

Manual > Filing Payment Related Grievances (FORM GST PMT-07)

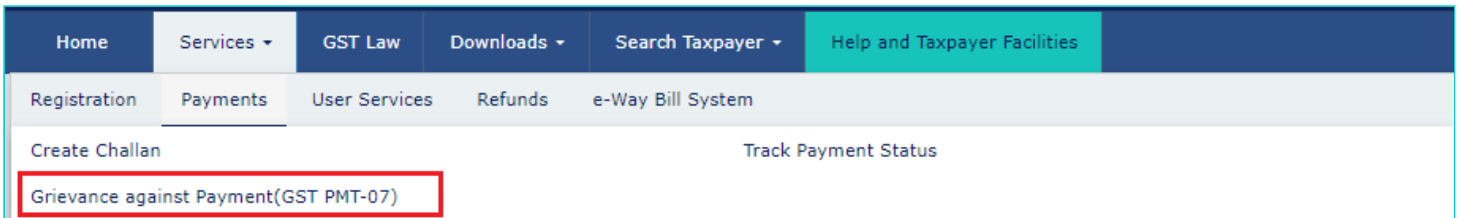
How can I submit grievances / complaints regarding GST Portal? OR How can I submit response to the Grievance Officers further query?

To submit a grievances / complaints regarding GST Portal, perform the following steps:

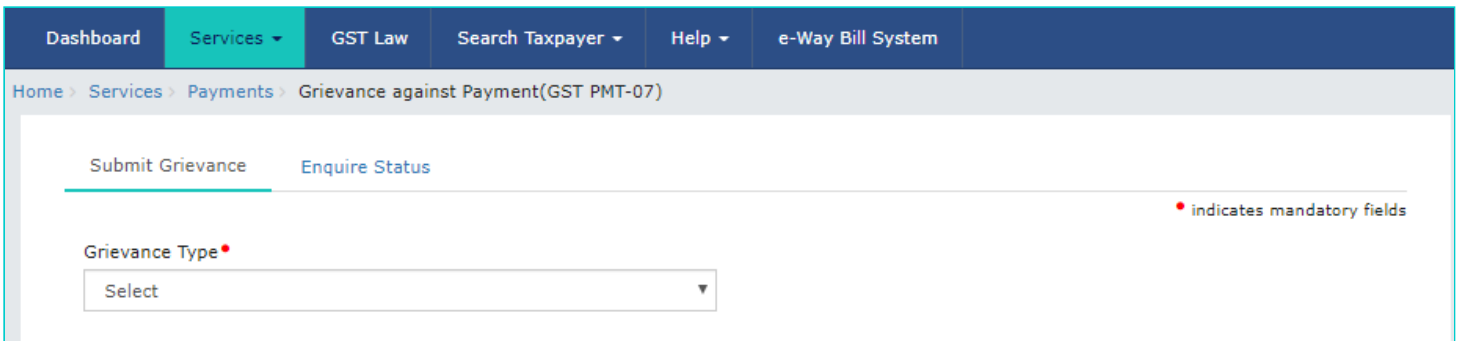
1. Access the www.gst.gov.in URL. The GST Home page is displayed.
2. Login to the GST Portal with valid credentials.

Note: Grievances can be submitted either before or after logging-in to the GST Portal, however, payment related grievances can only be submitted by registered users or Taxpayers, since they are required to mention the GSTIN.

