

GOVERNMENT OF INDIA
PRESS REGISTRAR GENERAL OF INDIA
(MINISTRY OF INFORMATION AND BROADCASTING)

ADVISORY (NO.14 of 2024) on GRIEVANCE REDRESSAL MECHANISM

In view of the implementation of the Press and Registration of Periodicals Act, 2023 w.e.f. 1st March 2024, all applications for registration of periodicals, payment of penalty, filing of Annual Statement are accepted in online mode through Press Sewa Portal only. In order to address the issues/grievances arisen due to transition of PRGI processes from physical mode to online mode after implementation of The Press and Registration of Periodicals Act, 2023 w.e.f. 1st March 2024, following mechanism has been put up in place at PRGI and the publishers are advised to make use of the same.

1. A dedicated **PRGI Helpdesk** has been set up to assist/facilitate publishers for general enquiries and status on Registration of periodicals: **Phone No. 011-24369980, 011-24369962.**
2. A dedicated **IT Helpdesk** has been set up to provide technical assistance to the publishers facing any issue on Press Sewa Portal, e-filing of Annual Statement and other related technical aspects. **Phone No. 011-24369981, 011-24369978.** These Helpdesk phone numbers will be functional from **10:30 AM till 5:30 PM** on all working days.
3. A dedicated Email is also available for the publishers to send their grievances if any regarding signing up with Press Sewa Portal: it-helpdesk.rni@gov.in. The grievances will be noted and resolved at the earliest.
4. Those publishers who are not in a position to visit PRGI Office in person can join the Online Meeting for addressing issues/concerns of publishers organized on all working days from 4 PM onwards in the following link <https://prgi.govin/online-meeting>.
5. As part of addressing publishers' grievances, senior officials in PRGI will meet the publishers who come with complete details of their applications. For facilitating the same, an Enquiry Desk has been set up in the ground floor of Sochna Bhawan. For technical queries/issues regarding Press Sewa Portal, a separate team of officials will be meeting the publishers. **Meeting Venue:** Conference Hall, 9th Floor, PRGI Office, Sochna Bhawan, New Delhi. **Time:** 3 pm to 6pm.
5. Further, the Publisher can also register their grievance online through **Press Sewa Portal**. An officer of the Level of Section Officer has specially been designated to redress the complaint/grievance received through Press Sewa Portal.
6. Moreover, any publisher aggrieved by any action or inaction in the Office of PRGI, can seek redressal of grievances through the Public Grievance Portal: www.pgportal.gov.in


19.7.24

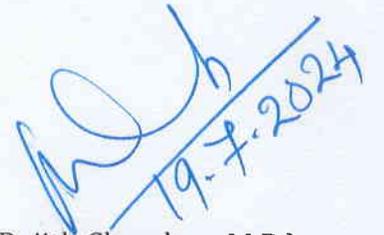
7. Also, if anyone wishes to give suggestions for improvement of the services provided by PRGI, he /she can write to the Grievance officer at the below address, or Email to: dpradmn.rni@gov.in

Shri Rajith Chandran M.R.

Grievances Officer and Deputy Press Registrar General
Office of Press Registrar General of India,
Room No. 977, 9th Floor, Soochna Bhawan,
Lodhi Road, New Delhi-110003
Phone: **011-24369968**

10. PRGI also issues advisories and (Standard Operating Procedure) SOPs regularly to address the problems/issues being faced by the publishers during transition to online mode. The same is available on our website: www.prgi.gov.in.

This issues with the approval of Press Registrar General.



(Rajith Chandran M.R.)
Deputy Press Registrar General