

ONLINE COMPLAINT MANAGEMENT SYSTEM (OCMS)

USER'S MANUAL

for

PUBLIC

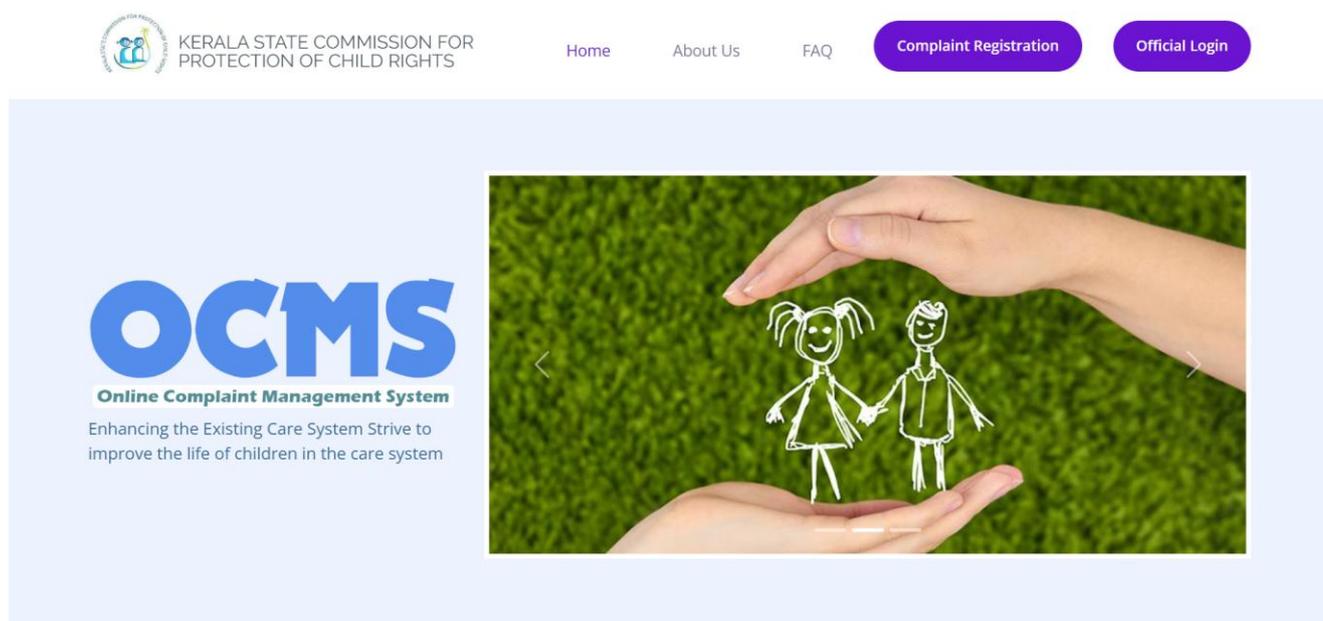
1. INTRODUCTION

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

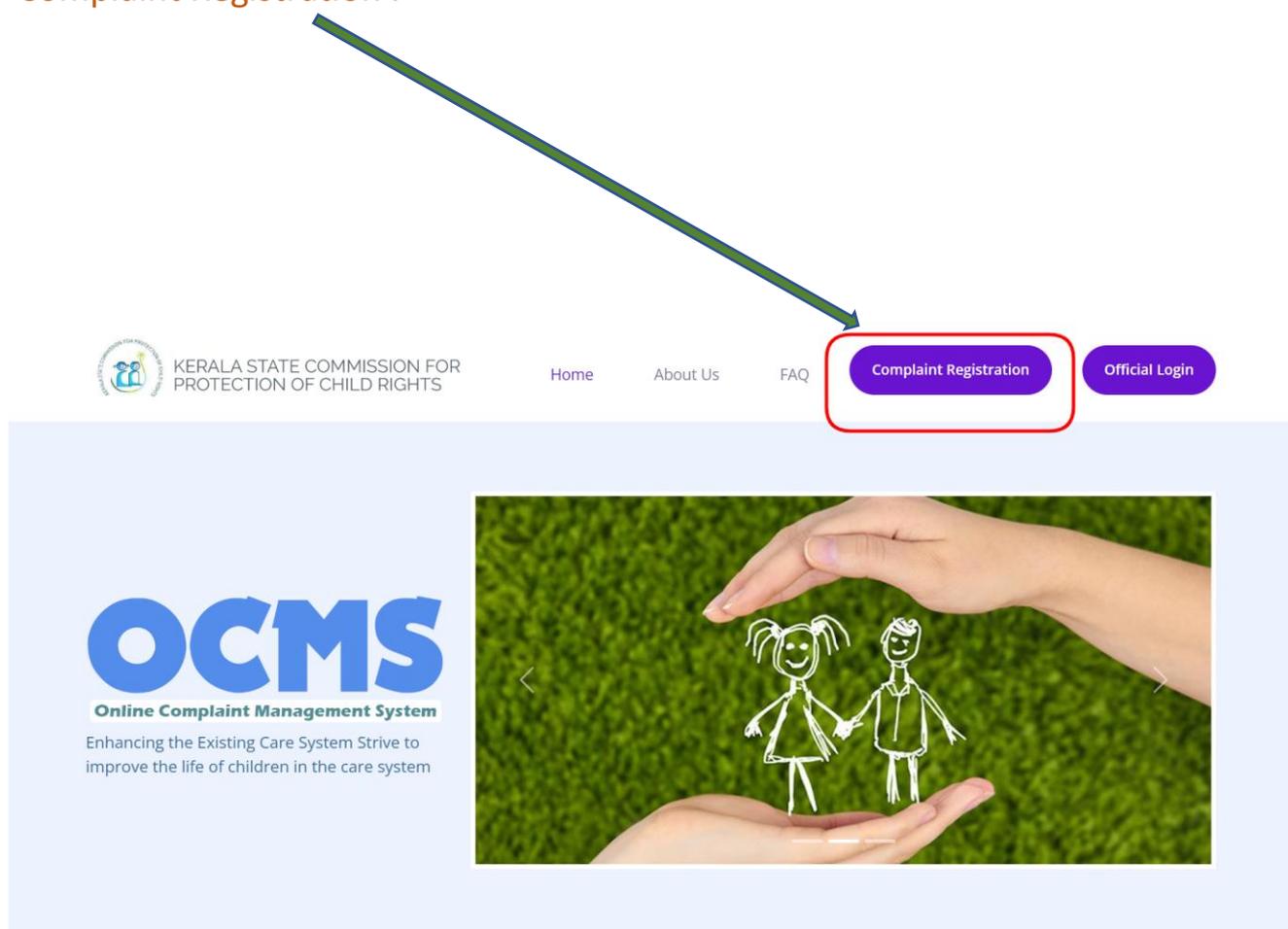
A person can access the portal using the address

<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.

Public Portal

Please sign-in to your account

Mobile No

Password

[Forgot Password?](#)

Sign in

Instructions to Public

Registration — Registration is required for the public for register their complaints.

Registration

User Manual

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.

Public Portal

Please sign-in to your account

Mobile No

Password

[Forgot Password?](#)

Sign in

Instructions to Public

Registration — Registration is required for the public for register their complaints.

Registration

User Manual

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

Registration

Please Fill the Form below

Required Name*
Name

Email Id
Email

Required Password*
Password

Required Confirm Password*
Confirm Password

Required Mobile Number*
Mobile number

Register

Instructions to public

Already Registered? — If you have done registration earlier click the below link to login.
Login Now

©Kerala State Commission for Protection of Child Rights. . All Rights Reserved
Developed by C-DIT

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.

