

CMDRF USER MANUAL

PUBLIC

Table of Contents

REGISTRATION.....	3
LOGIN.....	6
Forgot Password.....	7
User Board.....	8
Saved Applications.....	9
Submitted Applications.....	10
New Application.....	10
1. Type of Financial Assistance.....	11
2. Income and Account Details.....	11
3. Upload Files.....	12
4. Review and Submit.....	12
Complaint Status.....	13

REGISTRATION

A new user must register into the portal. Facebook and Google login is also enabled.

സംസ്ഥാനം രജിസ്റ്റർ English

സൈൻ ഇൻ പരാതിയുടെ സ്ഥിതി അറിയുക

സൈൻ ഇൻ
നിങ്ങളുടെ സോഷ്യൽ മീഡിയ അക്കൗണ്ട് ഉപയോഗിച്ച്

FACEBOOK SIGN IN

OR

CMO / CMDRF User ID ഉപയോഗിച്ച് ലോഗിൻ ചെയ്യാവുന്നതാണ്

യൂസർനെയിം
username

പാസ്‌വേർഡ്
password

പാസ്‌വേർഡ് മറന്നോ?

റിസേഴ്സ് സൈൻ ഇൻ

Click on Register to open the registration form.

GOVT OF KERALA - CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL HOME Accessibility

Already registered? Sign In

Select any one of the following ID's to Auto-fill the registration form

AADHAAR RATION CARD

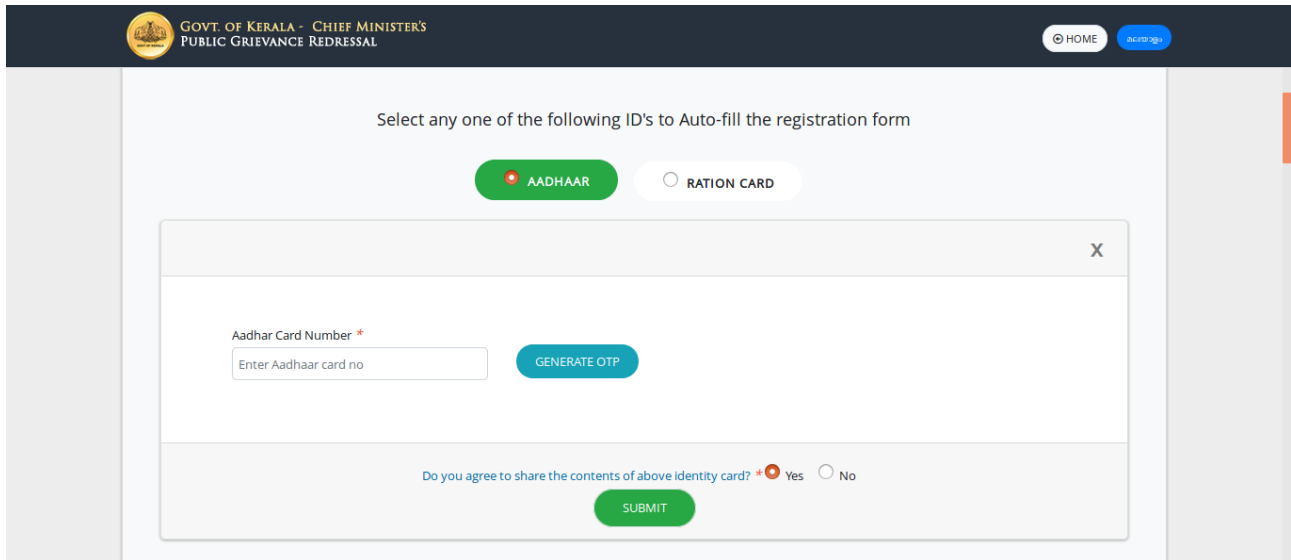
Beneficiary Details

First Name * : [input field]

First Name(മലയാളം) * : Type your details and press Spacebar to convert it to Malayalam..

