Commission for Protection of Child Rights may do so by registering a complaint on the official website of the Commission **https://childrights.kerala.gov.in** under the section of 'Complaint Registration'.
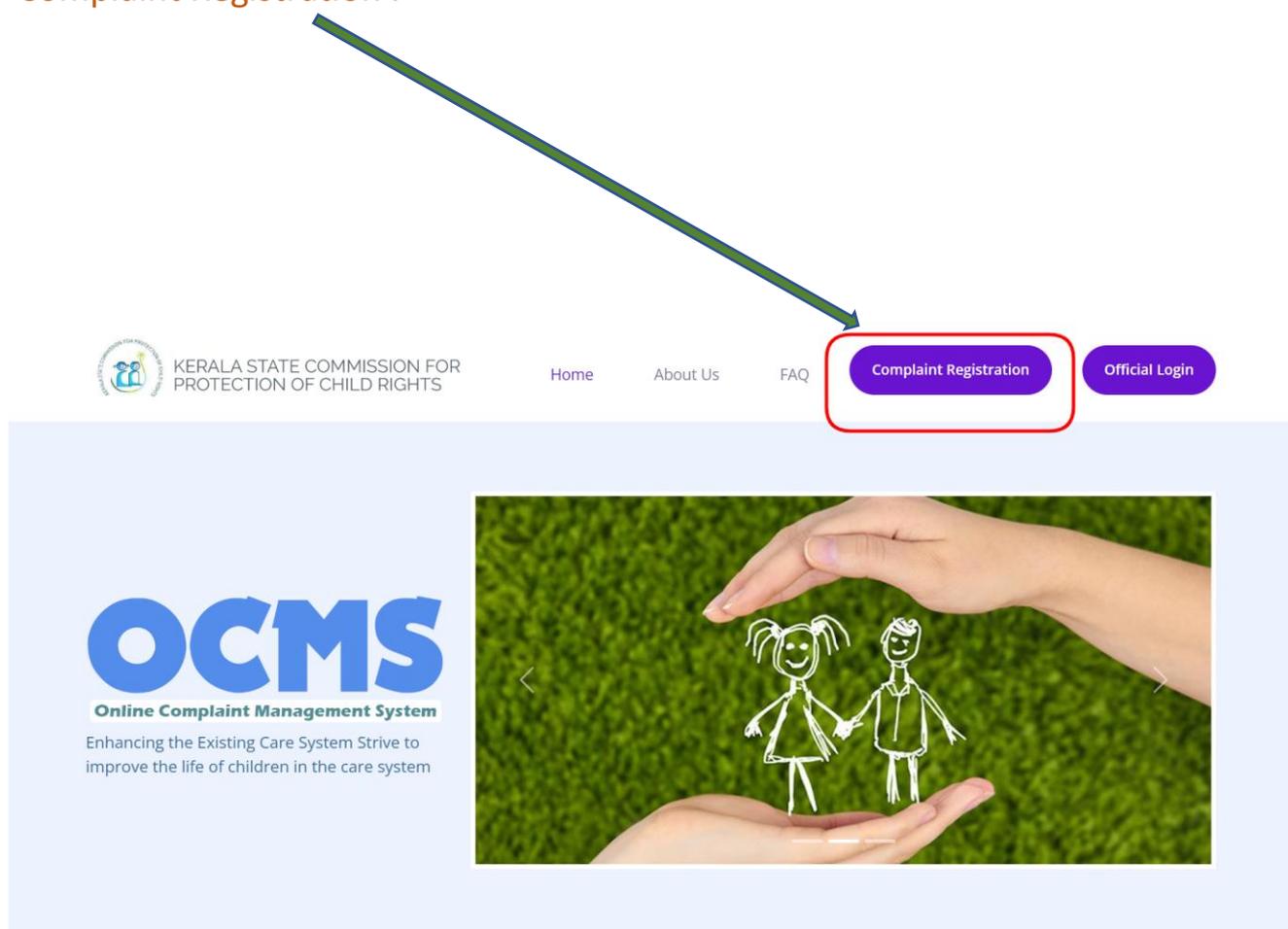
Upon clicking the Complaint Registration button, a new window will open.

Users who have already registered can **Sign in** to the portal by entering their Mobile No and password.

If you are a new user, you must first register by clicking on the Registration button.

Upon clicking the Registration button, a new window will open.

By entering your name, mobile number, password, and email ID, you can register in the portal. All fields except email ID are mandatory.