Verification of Mobile Number

Mobile Number : 98*****39

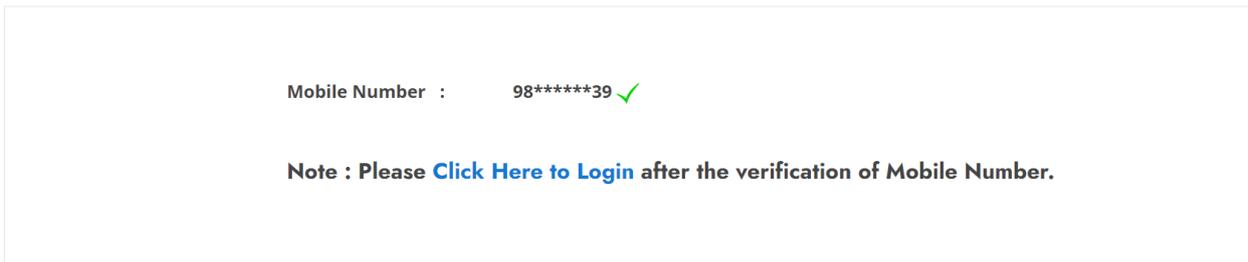
Enter OTP : [Enter OTP] [Submit] [Resend OTP]

Enter the OTP received on your mobile and click the Submit button

Note : Please [Click Here](#) to Login after the verification of Mobile Number.

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

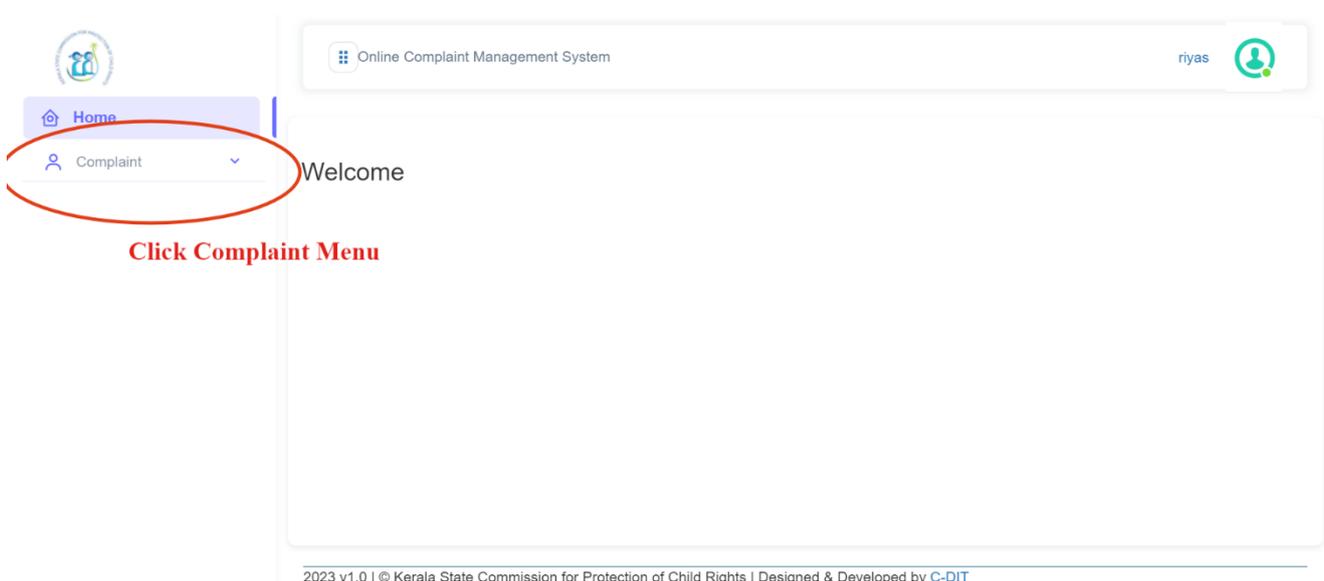
Verification of Mobile Number



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'.

