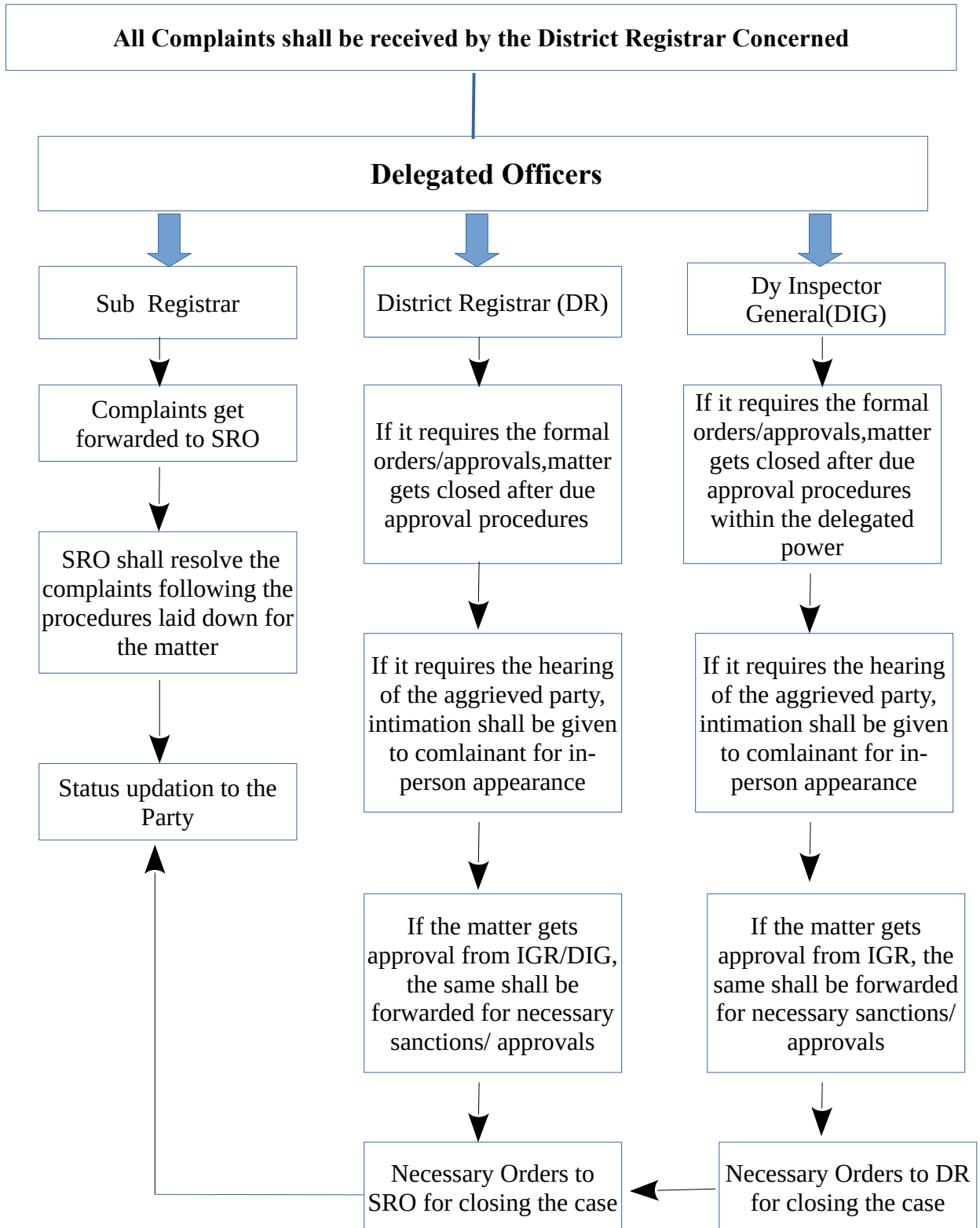


# PROCESS FLOW FOR REDRESSAL OF COMPLAINTS RECEIVED THROUGH

<https://pearl.registration.kerala.gov.in>



### ***Timelines for Redressal***

Initial acknowledgment of your grievance from District registrar concerned	Within 48 hours.
Preliminary assessment and response from the delegated officer	Within 7 working days.
Final resolution	Within 30 working days (Tentative) , depending on the complexity of the issue.

### ***Contact Details for Grievance Redressal***

You may reach us at [Registration Department \(kerala.gov.in\)](http://Registration%20Department%20(kerala.gov.in))

### ***Escalation Method***

If you are not satisfied with the response and redressal , you can escalate your grievance to the Inspector General of Registration at [regig.ker@nic.in](mailto:regig.ker@nic.in)