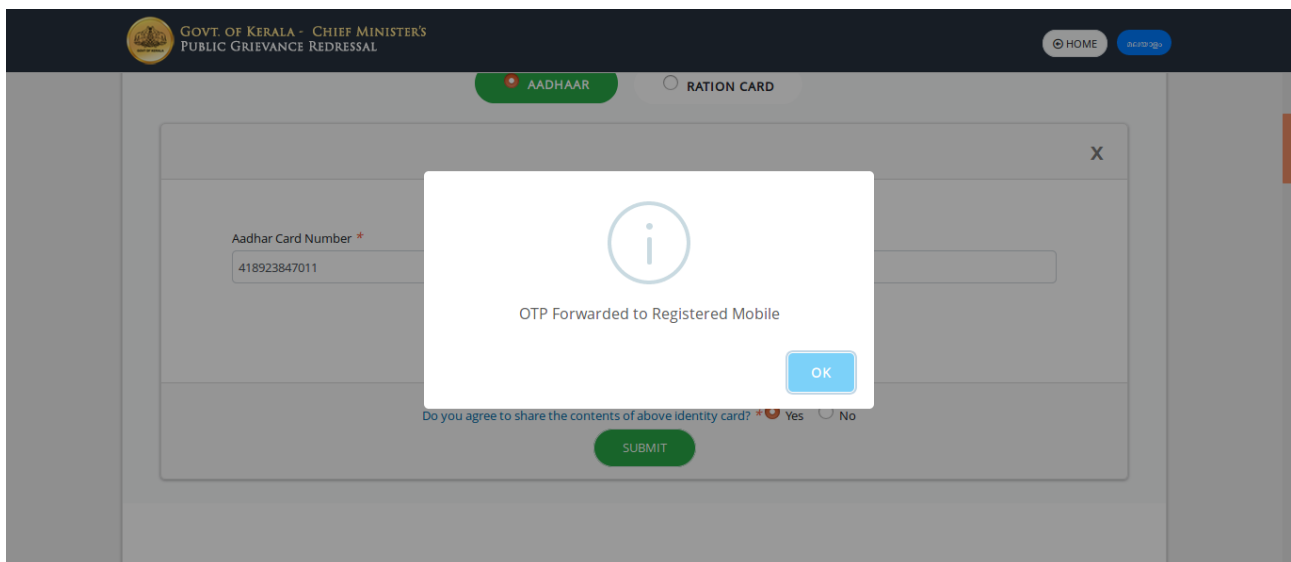
The registration form can be Auto-filled using :

1. Aadhaar



The screenshot shows the top navigation bar with the logo and text "GOVT. OF KERALA - CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL" on the left, and "HOME" and "ac/19-20" on the right. The main content area has a heading "Select any one of the following ID's to Auto-fill the registration form". Below this are two radio buttons: "AADHAAR" (selected) and "RATION CARD". A form box contains an input field labeled "Aadhar Card Number*" with the placeholder "Enter Aadhaar card no", a "GENERATE OTP" button, and a "SUBMIT" button. At the bottom of the form box is a question "Do you agree to share the contents of above identity card?*" with "Yes" (selected) and "No" radio buttons.

Enter the Aadhar Card Number and Generate the OTP which would be sent to the registered mobile number of the corresponding Aadhar Number. An alert pops up indicating the same.



This screenshot shows the same form as above, but with an alert box in the center. The alert box has an information icon and the text "OTP Forwarded to Registered Mobile" with an "OK" button. The background form is dimmed. The "Aadhar Card Number*" field now contains the value "418923847011".

Enter the OTP received and click submit to auto-fill the form.

The screenshot shows the 'AADHAAR' tab selected. The form contains the following elements:

- Header: GOVT. OF KERALA - CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL
- Navigation: HOME, Register
- Tab: AADHAAR (selected), RATION CARD
- Form Fields:
 - Aadhar Card Number *: 418923847011
 - GENERATE OTP button
 - OTP *: Enter OTP
 - Time left = 8:30
- Agreement: Do you agree to share the contents of above identity card? * Yes No
- SUBMIT button

2.Ration Card

Enter the Ration Card Number and Mobile Number to generate the OTP .

The screenshot shows the 'RATION CARD' tab selected. The form contains the following elements:

- Header: GOVT. OF KERALA - CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL
- Navigation: HOME, Register
- Text: Already registered? [Sign In](#)
- Text: Select any one of the following ID's to Auto-fill the registration form
- Tab: AADHAAR, RATION CARD (selected)
- Form Fields:
 - Ration Card Number *: Enter Ration card number
 - Enter Mobile No. *: Enter the mobile number
 - OTP *: Enter OTP
 - Generate otp button
- Agreement: Do you agree to share the contents of above identity card? * Yes No
- SUBMIT button

Enter the OTP received and Click on submit to Auto-fill the form.

