

# Manual > Filing Ledger Related Grievances (FORM GST PMT-04)

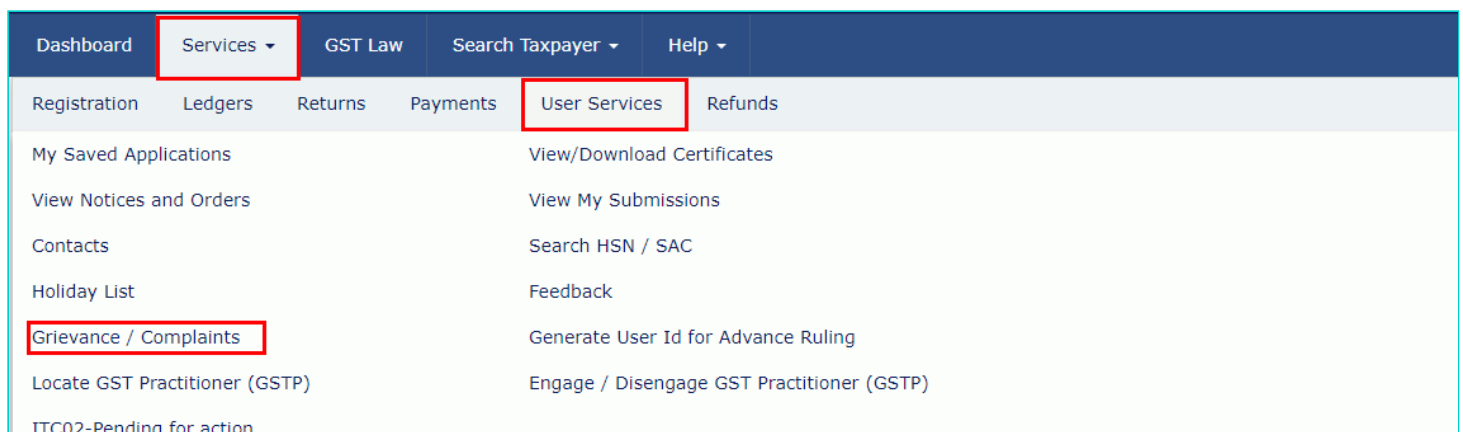
## How can I submit grievances / complaints related to ledgers on the GST Portal? OR How can I submit response to the Grievance Officers further query?

To submit a grievances / complaints related to ledgers on the GST Portal, perform the following steps:

1. Access the GST Portal.
2. Login with your credentials.

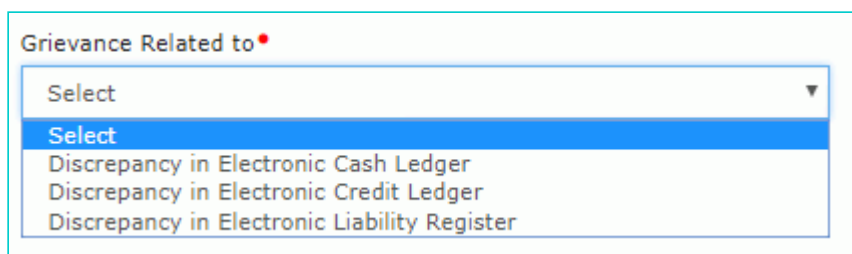
Grievances can be submitted either before or after logging-in to the GST Portal.

3. Click the **Services > User Services > Grievance / Complaints** command.



The **Grievance / Complaints** page is displayed. The Submit Grievance section will open by default.

4. In case you have already filed a grievance and you are filing the grievance again, enter the previous grievance id in the **Previous Grievance Number** field.
5. In the **Grievance Type** drop-down list, select the **Grievance against Ledgers/Register** option.
6. In the **Grievance Related To** drop-down list, select one of the available three options:



7. The details in the **GSTIN/ Other ID, Name and Address of Business, Email Address and Mobile Number** are auto-populated. In case you have not logged in, you will need to enter these details along with the State.
8. In the **Name of Complainant** section, enter the name of the complainant.
9. In the **Description of Grievance** section, enter the details related to grievance.
10. Click the **Choose File** button to upload documents in support of grievance.