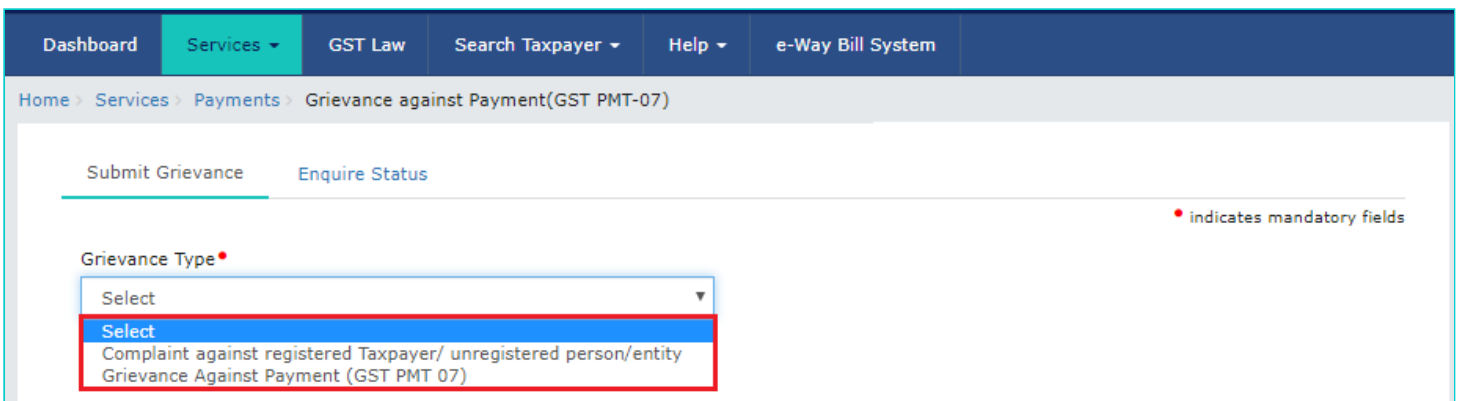
3. Click the **Services > Payments > Grievance against Payment (GST PMT-07)** command.



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



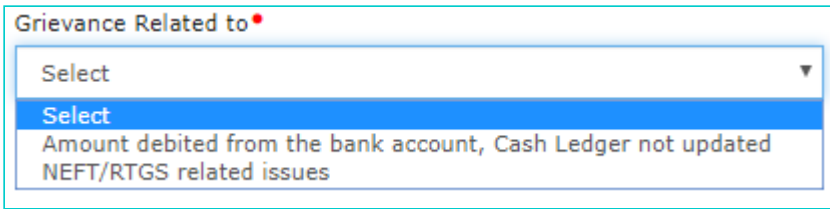
5. In the **Grievance Type** drop-down list, select the **Grievance Against Payment (GST PMT 07)** option.



6. 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.

Note: State is auto-populated, in case, you have logged in to the GST Portal. Or else, in case of pre-login, select the State from the drop-down list.

7. In the **Grievance Related To** drop-down list, select the appropriate choice.



Grievance Related to*

Select ▼

Select

Amount debited from the bank account, Cash Ledger not updated

NEFT/RTGS related issues

8. The details in the **Details of Taxpayer (Person) who is reporting the grievance** section are auto-populated. In case, you have not logged in to the GST Portal, you will need to enter your own details in the **Details of Taxpayer (Person) who is reporting the grievance** section.

9. In the **Name of Complainant** field, enter the name of the Complainant.

10. In the **Description of Grievance** field, enter the details of the grievance.

11. Click the **Choose File** button to upload any supporting document related to the grievance.

12. In the **Discrepancy In Payments** section, in the **CPIN** field, enter the CPIN of the Challan. The details related to CPIN are displayed.