After registration, in order to file a complaint, you have to verify your mobile number initially.
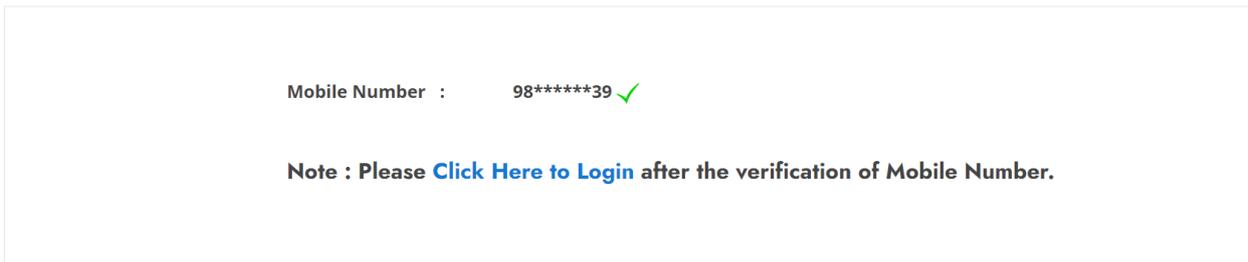

To verify your mobile number, enter the OTP received on your mobile and click the 'submit' button.

Verification of Mobile Number

Mobile Number　:　　98******39 ✓

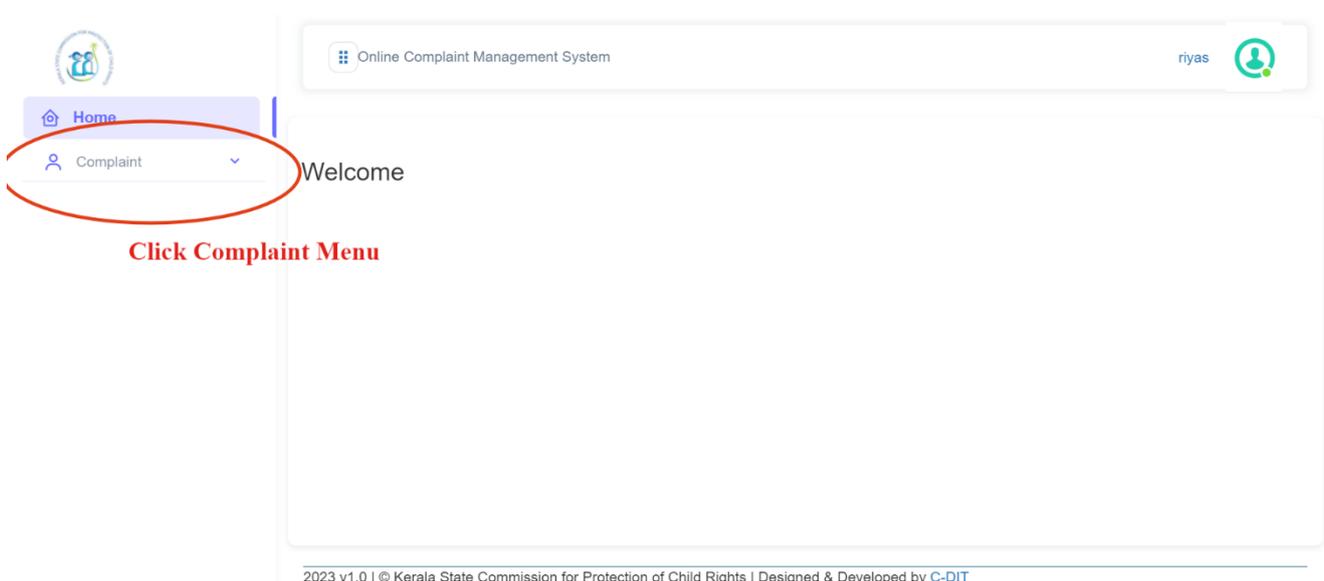Note : Please **Click Here to Login** after the verification of Mobile Number.

Once verified, you can log in to the portal using your mobile number and password to file your complaints.