**Note:** You can upload PDF or JPEG file format with maximum size of upload as 500 KB.

11. Enter the details in the Details of the Discrepancy in Electronic Credit Ledger/ Cash Ledger/ Liability Register section. Click the **ADD** button.

In case of pre-login, enter Capcha code.

12. Select the **Sign with Authorized Signatory's PAN** option and select the Authorized signatory from the drop-down list.

13. Click the **SUBMIT WITH DSC** or **SUBMIT WITH EVC** button to submit the grievance form.

Goods and Services Tax

ANGAD JASBIRSINGH A

Dashboard Services GST Law Search Taxpayer Help

Dashboard Services User Services Grievance / Complaints

Submit Grievance Enquire Status

Grievance Type\*  
Grievance against Ledgers/Register

Previous Grievance Number  
Enter Previous Grievance Number

State  
Delhi

Grievance Related to\*  
Discrepancy in Electronic Cash Ledger

GSTIN / Other ID  
07AJIPA1572EK11

Name and Address of Business  
ANGAD JASBIRSINGH ARORA, 1, MG, ECITY, Delhi, 110019

Name of Complainant\*  
Enter Name of Complainant

Email Address  
Khushboo\_Jain05@infosys.com

Mobile Number  
+91 3299363354

Description of Grievance (4000 characters)\*  
Enter Grievance description

Upload Supporting Document  
Choose File No file chosen  
File with PDF or JPEG format is only allowed.  
Maximum file size for upload is 500 KB.

Details of the Discrepancy in Electronic Credit Ledger/ Cash Ledger/ Liability Register



Date\* DD/MM/YYYY

Type of Tax\* Select

Type of Discrepancy\* Select

Amount Involved\* Enter Amount Involved

+ ADD x CANCEL

Date	Type of Tax	Type of Discrepancy	Amount Involved	Action
01/01/2018	IGST	Non/short credit of Refund	59,000.00	 

Reasons, if any (500 characters)  
Enter Reasons

Sign with Authorized Signatory's PAN

Authorized Signatory\*  
ANGAD JASBIRSINGH ARORA

RESET SUBMIT WITH DSC SUBMIT WITH EVC

#### FILE WITH DSC:

a. In the Warning box that appears. Click the **PROCEED** button.



## Warning

These informations are being collected under the Provisions of the Proposed Goods and Services Tax Act, 2017. Since All filled information along with annexure are subject to verification in the GST regime, therefore, in case of misleading / wrong / incorrect information with / without evidence shall attract provisions of cancellation as per the Provisions of Proposed Goods and Services Tax Act, 2017

CANCEL

PROCEED

b. Select the certificate and click the **SIGN** button.

### FILE WITH EVC:

a. Enter the OTP sent on email and mobile number mentioned in the grievance form and click the **VALIDTATE OTP** button.

#### OTP Verification

Please enter OTP

OTP has been sent to your Email and Mobile number registered at the GST portal

CLOSE

VALIDATE OTP

On submitting the grievance form, the GST Portal will generate a **Grievance Tracking Number** and send it to the e-mail address as mentioned in the form. You can check your grievance status after 10 minutes, using the 'Enquire Status' service.

Dashboard > Services > User Services > Grievance / Complaints

Grievance is submitted successfully. You will receive an Acknowledgement with Grievance Number in next 10 minutes on your Email ID