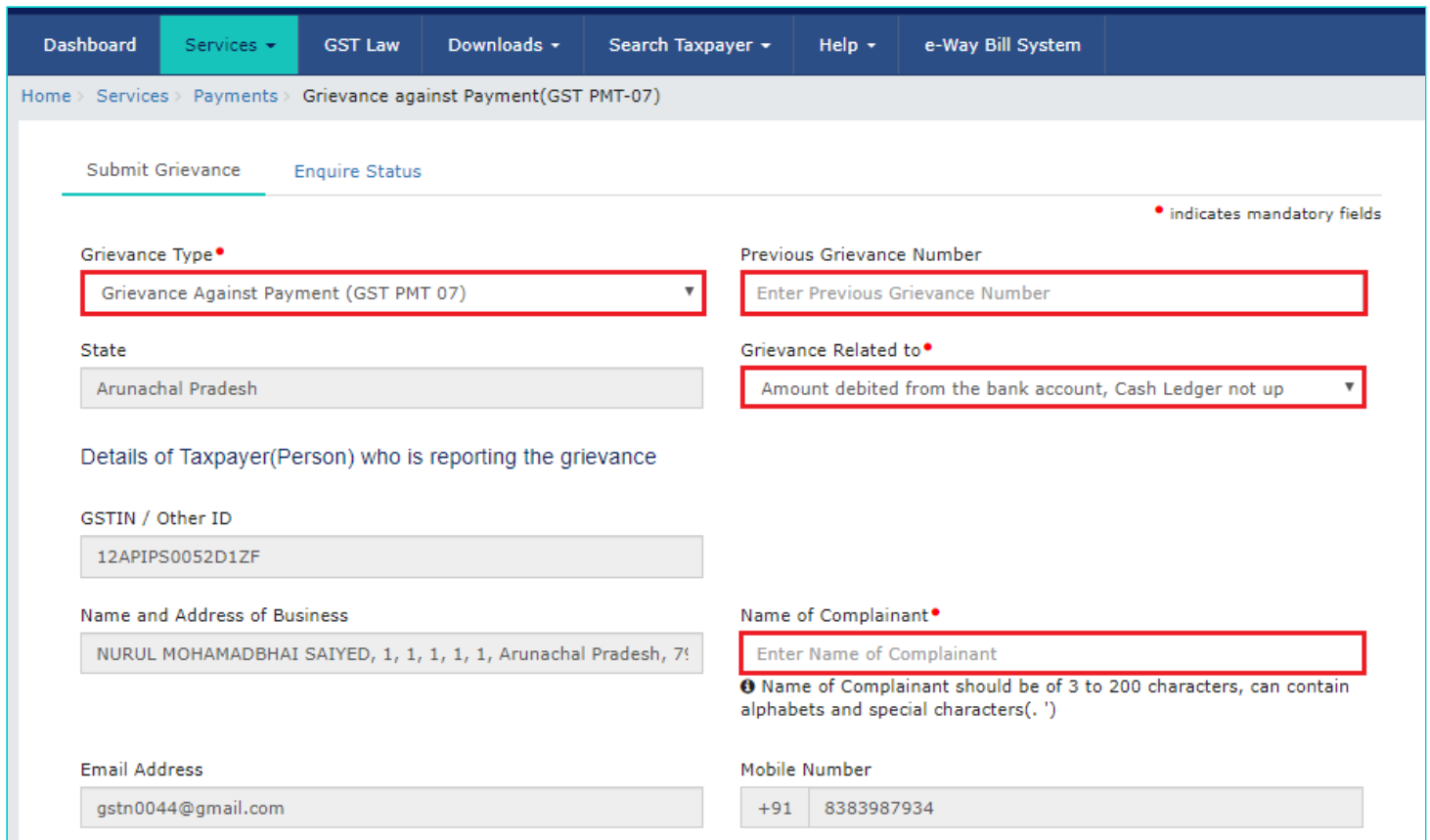
13. Select the **Date** on which amount got debited using the calendar.

14. In the **BRN** field, enter the BRN.

15. In case of pre-login, enter Capcha code.

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

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



Dashboard Services GST Law Downloads Search Taxpayer Help e-Way Bill System

Home > Services > Payments > Grievance against Payment(GST PMT-07)

Submit Grievance Enquire Status

* indicates mandatory fields

Grievance Type*
Grievance Against Payment (GST PMT 07) ▼

Previous Grievance Number
Enter Previous Grievance Number

State
Arunachal Pradesh

Grievance Related to*
Amount debited from the bank account, Cash Ledger not up ▼

Details of Taxpayer(Person) who is reporting the grievance

GSTIN / Other ID
12APIPS0052D1ZF

Name and Address of Business
NURUL MOHAMADBHAI SAIYED, 1, 1, 1, 1, 1, Arunachal Pradesh, 7?