GOVT. OF KERALA - CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL

HOME [കുറിപ്പ്](#)

Email Id * :

Mobile Number : Beneficiary's * Other's

I agree to receive notifications & Whatsapp messages on the above provided mobile number and email.

Username * Password * Confirm Password *

[?](#)

[SAVE](#) [RESET](#)

LOGIN

All users can login to the CMDRF portal using the user name and password registered. Password reset option is also available.

Applications Places [CMO - Mozilla Firefox](#) [Inbox \(6\) - pr](#) [ISSUES-CMO](#) [CMO](#) [Chief Minister](#) [localhost / l](#) [DDFS - Digit](#) [Deployment](#) ["help" മലയാ](#) [a href open](#)

localhost:8080/cmoportal/login.htm

കേരള സർക്കാർ - മുഖ്യമന്ത്രിയുടെ പൊതുജന പരാതി പരിഹാര സംവിധാനം | മുദ്രിതാലോസ നിയമി

[സഹായം](#) [രജിസ്റ്റർ](#) [English](#)

സൈൻ ഇൻ പരാതിയുടെ സ്ഥിതി അറിയുക

സൈൻ ഇൻ
നിങ്ങളുടെ സോഷ്യൽ മീഡിയ അക്കൗണ്ട് ഉപയോഗിച്ച്

[FACEBOOK](#) [SIGN IN](#)

OR

CMO / CMDRF User ID ഉപയോഗിച്ച് ലോഗിൻ ചെയ്യാവുന്നതാണ്

യൂസർനെയിം
username

പാസ്‌വേർഡ്
password

പാസ്‌വേർഡ് മറന്നോ? [റിസെറ്റ്](#) [സൈൻ ഇൻ](#)

CMO - Mozilla Firefox Java EE - cmoportal/... [u1235@pranav: -] Manuals.rar [read only] CMDRF Public.docx - ...