Submit Grievance

Enquire Status

• indicates mandatory fields

Grievance Type •

Select

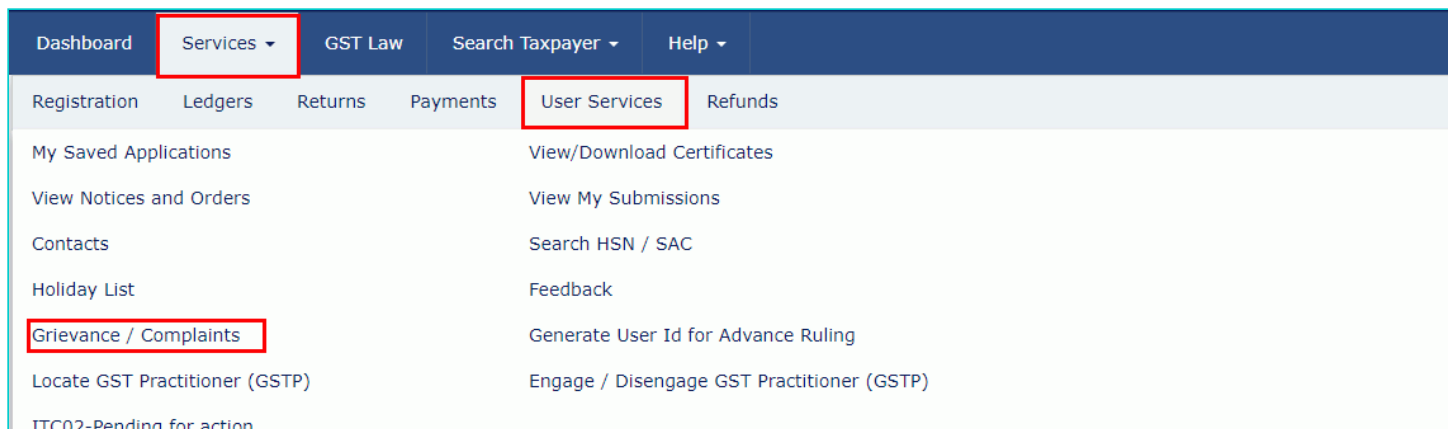
## How can I monitor the progress / status of my submitted grievance?

To monitor status of your submitted grievances / complaints regarding the GST Portal, perform the following steps:

1. Access the GST Portal.
2. Login with your credentials.

Status of a Grievances can be enquired before or after logging-in to the GST Portal.