Name of Complainant*
Enter Name of Complainant
Name of Complainant should be of 3 to 200 characters, can contain alphabets and special characters(. ')

Email Address
gstn0044@gmail.com

Mobile Number
+91 8383987934


Description of Grievance (4000 characters) *

Enter Grievance description

Upload Supporting Document

No file chosen

 File with PDF or JPEG format is only allowed.


 Maximum file size for upload is 500 KB.

Discrepancy In Payments

CPIN *

1903120000036


 Select 'Grievance Related to' field first

 Please wait for 24 hours if amount is debited from your account before raising grievance

Mode of Payment

Net Banking ▼

Date of Generation of Challan from Common Portal

19/03/2019 

Payment Details

CGST	IGST	CESS	SGST/UTGST
10	0	0	0

Name of Bank through which Payment made *

ICICI BANK LIMITED

Date on which amount debited *

DD/MM/YYYY 

BRN

Enter BRN



Sign with Authorized Signatory's PAN

Authorized Signatory *

Select ▼

RESET

SUBMIT WITH DSC

SUBMIT WITH EVC

FILE WITH DSC:

- Click the **YES** button.
- Select the certificate and click the **SIGN** button.

FILE WITH EVC:

- 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

18. 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.

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Help ▾
e-Way Bill System

[Home](#) > [Services](#) > [Payments](#) > [Grievance against Payment\(GST PMT-07\)](#)

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 www.gst.gov.in URL. The GST Home page is displayed.
2. Login to the GST Portal with valid credentials.

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

3. Click the **Services > Payments > Grievance against Payment (GST PMT-07)** command.

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Help and Taxpayer Facilities

Registration
Payments
User Services
Refunds
e-Way Bill System

Create Challan
Track Payment Status

Grievance against Payment(GST PMT-07)

4. The Grievance / Complaints page is displayed. Click the **Enquire Status** section.

Dashboard Services GST Law Downloads Search Taxpayer Help e-Way Bill System

Home > Services > Payments > Grievance against Payment(GST PMT-07)

Submit Grievance **Enquire Status**

• indicates mandatory fields

Grievance Type •

Select

5. Enter either your **Grievance Number** or **Date Range**. In case, you have not logged in, you can only search the **Grievance Number**.

Submit Grievance **Enquire Status**

• indicates mandatory fields

Track a Grievance by selecting one of the two options

Grievance Number Date Range

Grievance Number •

Enter Grievance Number

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

6. Click the **Search** button.

Dashboard Services GST Law Downloads Search Taxpayer Help e-Way Bill System

Home > Services > Payments > Grievance against Payment(GST PMT-07)

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

7. The search results are displayed, allowing you to access the status of your submitted grievance.

Note:

- 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**.
- All grievances will show one of the following statuses, depending on their resolution:
 - Submitted: On submission of grievance
 - Resolved: Once the grievance gets resolved.



Home > Services > Payments > Grievance against Payment(GST PMT-07)

Submit Grievance Enquire Status

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

Grievance Number Date Range

Enter Date Range •

From 02/04/2019  To 02/04/2019 

SEARCH

Grievance Number	Raised On ⇅	Grievance Type	Status ⇅	Remarks
GA1204190000012	02/04/2019	Grievance Against Payment (GST PMT 07)	Resolved	The CPIN is already marked as PAID. You can check the CPIN status from Track Payment Status service available on the GST portal.



8. You can click the **Grievance Number** and corresponding details will be displayed in read-only mode.

Submit Grievance Enquire Status

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

Grievance Number Date Range

Enter Date Range •

From 02/04/2019  To 02/04/2019 

SEARCH

Grievance Number	Raised On ⇅	Grievance Type	Status ⇅	Remarks
GA1204190000012	02/04/2019	Grievance Against Payment (GST PMT 07)	Resolved	The CPIN is already marked as PAID. You can check the CPIN status from Track Payment Status service available on the GST portal.