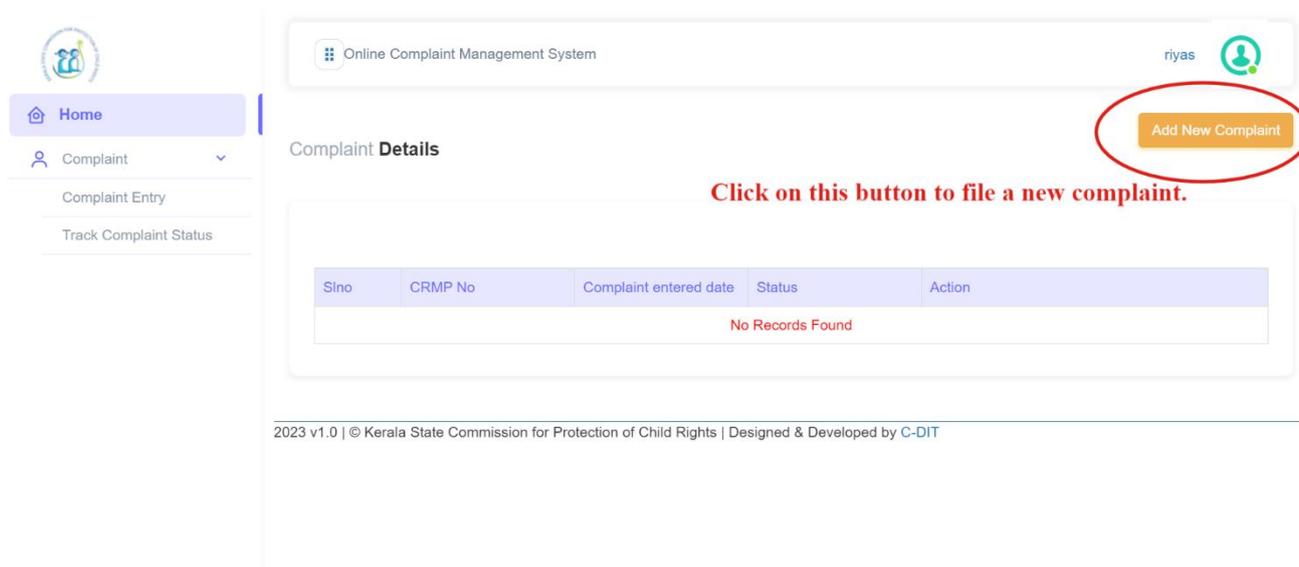


Click on the 'Complaint' menu, then a submenu named 'complaint entry' will appear. Click on the 'complaint entry' menu.



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)



Home

Complaint

Complaint Entry

Track Complaint Status

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

OSC OST General

Whether Differently Aabled/ഭിന്നശേഷിയുള്ളവരാണോ*

Select

Disability Category/വൈകല്യ വിഭാഗം

Select

Complaint details/പരാതിയുടെ വിശദാംശങ്ങൾ*

SAVE & CONTINUE

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

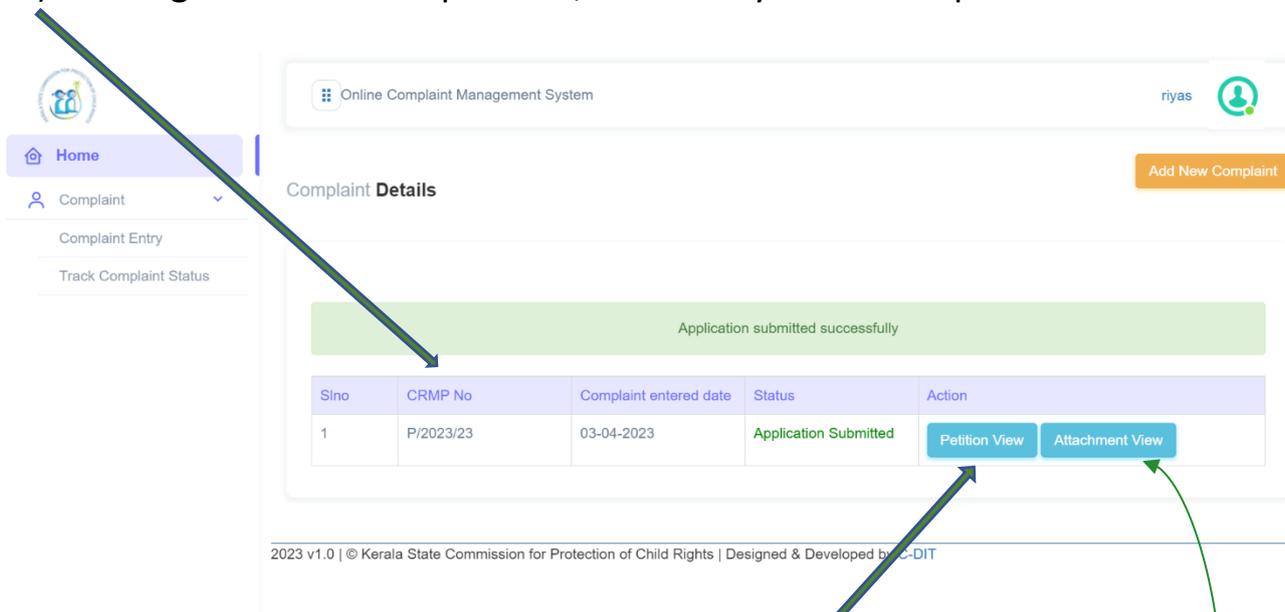
Clicking on the **Save & Continue** button opens a new window for uploading attachments (if any).