Forgot Password

കേരള സർക്കാർ - മുഖ്യമന്ത്രിയുടെ പൊതുമുന്ന പരാതി പരിഹാര സംവിധാനം

മലയാളം ENGLISH

Forgot password

Email Id/Username *

Generate otp

SUBMIT

മുഖ്യമന്ത്രിയുടെ വെബ്സൈറ്റ് മുഖ്യമന്ത്രിയുടെ ദുരിതാശ്വാസ നിധി

Enter the Email Id/ Username to generate an OTP to the registered Email Id

GOVT. OF KERALA - CHIEF MINISTER'S PUBLIC GRIEVANCE REDRESSAL

HOME മലയാളം

Forgot password

Email Id/Username *

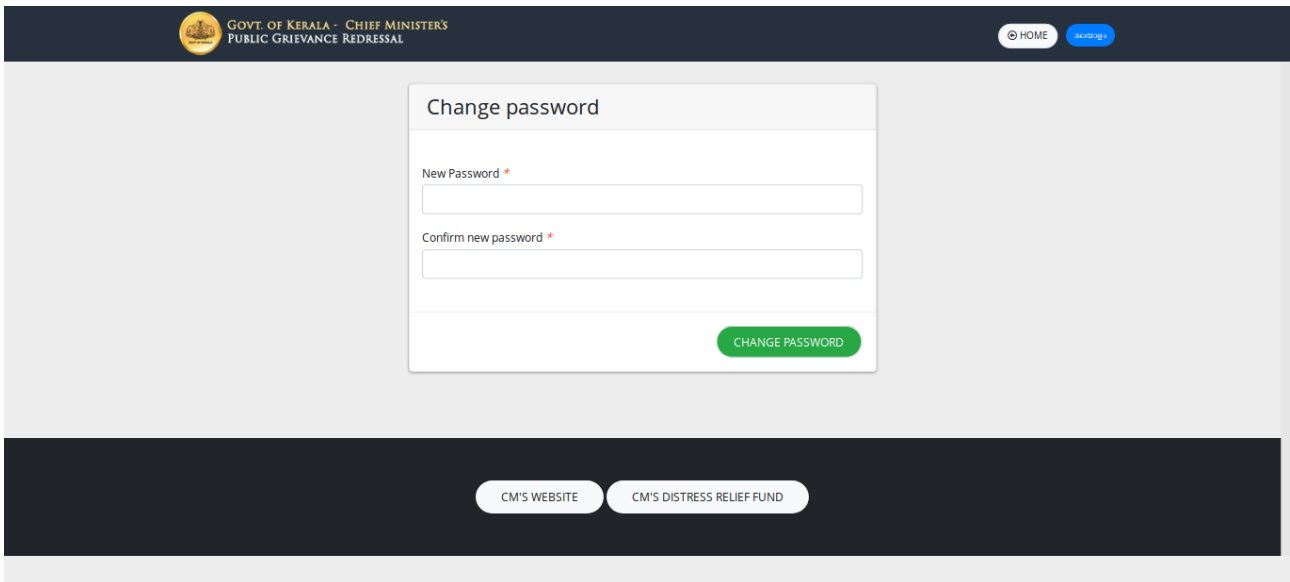
Generate otp

OTP *

SUBMIT

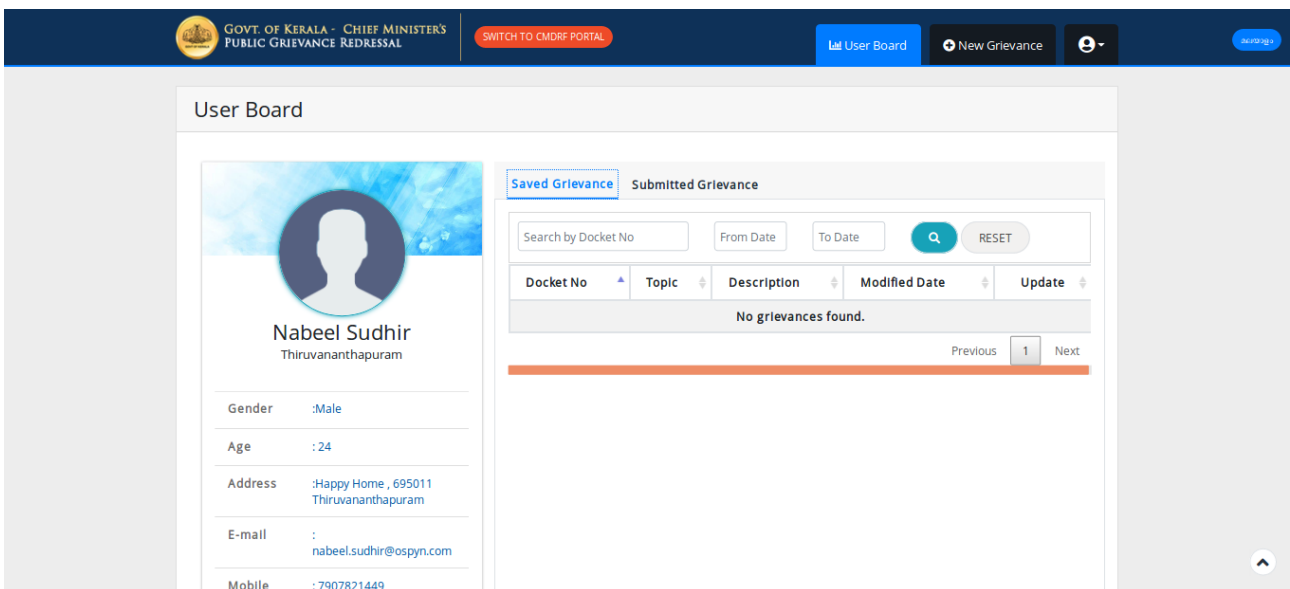
CM'S WEBSITE CM'S DISTRESS RELIEF FUND

Enter the OTP received and click on submit.