3. Click the **Services > User Services > Grievance / Complaints** command.

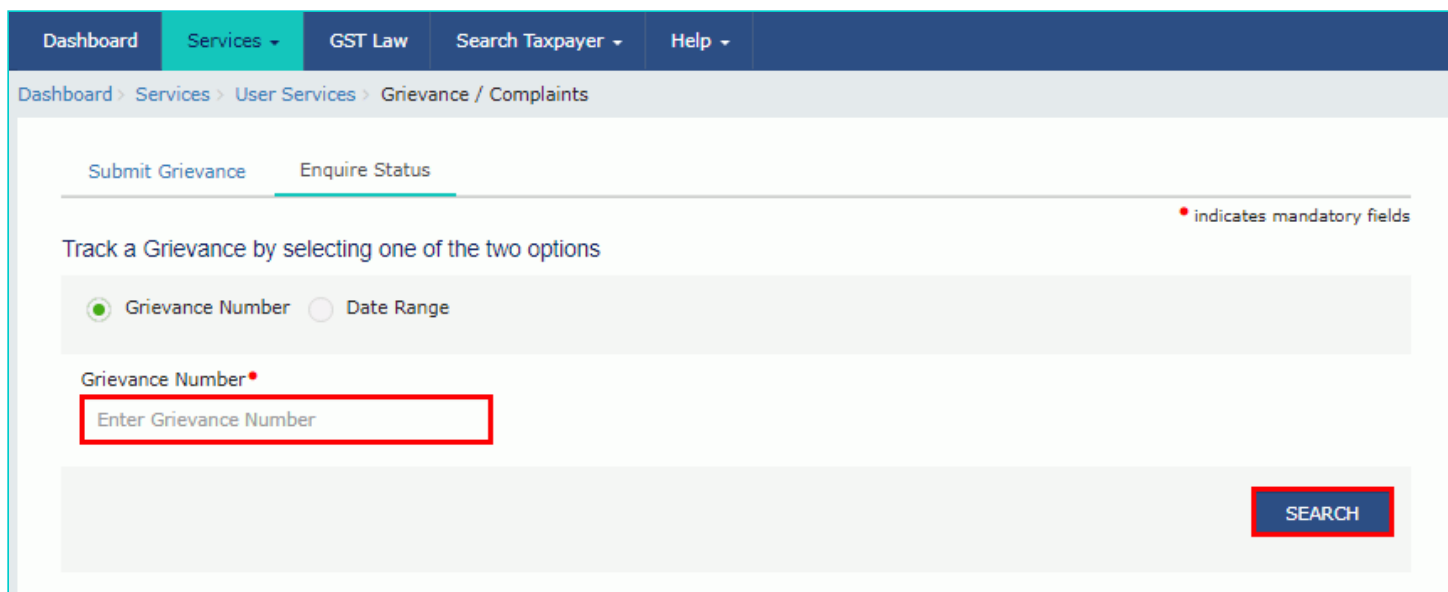


The screenshot shows the top navigation bar of the GST Portal. The 'Services' dropdown menu is open, and 'User Services' is highlighted. Under 'User Services', the 'Grievance / Complaints' option is highlighted.

Dashboard	Services	GST Law	Search Taxpayer	Help	
Registration	Ledgers	Returns	Payments	User Services	Refunds
My Saved Applications				View/Download Certificates	
View Notices and Orders				View My Submissions	
Contacts				Search HSN / SAC	
Holiday List				Feedback	
Grievance / Complaints				Generate User Id for Advance Ruling	
Locate GST Practitioner (GSTP)				Engage / Disengage GST Practitioner (GSTP)	
ITC02-Pending for action					

The Grievance / Complaints page is displayed.

4. Click the **Enquire Status** section.
5. Enter either your **Grievance Number** or **Date Range**. In case you have not logged in you can only search the **Grievance Number**.
6. Click the **Search** button.



The screenshot shows the 'Grievance / Complaints' page. The 'Enquire Status' tab is selected. The page prompts the user to track a grievance by selecting one of two options: 'Grievance Number' (selected) or 'Date Range'. A text input field for 'Grievance Number' is highlighted, and a 'SEARCH' button is visible at the bottom right.

Dashboard > Services > User Services > Grievance / Complaints

Submit Grievance    Enquire Status

Track a Grievance by selecting one of the two options • indicates mandatory fields

Grievance Number     Date Range

Grievance Number •

Enter Grievance Number

SEARCH

Dashboard > Services > User Services > Grievance / Complaints

Submit Grievance    **Enquire Status**

• indicates mandatory fields

Track a Grievance by selecting one of the two options

Grievance Number     **Date Range**

Enter Date Range\*

From DD/MM/YYYY  To DD/MM/YYYY

**SEARCH**

The search result will get displayed, allowing you to access the status of your submitted grievance.

Dashboard > Services > User Services > Grievance / Complaints

Submit Grievance    **Enquire Status**

• indicates mandatory fields

Track a Grievance by selecting one of the two options

**Grievance Number**     Date Range

Grievance Number\*

GA070118000005T

**SEARCH**

Grievance Number	Raised On	Grievance Type	Status	Remarks
GA070118000005T	12/01/2018	Grievance against Ledgers/Register	Resolution under progress	

If you are logged-in to the portal and have searched using the **Date Range** option, the search result will display the status of all submitted grievances along with their respective **Grievance Numbers**.

Submit Grievance    **Enquire Status**

• indicates mandatory fields

Track a Grievance by selecting one of the two options

Grievance Number     Date Range

Enter Date Range\*

From 01/01/2018  To 12/01/2018 

SEARCH

Grievance Number	Raised On ⇅	Grievance Type	Status ⇅	Remarks
<a href="#">GA070118000005T</a>	12/01/2018	Grievance against Ledgers/Register	Resolution under progress	
<a href="#">GA070118000006R</a>	12/01/2018	Grievance against Ledgers/Register	Resolution under progress	

Clicking the **Grievance Number** will display the corresponding details in read-only mode.