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 MCGM's website (portal.mcgm.gov.in)

2) Can I get my dog's license made / renewed at the MCGM 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
   portal.mcgm.gov.in → Online Services → Health → Application for Dog License / Renewal of Dog License / Application for Dog License Alteration / Application for Dog License Cancellation

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 MCGM that 'your license has been approved' before you try payment.
   ii. Pop-ups are blocked in your browser (Internet explorer, google chrome, etc). You need to unblock pop-ups in your browser (Tools → Internet Options → Privacy → Unblock Pop-ups)

5) I have filled every mandatory detail in the application form, but I get a message on screen that 'since date / D.O.B. should be less than or equal to 1 year', what could be the problem? Is it that New license is given to dogs below 1 year age?
A) No. New license can be made for a dog of any age. When you enter your dog's present age in years and months, calculate the age from the birth month to the present month and not from exact date to date. Eg. If D.O.B. is 07.08.2016, count the month of August 2016 as an entire month and the present month as an entire month.

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 / jpeg 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 MCGM 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) 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 022-20853284 ext 318 between 10.30 AM to 5.30 PM from Monday to Saturday. Alternately, you can email on vetsu04.deonar@mcgm.gov.in