



Government of India

# PORTAL Centralized Public Grievance Redress and Monitoring System (CPGRAMS)

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## Grievance Status

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Status as on 17 Sep 2017

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**Registration Number** : DOTEL/E/2017/30724

**Name Of Complainant** : biju nath choudhary

**Date of Receipt** : 04 Sep 2017

**Received by** : Department of Telecommunications

**Forwarded to** : Department of Telecommunications

**Contact Address** : Room No.612,6th Floor Mahanagar Doorsanchar Bhawan  
Near Zakir Hussain College Old Minto Road  
New Delhi110002

**Contact Number** : 01123221231

**Grievance Description** : Dear concern, For last couple of months Vodafone is harassing me. I wanted to port my number because of their bad services but Vodafone is not allowing me to port my number. They are rejecting all my port requests without any of my fault. Their customer are executives are also not responding me correctly and disconnect the call in between. kindly help me, i am facing a lot of problem using this Vodafone services.

**Current Status** : **CASE CLOSED**

**Your Feedback** : Poor

**Date of Action** : 08 Sep 2017

**Details** : Kindly refer to your grievance registered under the above docket number. The said grievance was forwarded to the concerned service provider who has intimated that : customer raised a concern regarding port out request status , Spoken to customer and informed that port out request received on his number has not been processed and cancelled on the basis of email request received from his end also customer confirmed that he has not given any complaint on DOT regarding the same. Kindly give your feedback in PG Portal. Pg Wing Dot Head Quarter