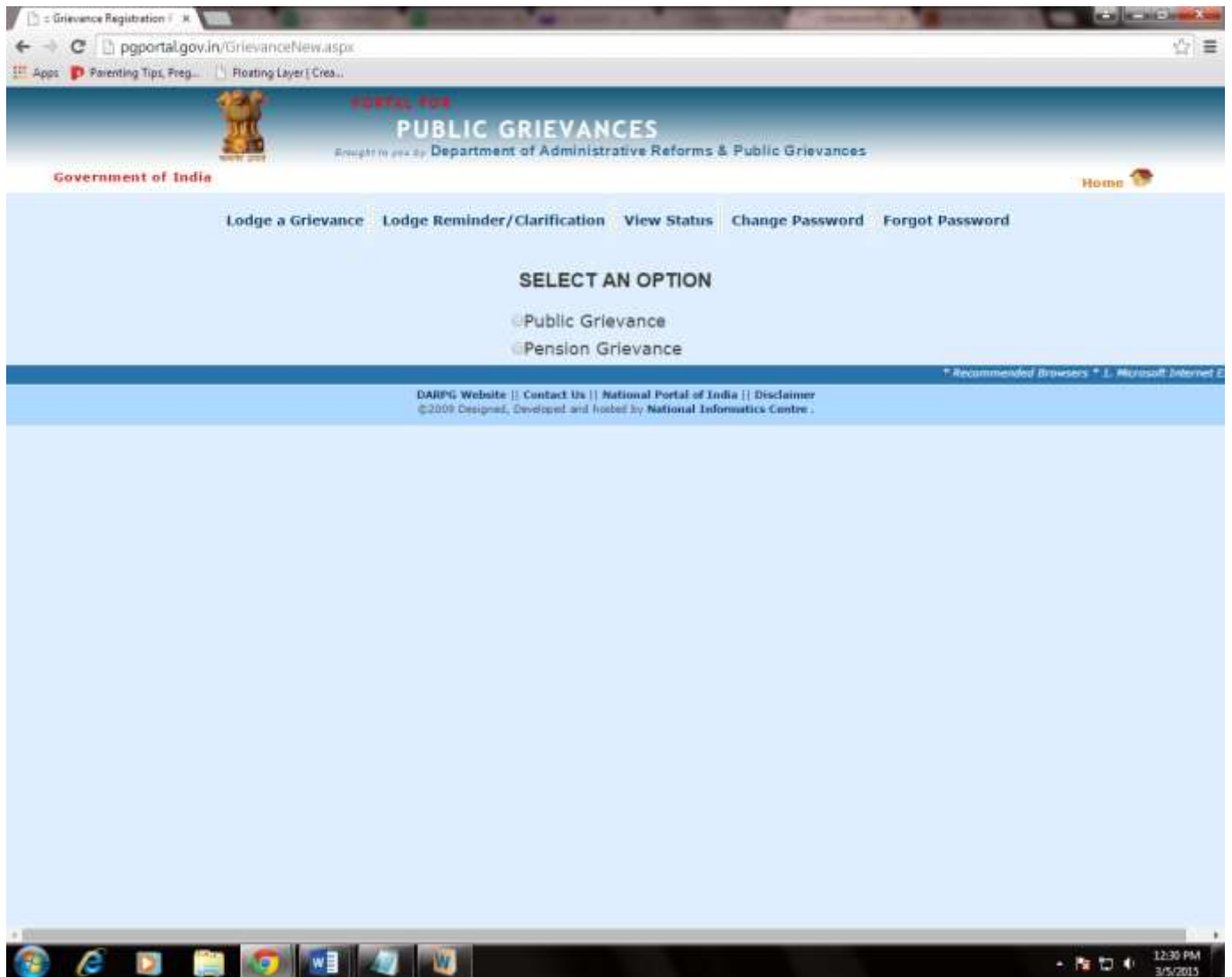


Steps to Submit Individual Representation as Grievance to PMO PG portal

1. Type given link of PMO PG Portal : <http://pgportal.gov.in/GrievanceNew.aspx>



2. Select an Option as **“Public Grievance”**

3. Click on Grievance Pertains to : **“Central Government Ministries/Departments”**
4. Select Ministry/Department : **“Department of Telecommunications”**
5. Grievance Pertains to : **“Bharat Sanchar Nigam Limited Corporate Office”**

The screenshot shows a web browser window displaying the 'PUBLIC GRIEVANCES' registration form. The page header includes the Government of India logo and the Department of Administrative Reforms & Public Grievances. The main navigation bar contains links for 'Lodge a Grievance', 'Lodge Reminder/Clarification', 'View Status', 'Change Password', and 'Forgot Password'. The form is titled 'Grievance Registration Form' and includes a note: 'Entries Prefixed with * are Mandatory'. The form fields are as follows:

- Grievance Pertains to:** Radio buttons for 'Public Grievance' (selected) and 'Pension Grievance'.
- Grievance Pertains to:** Radio buttons for 'Central Government Ministries/Departments' (selected), 'State Government Departments', and 'Not Known/Not Listed'.
- Select Ministry/Department:** A dropdown menu with 'Department of Telecommunications' selected.
- Grievance Pertains to:** A dropdown menu with 'Bharat Sanchar Nigam Limited Corporate Office' selected.
- Name:** A text input field.
- Gender:** Radio buttons for 'Male' (selected), 'Female', 'Transgender', and 'Others (If an organisation)'.
- Do You want to have a Password for this Grievance?:** Radio buttons for 'Yes' and 'No' (selected).
- Address:** Three stacked text input fields.
- Pincode:** A text input field.
- Country:** A dropdown menu with 'India' selected.
- State:** A dropdown menu with '--Select State--' selected.
- District:** A dropdown menu with 'No District/Not Known' selected.
- Phone No.:** A text input field.

At the bottom of the form, there is a note: '(DD Code + STD Code-without '0' prefix + Tel.No) eg : 511122307888'. Below this, a yellow box contains the text: 'Provide Mobile number/e-mail address in order to Receive SMS/e-mail alerts related to this grievance'. The browser's taskbar at the bottom shows the time as 12:43 PM on 3/5/2015.

6. Grievance Category : **Select as " Service Matters"**
7. Grievance description: please write as **"PDF file of representation is attached"**
8. Do you want to upload PDF Attachment: Select **"Yes"** and attached the PDF File of your representation

Grievance Registration

pgportal.gov.in/GrievanceNew.aspx

Provide Mobile number/e-mail address in order to Receive SMS/e-mail alerts related to this grievance

Mobile No

(ISD Code & Mobile Number)eg : 11000000000

Email Id.

Faulty Tel Number

Service Provider

* Grievance Category

* Please enter Grievance Description upto 4000 characters

* Special charecters like ^ [^ { } ~ ~ | ^ & # ! \ [\] < >] \$ are not allowed.

PDF file of representation is attached

Please provide the details of Past Reference(s), with date :-

Reference Number (If any) And Date of Reference

Do you want to upload PDF Attachment ? Yes No

Representation against MT.pdf

* Please type the characters appearing in the image below:

4 3 8

Enter the above characters

Can't read? Try different words.

I hereby state that the facts mentioned above are true to the best of my knowledge and belief.

12:53 PM 3/5/2015

After Filling the complete required information, Click on **submit**.

On submitting you will get **"Your Registration Number"** which you required to fill on AIGETOA online Form. [Click here for online Form](#)

