

Dated:09.06.2026

CIRCULAR

Sub: CM Helpline Portal – Monitoring and Disposal of Public
Grievance Petitions – Instructions for Timely and
Quality Redressal – Reg.

- Ref: 1. Review of petitions received and disposed of
through the Muthalvarin Mugavari Portal during the
period from 04.05.2026 to 25.05.2026.
2. From the Addl.Chief Secretary to Government
/Special Officer(FAC) Muthalvarin Mugavari
Department, D.O letter no.82800/Sec-
4/2026,Dated:29.05.2026
3. Government Letter No.7770/GL.II(2)/2026-1,
Revenue and DM Department, Dated : 29.05.2026

It is informed that all grievance petitions received from the public are being monitored through the CM Helpline Portal. Based on the outcome of the meeting held with the Hon'ble Chief Minister, the Additional Chief Secretary to Government / Special Officer (FAC), Muthalvarin Mugavari Department, in her letter has issued the following instructions for strict compliance by all concerned officers:

1. Timely Disposal

All petitions shall be properly examined and disposed of within the stipulated period of **30 days**. Any undue delay or improper disposal noticed during review shall be rectified immediately and appropriate corrective action shall be taken.

2. Field Enquiry

Wherever a field enquiry is required, the same shall be conducted by the authorized officer/staff concerned. The findings of such enquiry shall be clearly recorded and reflected in the reply furnished to the petitioner.

3. Reasoned Reply

A detailed and speaking reply shall be sent to the petitioner in all cases, clearly indicating the reasons for acceptance or rejection of the petition. Replies shall be comprehensive, transparent, and based on facts and records.

4. Final Disposal

Final disposal shall be ensured in all petitions. In cases where disposal is delayed due to reasons such as pending court cases, non-availability of funds, requirement of Government orders, or any other valid reasons, an interim reply shall be issued to the petitioner clearly explaining the reasons for the delay and the present status of the petition.

5. Waitlisted Petitions

In cases where a petition is disposed of as "**Waitlisted**", the seniority number and all relevant details shall invariably be furnished in the reply to the petitioner.

Therefore All District Collectors are requested to update all the grievances received in all revenue offices through the same portal and ensure **strict compliance** of the above instructions and also to closely monitor the disposal of petitions under their jurisdiction so as to improve the quality, transparency, and timeliness of grievance redressal through the CM Helpline Portal.

Sd/- N. Muruganandam
Additional Chief Secretary /
Commissioner of Revenue Administration

To

All District Collectors.

Copy to:

The Secretary to Government,
Revenue and Disaster Management Department,
Chennai 600 009.

esll 10.6.26
Assistant Commissioner - VI
For Additional Chief Secretary /
Commissioner of Revenue Administration

12.6.26