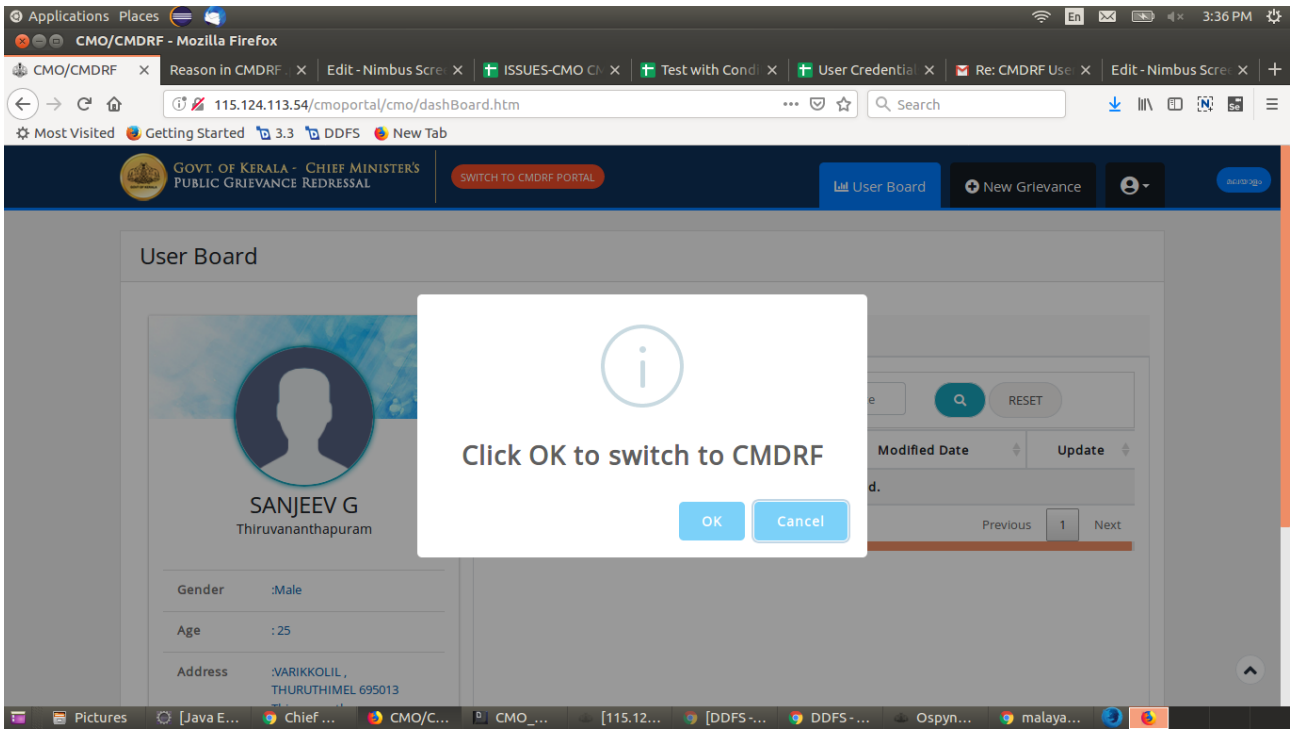


Enter the required New Password and Confirm it to Change Password.

