

**RULES FRAMED UNDER CLAUSE 41 OF THE BYELAW FOR PURPOSE OF  
FILING COMPLAINT BEFORE THE OMBUDSMAN**

These rules are in relation to complaints (“Complaints”) filed before the Kerala Cricket Association under Clause 41 of the Bye Law of KCA.

In order to minimize the filing of false, disingenuous and frivolous Complaints, and to ensure that genuine and verified Complaints receive the attention they deserve, it is necessary and expedient for the following prescriptions to be followed while filing Complaints.

It is, therefore, directed that any Complaint filed before the Kerala Cricket Association shall not be entertained, until and unless, it satisfies the following requirements:

1. **MODE OF FILING**

- a. Every Complaint shall be filed in physical form, comprising of 2 hard copies (first being the Original and the second being the photocopy thereof).
- b. Such Complaints shall be sent, either by post or by hand, to:

The Secretary,  
Kerala Cricket Association  
KCA Complex, TC-24/131(1)  
Sasthamkovil Road  
Thycaud (P.O)  
Thiruvananthapuram-695014

Any Complaint sent to any other address shall not be entertained and shall be deemed to have never been received.

- c. In addition to the above, a scanned copy of the Complaint shall be sent via email to the email ID: [office@keralacricquet.in](mailto:office@keralacricquet.in) . The subject matter of the said e-mail should clearly indicate that it is a Complaint under Rule 41 of the KCA Constitution.
- d. The Complaint should be simultaneously sent by the Complainant to the person(s) complained against by post or by hand and email. The e-mail by which the scanned copy of the complaint is sent to the Kerala Cricket Association should also be marked to the person(s) complained against.
- e. Complaints made, only by way of an email or by way of WhatsApp/SMS or such like other electronic modes of communication, without first filing the hard copies thereof in terms of paragraph 1(a) above shall not be entertained. Complaints sent to personal email IDs of the Secretary, Kerala Cricket Association or any Office Bearers of KCA shall not be entertained.

2. **NECESSARY PARTICULARS**

Every Complaint shall mandatorily contain the following details of the Complainant:

- a. Full Name
- b. Father’s/Husband’s/Mother’s Name

- c. Age
- d. Complete postal address along with pin code
- e. Mobile No.
- f. Email id
- g. Telephone (Landline) No.
- h. Identity and the address Proof of the Complainant (any one - Aadhaar Card, Driving License, Passport or Voter id)

3. SOURCE OF INFORMATION AND AUTHENTICATION

- a. Every Complaint must set out in clear and exact terms the nature of violation alleged. The source of information should also be indicated.
- b. Such Complaint filed must be supported by an Affidavit, duly attested/notarized by Oath Commissioner/Notary Public.

4. CONFIDENTIALITY

The proceedings before the Kerala Cricket Association are confidential and hence the Complainant and the persons complained against shall maintain confidentiality in relation to the same. The Complaint as well as any communication pursuant thereto shall be sent only to the Kerala Cricket Association and the concerned counter party at the co-ordinates stated above and shall not be published, disseminated or disclosed to any other party.

5. CONSEQUENCE OF NON-COMPLIANCE OF THESE DIRECTIONS

Any Complaint made without complying with the directions, shall be liable to be rejected summarily, without going into its merits.

6. APPLICABILITY OF THESE DIRECTIONS

The Complaints already made by way of emails shall also be processed only after these directions are fully complied with.

09.01.2020