

OFFICE OF THE CHIEF ENGINEER  
LOCAL SELF GOVERNMENT DEPARTMENT  
3<sup>RD</sup> FLOOR, REVENUE COMPLEX  
PUBLIC OFFICE COMPOUND,  
THIRUVANANTHAPURAM –33

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## CIRCULAR

Sub:- Public Grievance Complaint Portal – reg.

Government is starting an online Public Grievance Complaint Portal “FOR THE PEOPLE”. In this portal, public can lodge their grievances as complaints online. LSGD Engineering Wing is one of the stateholder departments. The training for officials is already completed by the respective District Admins. Those who have any doubt on the working of the Complaint Portal shall contact, the district admins for any clarification. All LSGD Engineering Wing office heads are office admins of their offices and they are responsible for disposing public complaints within 7 days of receiving. All the Engineering Wing office heads of the LSGIs have been created in the portal and each one is provided with a login ID. If any of the office heads have not received the login ID, shall contact the district admins for their user ID. The contact details of District admins are attached as Annexure – I. The office heads can create their subordinate officers by themselves as per their requirement.

All the Executive Engineers of the district panchayath are provided with supervisory powers. If any complaints in their district is not disposed off within 7 days, it will be visible to supervisory officers (Executive Engineer, Dist. Panchayath), Chief Engineer, LSGD, Principal Secretary and Hon’ble Minister for LSGD. Hence all District Panchayath Executive Engineers are directed to monitor the pending complaints in the subordinate offices daily and take necessary steps to dispose off the same. There is separate user ID for supervisory officers. This user ID is attached along with this as Annexure II.

All the Engineering Wing officers are directed to address the grievances raised by general public with utmost importance and dispose off the same within the stipulated time.

Any difficulty in login in or other portal related complaints shall be first cleared through district admins. If further doubt persists shall be e-mailed to [celsgdpg@gmail.com](mailto:celsgdpg@gmail.com), mentioning the Name, Designation, User ID, Mob. No. & email ID.

The portal is already online. Government has scheduled a press meet on 31.01.2017 and after that the portal will become officially open for public to loge their Grievances. Hence all are directed to login and check from that date onwards.



**Chief Engineer**

## Details of District Admins

SI No	District	Name of Officer	Designation	Mobile No
1	Wayanad	Doraswamy P R	AE	9747395558
2	Kottayam	Nameer M	AE	9446018825
3	Idukki	Joseph Thomas	AE	9961314384
4	Alappuzha	Abhilash B	AE	9946022760
5	Ernakulam	Jude Joseph	AEE	9495381834
6	Pathanamthitta	Sreejith A H	AEE	9744887618
7	Kozhikkode	Sreejith P	AE	9446570454
8	Kollam	Manmadan P	AE	9961252666
9	Malappuram	Rekha B	AEE	9037763547
10	Thrissur	Rashy P R	AE	9048928092
11	Palakkad	Gopakumar V S	AEE	9400825578
12	Kasaragod	Sanoop Chandran	AE	8547941823
13	Kannur	Jackson Joseph	AE	8893632732
14	Thiruvananthapuram	Resmi PS	AE	9497360907

## List of Users assigned with DEPARTMENT DISTRICT SUPERVISORY Privilage

SI No	Office	User ID	Mobile No	email ID	Privilege Assigned
1	Thiruvananthapuram DP	eetvpmdp	9447064648	anwarkdr@gmail.com	Department District Supervisory
2	Kollam DP	eeklmdp	9447220167	anandarajub2013@gmail.com	Department District Supervisory
3	Pathanamthitta DP	eeptadp	9349427071	sreelababu@yahoo.co.in	Department District Supervisory
4	Alappuzha DP	eealpydp	7736260264	eelsgdalpy@gmail.com	Department District Supervisory
5	Kottayam	eektmdp	9400039999	ckjiji2014@gmail.com	Department District Supervisory
6	Idukki	eeidkdp	9446548928	haleemaabu@gmail.com	Department District Supervisory
7	Ernakulam	eeekmdp	9496067278	vdjalajamani@gmail.com	Department District Supervisory
8	Thrissur	eetsrdp	9497456451	martes_ida@yahoo.com	Department District Supervisory
9	Palakkad	eepkddp	9447832730	psbaburaj@gmail.com	Department District Supervisory
10	Malappuram	eempmdp	9447663679	rajanmvone@yahoo.com	Department District Supervisory
11	Kozhikkode	eekozdp	9447276692	ashraf.areekal@gmail.com	Department District Supervisory
12	wayanad	eewaydp	9447019826	ajayan53@yahoo.co.in	Department District Supervisory
13	Kannur	eeknrpd	8089080665	sajeevaneelsgd@gmail.com	Department District Supervisory
14	Kasaragod	eeksddp	8281987595	kmkunjumon@gmail.com	Department District Supervisory