User Board

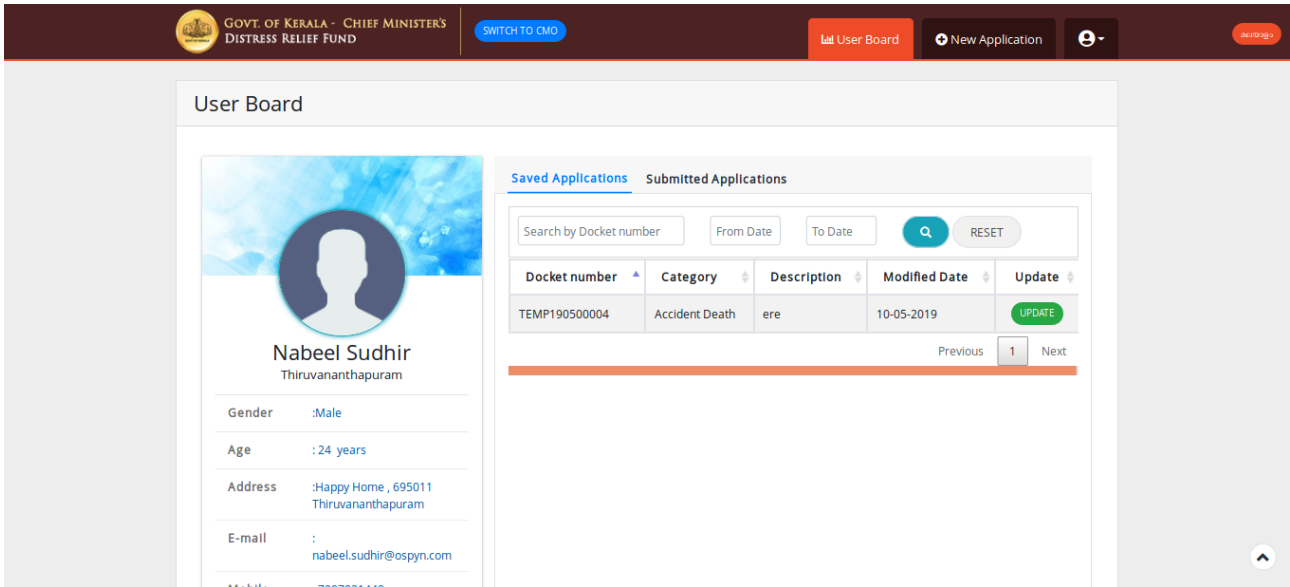


Click on Switch to **CMDRF PORTAL**



Verify the profile with an Aadhar or Ration Card.

Saved Applications



It lists applications that are yet to be submitted. By clicking on update you can update it.

Submitted Applications

GOVT. OF KERALA - CHIEF MINISTER'S DISTRESS RELIEF FUND

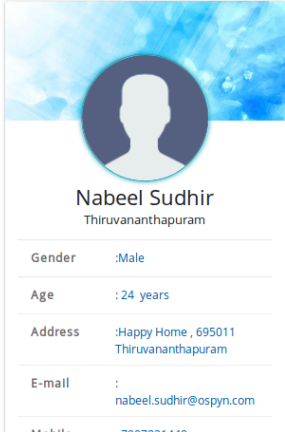
SWITCH TO CMO

User Board

New Application

Logout

User Board



Nabeel Sudhir
Thiruvananthapuram

Gender :Male

Age :24 years

Address :Happy Home , 695011
Thiruvananthapuram

E-mail :
nabeel.sudhir@ospyn.com

Mobile :7607931440

Saved Applications | **Submitted Applications**

Search by Docket number | From Date | To Date | |

Docket number	Category	Submitted Date	Action
D190500031	Accident Death	10-05-2019	<input type="button" value="DOWNLOAD"/> <input type="button" value="VIEW"/> <input type="button" value="STATUS"/>
D190500032	Accident Death	10-05-2019	<input type="button" value="DOWNLOAD"/> <input type="button" value="VIEW"/> <input type="button" value="STATUS"/>
D190500033	Accident Death	10-05-2019	<input type="button" value="DOWNLOAD"/> <input type="button" value="VIEW"/> <input type="button" value="STATUS"/>

Previous | 1 | Next

It lists the applications that are already submitted. By clicking on status we could know its current status.

New Application

Click on New Application and Verify your Mobile Number and Email Id (only the first time when you submit an application). An OTP will be sent to both registered Email Id and Mobile which should be entered here.

GOVT. OF KERALA - CHIEF MINISTER'S DISTRESS RELIEF FUND

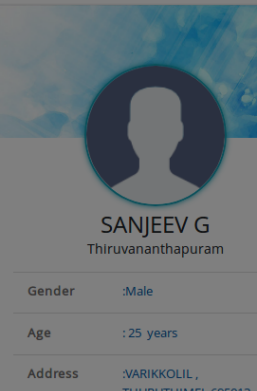
SWITCH TO CMO

User Board

New Application

Logout

User Board



SANJEEV G
Thiruvananthapuram

Gender :Male

Age :25 years

Address :VARIKKOLIL ,
THURUTHIMEL 695013

Verify your Mobile number and Email Id

Email OTP: *

Mobile OTP: *

GOVT. OF KERALA - CHIEF MINISTER'S DISTRESS RELIEF FUND

SWITCH TO CMO

User Board

New Application

Overview

Step 1 Type of Financial Assistance


Step 2 Income & Account Details

Step 3 Upload Files

Step 4 Review & Submit

Welcome to CMDRF

File your application in only four steps



Type of Financial Assistance


Income & Account Details

Upload Proofs / Documents

Review & Submit

1 2 3 4

START



This helps to file an application in just four steps:

1. Type of Financial Assistance

The screenshot shows the 'Type of Financial Assistance' form, which is Step 1 of a 4-step process. The header includes the logo of the Government of Kerala, the text 'GOVT. OF KERALA - CHIEF MINISTERS DISTRESS RELIEF FUND', a 'SWITCH TO CMD' button, and navigation links for 'User Board', 'New Application', and a profile icon. The progress bar shows 'Step 1 Type of Financial Assistance' as the active step, followed by 'Step 2 Income & Account Details', 'Step 3 Upload Files', and 'Step 4 Review & Submit'. The form fields are:

- Type of Accident/Disease *: Select an option (dropdown menu)
- The nature of the disease / accident *: Text area
- Is the Medical Certificate by a Doctor specified in the Mobile Application? *: YES NO
- Is the Beneficiary currently undergoing treatment? *: YES NO
- Did the Beneficiary receive any prior financial help for the same cause? *: YES NO

A 'SAVE AND PROCEED' button is located at the bottom center of the form.