Complaint Entry

After a successful login, a new window will open. On the left side of the window, there is a menu named 'Complaint'.
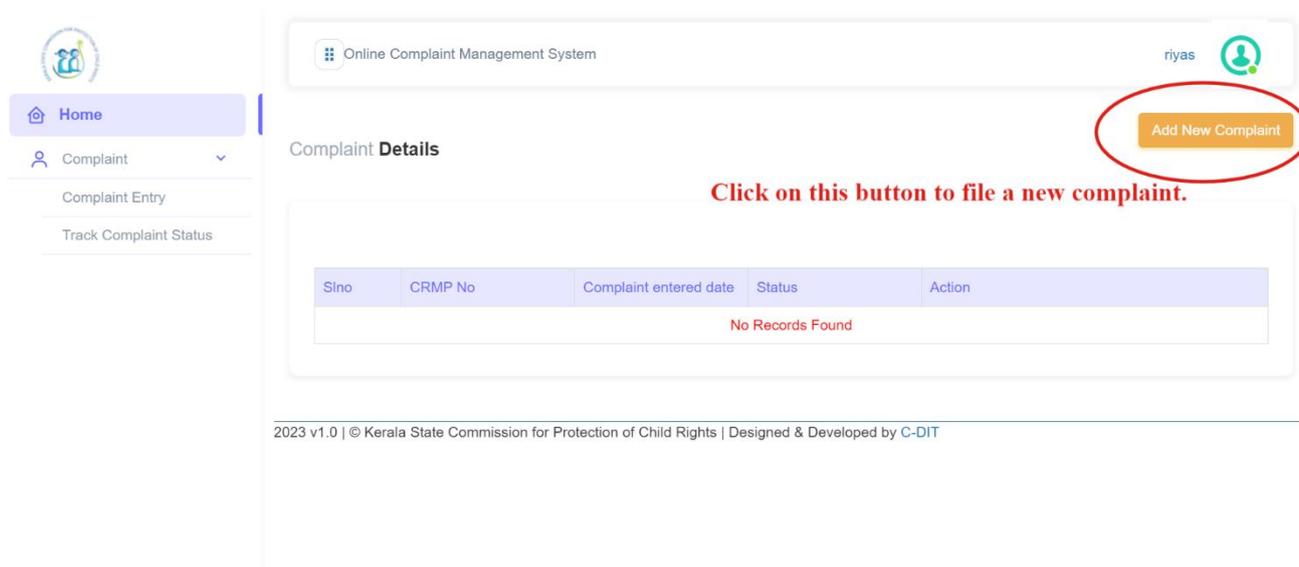

Click on the 'Complaint' menu, then a submenu named 'complaint entry' will appear. Click on the 'complaint entry' menu.

Upon clicking the 'Complaint Entry' menu, a new window will appear, listing all the complaints that you have entered along with their status.

On the upper right corner, there is a button called 'Add New Complaint'. To file a new complaint, click on this button.

Upon clicking the 'Add New Complaint' button, a new window for complaint entry will appear.

The complaint entry form contains two parts:

a) Complaint details and

b) Attachment upload (if any)

Complaint Entry /പരാതി

BACK

Name/പേര്*

riyas

Email/ഇമെയിൽ

riyas@gmail.com

Mobile no /മൊബൈൽ നമ്പർ*

9846411439

District/ജില്ല*

Select

Taluk/താലൂക്ക്*

Select

Village/വില്ലേജ്*

Select

Localbody Type/ലോക്കൽബോഡി തരം*

Select

Localbody/ലോക്കൽബോഡി*

Select

Nearest Police station/അടുത്തുള്ള പോലീസ് സ്റ്റേഷൻ*

Select

Gender/ലിംഗഭേദം*

Select

Communication Address/മേൽവിലാസം*

[Allows Alphabets digits (),-./ only]

Pincode/പിൻ കോഡ്*

Category/വിഭാഗം

○ SC ○ ST ○ General

Whether Differently Abled/ഭിന്നശേഷിയുള്ളവരാണോ*

Select

Disability Category/വൈകല്യ വിഭാഗം

Select

Complaint details/പരാതിയുടെ വിശദാംശങ്ങൾ*

SAVE & CONTINUE

Enter the required fields and click the ' Save & Continue ' button.

Clicking on the Save & Continue button opens a new window for uploading attachments (if any).

After uploading any attachments, you can click the 'Final Submit' button to submit the complaint. Once you have submitted it, you will not be able to make any further corrections to the complaint.

