

FREQUENTLY ASKED QUESTIONS – DOG LICENSE APPLICATIONS

- 1) Where can I get my dog's license made / renewed?
A) Application for dog license is available on BMC's website (<https://portal.mcgm.gov.in>)
- 2) Can I get my dog's license made / renewed at the BMC ward office nearest to me?
A) No. Dog license applications are exclusively online. You do not need to go to the ward office.
- 3) How should I apply online for my dog's license?
A) Please follow these steps to apply for a dog license / to renew a dog license / to make alterations in a dog license / to cancel a dog license
<https://portal.mcgm.gov.in> → For Citizens → Apply → License – Dog → (Select one option from) Apply / Renew / Alteration / Cancel / Re-upload → (Select one option from) Application for Dog License / Renewal of Dog License / Application for Dog License Alteration / Application for Dog License Cancellation / Dog Re-upload Documents
- 4) I tried several times but payment for dog license is not happening online, what could be the problem?
A) There could be two possibilities:
 - i. The dog license application has not yet been approved online by concerned authority. Please wait till you receive an email from BMC that 'your license has been approved' before you try payment.
 - ii. Pop-ups are blocked in your browser's privacy settings (Internet explorer, google chrome, etc). You need to unblock pop-ups in your browser's privacy settings (Tools → Internet Options → Privacy → Unblock Pop-ups)
- 5) Is it mandatory to enter details like Aadhaar number / PAN number / GST number / Voter's card number?
A) No. You do not need to share your details like Aadhaar number / PAN number / GST number / Voter's card number.
- 6) Where will I get my dog's license copy?
A) You will get the copy of your dog's license and payment receipt on the email address entered at the time of filling the application form.
- 7) Do I have to go to the ward office to get my dog's license signed by concerned authority?
A) No. The dog license is computer generated, and does not require any signature.
- 8) In the application for dog license, documents viz. address proof / vaccination record is not getting attached, what could be the problem?
A) The documents that need to be attached should be in pdf / jpg format and should be below 2MB size.

- 9) I need to make changes in my dog's license, what should I do?
- A) There is an application for dog license alteration on the BMC website. (portal.mcgm.gov.in → Online Services → Health → Application for Dog License Alteration)
- 10) My dog expired recently, I want to cancel its License, what should I do?
- A) There is an application for dog license cancellation on the MCGM website. (portal.mcgm.gov.in → Online Services → Health → Application for Dog License Cancellation)
- 11) I'm trying to renew my dog's license, but on entering the license details, I'm getting a message that '*Renewal no.8000XXXXX is already generated on DD.MM.YYYY. Payment is still pending if you want to generate another number please cancel this renewal number*', what needs to be done in this case?
- A) The above message means that in the previous year(s) you had generated a renewal number and did not complete the entire process of renewal (document compliance / payment). In such cases, you need to call on the contact number(s) provided in FAQ no. 13 and the BMC team will guide you with further steps. Please **do not** apply for license cancellation on the BMC portal in such cases.
- 12) I'm trying to renew my dog's license, but on entering the license details, I'm getting a message that '*License Fees Not Paid*', what needs to be done in this case?
- A) '*License Fees Not Paid*' message means that payment for the master number starting with 7921XXXXX has not been made. You will have to make payment for the master license number, only then renewal will be allowed.
- 13) None of the above FAQs have been helpful; I have some other issue with applying for my Dog's License, who can I contact to resolve it?
- A) You can call on the below mentioned numbers between 10.30 AM to 5.30 PM from Monday to Saturday:
- (+91) 9635839888 (WhatsApp & Calling)**
022-20853284 ext 318 / 344 (Landline)