Fill the required fields and click Save and Proceed.

2. Income and Account Details

The screenshot shows the 'Income and Account Details' form, which is Step 2 of a 4-step process. The header is identical to the previous screenshot. The progress bar shows 'Step 2 Income & Account Details' as the active step. The form is divided into two main sections:

- Income Details:**
 - Occupation: Text input field
 - Do you own any land property? *: YES NO
 - Other sources of income: Text input field
 - Annual family income (in ₹) *: Text input field
- Account Details:**
 - All transactions related to application will be through the bank account number mentioned here. Kindly make sure that it is not a loan account number.
 - District in which bank is located *: Select an option (dropdown menu)
 - Name of the Bank *: Select an option (dropdown menu)
 - Name of the Branch *: Select an option (dropdown menu)
 - IFSC code *: Text input field
 - Name of the Account Holder *: Nabeel (text input field)
 - Account Number *: Text input field
 - Confirm Account No *: Text input field
 - Is this your own account? *: YES NO
 - I am willing to get financial help in this account number.

A 'SAVE AND PROCEED' button is located at the bottom center of the form.

The bank account and financial details are to be submitted.

3. Upload Files

The screenshot shows the 'Upload Files' step (Step 3) of the application process. The breadcrumb navigation includes Overview, Step 1 (Type of Financial Assistance), Step 2 (Income & Account Details), Step 3 (Upload Files), and Step 4 (Review & Submit). The main content is a table with 6 rows for document uploads. Each row has columns for Sl.no, Type of Accident/Disease, Documents, and Action. The 'Documents' column contains a 'Choose file' input and a 'Browse' button. The 'Action' column contains an 'UPLOAD' button. A 'SAVE AND PROCEED' button is located at the bottom of the table.

Sl.no	Type of Accident/Disease	Documents	Action
1	Death Certificate*	Choose file <input type="text"/> Browse	UPLOAD
2	Post Mortem report*	Choose file <input type="text"/> Browse	UPLOAD
3	FIR*	Choose file <input type="text"/> Browse	UPLOAD
4	Bank Passbook Copy*	Choose file <input type="text"/> Browse	UPLOAD
5	Others	Choose file <input type="text"/> Browse	UPLOAD
6	Select <input type="text"/>	Choose file <input type="text"/> Browse	UPLOAD

All the mandatory documents are to be uploaded.

4. Review and Submit

The screenshot shows the 'Review and Submit' step (Step 4) of the application process. The breadcrumb navigation includes Overview, Step 1 (Type of Financial Assistance), Step 2 (Income & Account Details), Step 3 (Upload Files), and Step 4 (Review & Submit). The main content is a form with two sections: 'Type of Financial Assistance' and 'Income & Account Details'. The 'Type of Financial Assistance' section contains fields for Type of Accident/Disease (Accident Death), Sub Type of Accident/Disease (Vehicle accident), Accident Location (venad), Date of accident (05/08/2019), and The nature of the disease / accident (Fatal Accident). The 'Income & Account Details' section contains an 'Income Details' sub-section with an Occupation field.

Type of Financial Assistance	
Type of Accident/Disease	: Accident Death
Sub Type of Accident/Disease	: Vehicle accident
Accident Location	: venad
Date of accident	: 05/08/2019
The nature of the disease / accident	: Fatal Accident

Income & Account Details	
Income Details	
Occupation	:

Details given can be reviewed once again, as the application once submitted cannot be edited further.

GOVT. OF KERALA - CHIEF MINISTER'S DISTRESS RELIEF FUND

SWITCH TO CMO

User Board New Application

Applicant's Relation to Account Holder : Self

Attached Files

Death Certificate : [OSPYN9999999.pdf](#)

Post Mortem report : [OSPYN5656565.pdf](#)

FIR : [OSPYN2323232.pdf](#)

Bank Passbook Copy : [OSPYN7777777.pdf](#)

Others : [OSPYN1212121.pdf](#)

SUBMIT APPLICATION

Copyright 2018@ Govt. Of Kerala - Chief Ministers

Click on Submit Application and the application gets submitted.