The screenshot shows a form for CRMP No: P/2023/23. It contains three attachment upload sections, each with a 'Choose File' button and an 'upload' button. The sections are labeled 'Attachments-1', 'Attachments-2', and 'Attachments-3'. Below these sections is a 'Final Submit' button. At the bottom of the form, there is a footer: '2023 v1.0 | © Kerala State Commission for Protection of Child Rights | Designed & Developed by C-DIT'.

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.

The screenshot shows the complaint entry form with a modal dialog box. The dialog box contains the text: 'childrights.kerala.gov.in says No edits will be allowed after final submission. Are you sure you want to continue?'. There are 'OK' and 'Cancel' buttons in the dialog. A red arrow points from the text 'Click Ok button' to the 'OK' button. The background shows the complaint entry form with the CRMP No: P/2023/23 and three attachment upload sections. The 'Final Submit' button is visible at the bottom.

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

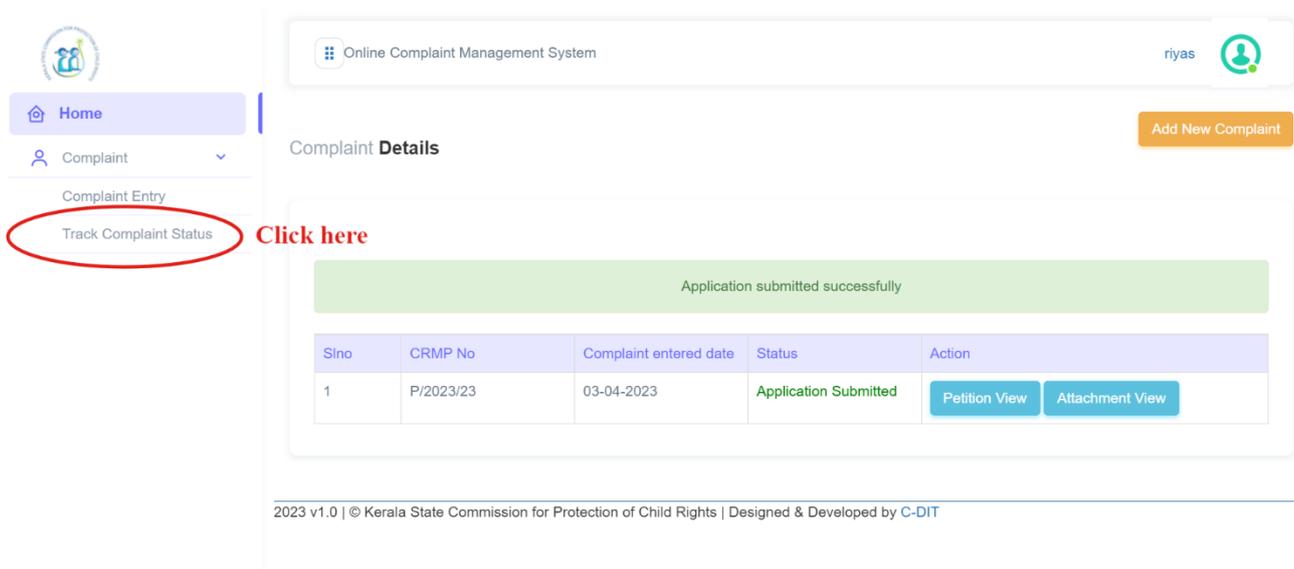


To view the complaint details, click on the '**Petition View**' button.

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.