After successfully submitting the complaint, a unique reference number (CRMP No) will be given to the complainant, which they should keep for future reference.
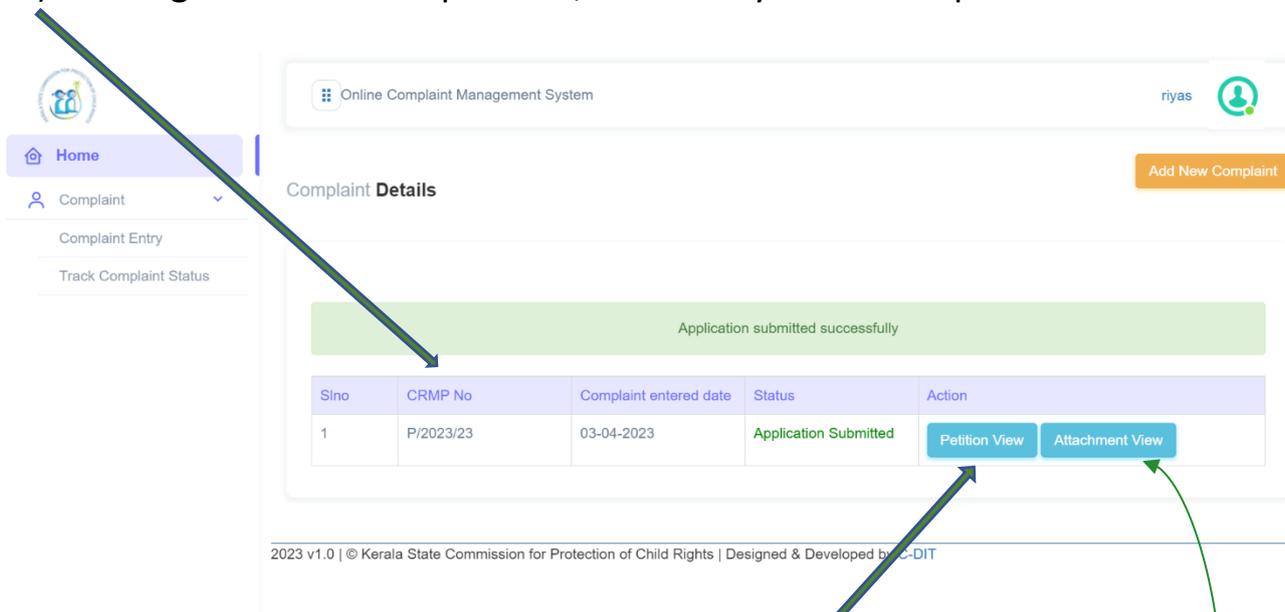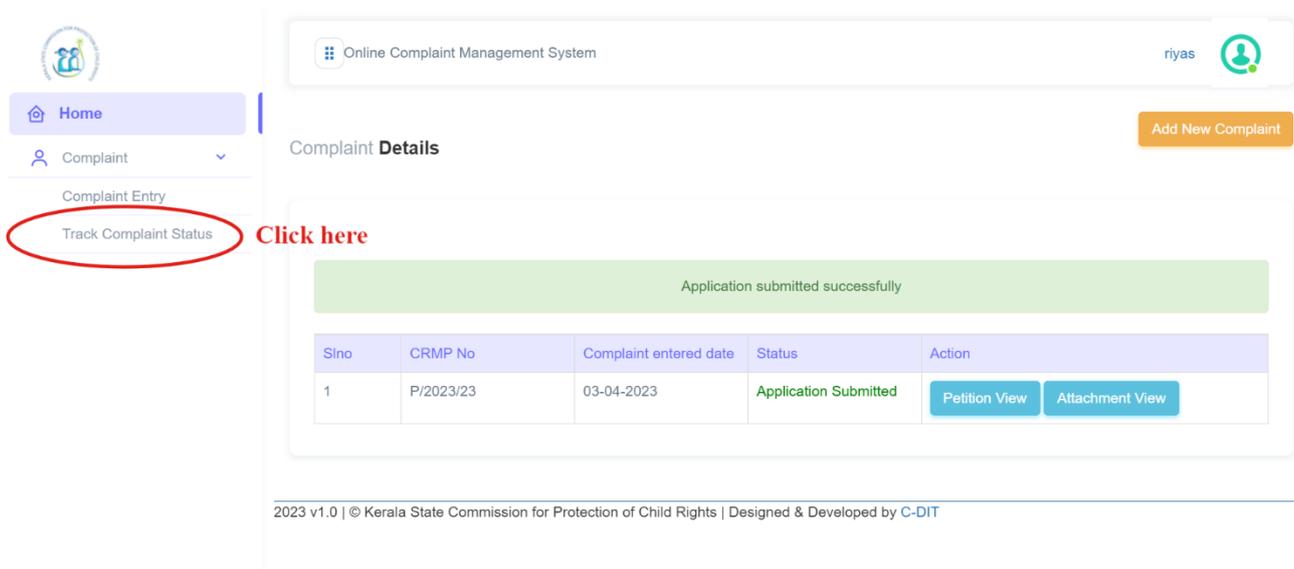

To view the complaint details, click on the 'Petition View' button.

To view the attachment details, click on the 'Attachment View' button.

3. **Track Complaint Status**

To check the status of your complaint, please click on the 'Track Complaint Status' option in the menu on the left side of the window.

After clicking on the 'Track Complaint Status' option in the menu, a new window will appear. In that window, you can search for the status of a particular complaint by entering the CRMP number.