Submitted Application will be listed under Submitted Application tab in User Board

GOVT. OF KERALA - CHIEF MINISTER'S DISTRESS RELIEF FUND

SWITCH TO CMO

User Board New Application

User Board



Nabeel Sudhir
Thiruvananthapuram

Gender : Male

Age : 24 years

Address : Happy Home, 695011
Thiruvananthapuram

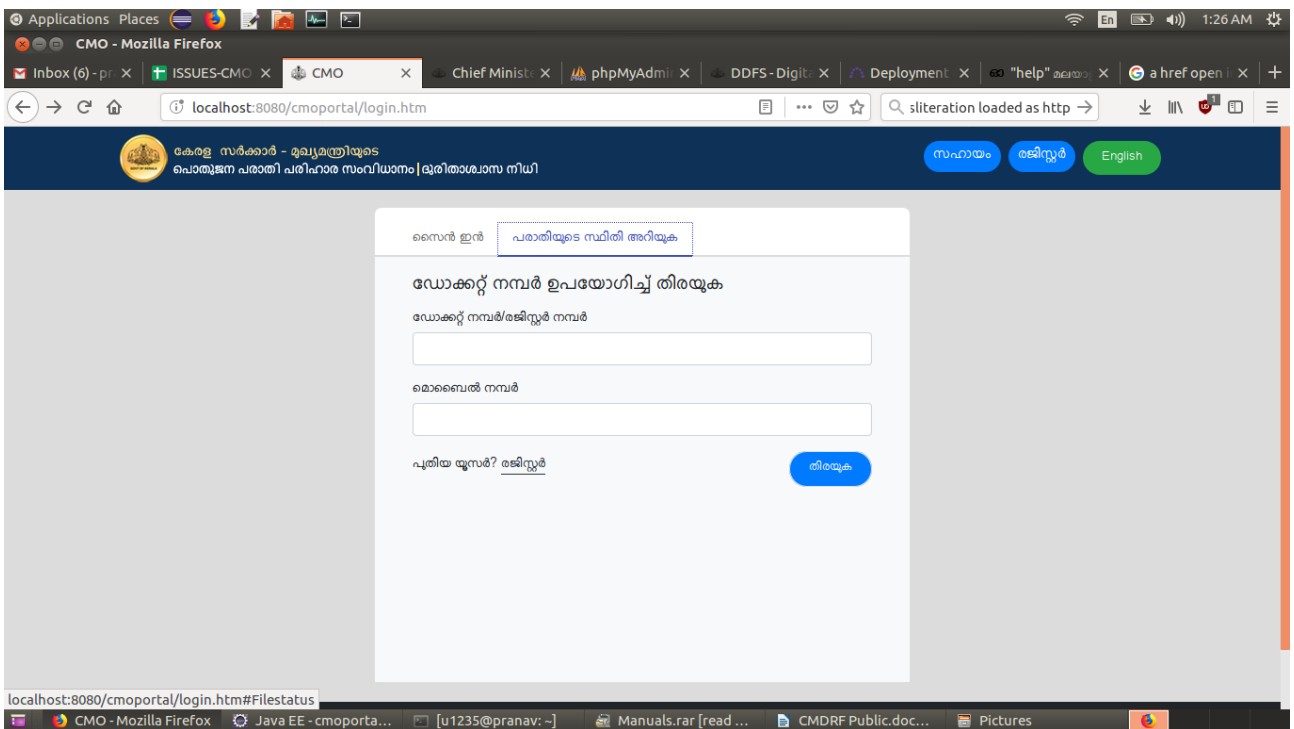
Saved Applications Submitted Applications

Search by Docket number From Date To Date [SEARCH] [RESET]

Docket number	Category	Submitted Date	Action
D190500031	Accident Death	10-05-2019	[DOWNLOAD] [VIEW] [STATUS]
D190500032	Accident Death	10-05-2019	[DOWNLOAD] [VIEW] [STATUS]
D190500033	Accident Death	10-05-2019	[DOWNLOAD] [VIEW] [STATUS]

Previous 1 Next

Complaint Status



The status of the submitted application can be known with Docket Number and Mobile Number.