



CM Complaint Cell Resolves Citizen's Issue Within 24 Hours

Description

The Punjab government has launched the [CM Complaint Cell](#) under **Chief Minister Maryam Nawaz**, which aims to listen to and resolve public complaints. Through this program, citizens can directly communicate their problems to the government, and efforts are made to resolve them quickly. The **Chief Minister** herself supervises this cell so that every complaint can be resolved promptly and properly. So far, **thousands of complaints** have been resolved through this cell.

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Purpose of the CM Complaint Cell

The **CM Complaint Cell** aims to provide a platform to **citizens** where they can register **complaints** regarding **public services** and **civic issues**. The government is striving to improve the **quality of life** of residents and improve **service delivery** across **Punjab** by resolving these complaints quickly.

How to Register a Complaint

Citizens of **Punjab** can approach the government in two ways to register their **complaints**:

Through the call center:

You can register your **complaint** by calling **0800-02345** and speaking to a **representative**. This method is better for those who do not have **internet access**.

Through the web portal:

Registering a **complaint** online is a better method as it allows you to provide **detailed** information about your **complaint**. You can also attach supporting **documents, photographs** or other **evidence** with your **complaint** to strengthen your **case**.

Register a Complaint: <https://crm.punjab.gov.pk/cmccpublic>

Easy way to file a complaint online

Visit the CM Grievance Cell website:

Visit the **CM Grievance Cell** website and open the **registration link**.

Create an account:

Enter your **CNIC** (without the line), **mobile number, email address** and other details like name, gender, city, and address.

Create a **password**, which should be **8 characters long**.

Verify with OTP:

Once you submit your information, you will receive an **OTP** (One Time Password) on your **phone** and **email**. Enter it within **3 minutes**. If you do not receive the OTP, click on **Resend OTP**.

Login:

Enter your **CNIC** (without the line) as your **username** and the **password** you have created. Then solve the **CAPTCHA** and log in.

Register a new complaint:

Click on **Register a new complaint**.

Select the **department** and **category** that matches your complaint, for example, if it is a complaint about **street lights**, select **Local Government** and **Street Lights**.

Enter the details of your **complaint**. Be as **detailed** as possible.

If there is any **photographic evidence** or **documents**, attach them.

Submit the complaint:

After completing all the details, click **Submit**. Your complaint will be **registered** and you will receive a **confirmation message**.

Departments and Complaint Categories

The **CM Complaint Cell** portal covers a wide range of departments and categories to ensure your complaint reaches the right authority. Here are some key departments and their categories:

Complaint Categories

Department	Issues
DC Office	Encroachment
	Price control (e.g., overpricing of roti/naan)
	Property tax
	Illegal drug selling
	Kite flying issues
Local Government (LGCD)	Sanitation services
	Water supply issues
	Street lights
	Illegal construction
	Public parking
Police	Complaints against police officials
	Non-registration of FIR
	Investigation delays
Health	Service delivery issues in hospitals
	System improvements

Feedback on healthcare services	
Education	Teacher behavior
	School facilities
	Unfair treatment of students
Other Departments	Service delivery
	System improvements
	General complaints

Tracking Your Complaint

Once your **complaint** is registered, you can check its status by visiting the **portal**. The system gives you updates on the progress of the complaint, such as what action the department has taken or what decision has been taken. This keeps you fully informed and everything is **transparent**.

Why Use the CM Complaint Cell?

Direct Monitoring by the Chief Minister:

The **Chief Minister** personally oversees the **complaint** resolution process, ensuring **accountability** and **efficiency**.

Quick Response:

Complaints are assigned to relevant **departments** on **priority**, leading to **faster resolutions**.

Transparency:

The online portal allows you to track your **complaints** status in **real-time**, ensuring you stay informed.

Public Participation:

This initiative encourages **citizens** to actively participate in improving **civic services** and holding authorities accountable.

Multiple Channels for Complaints:

Whether you prefer **calling** or using the **web portal**, the **CM Complaint Cell** offers flexibility to suit your needs.

Impact of the CM Complaint Cell

The public has responded very well since the launch of the **CM Complaint Cell**. So far, more than **83,000 complaints** have been registered and more than **52,000 complaints** have been resolved. This proves that the **system** is working and the **government** is serious about solving the problems of the people.

Conclusion

CM Complaint Cell is a convenient way through which citizens can convey their grievances to the government and help in social improvement. When you file a **complaint**, not only your **personal problem** is resolved but also the entire public services are improved. This initiative has been taken by the **Punjab government** for the welfare of the people and **transparency**. Help the **government improve Punjab!**

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FAQs based on CM Complaint Cell

What do I need to register a complaint?

You need your **CNIC**, cell number, and email address.

What is the phone number for the CM Complaint Cell?

You can call **0800-02345** to register a complaint.

What is the best way to register a complaint?

Using the **web portal** is recommended as it allows you to provide detailed information and attach supporting documents.

Category

1. CM punjab Scheme 2025

Tags

1. CM Punjab Scheme

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