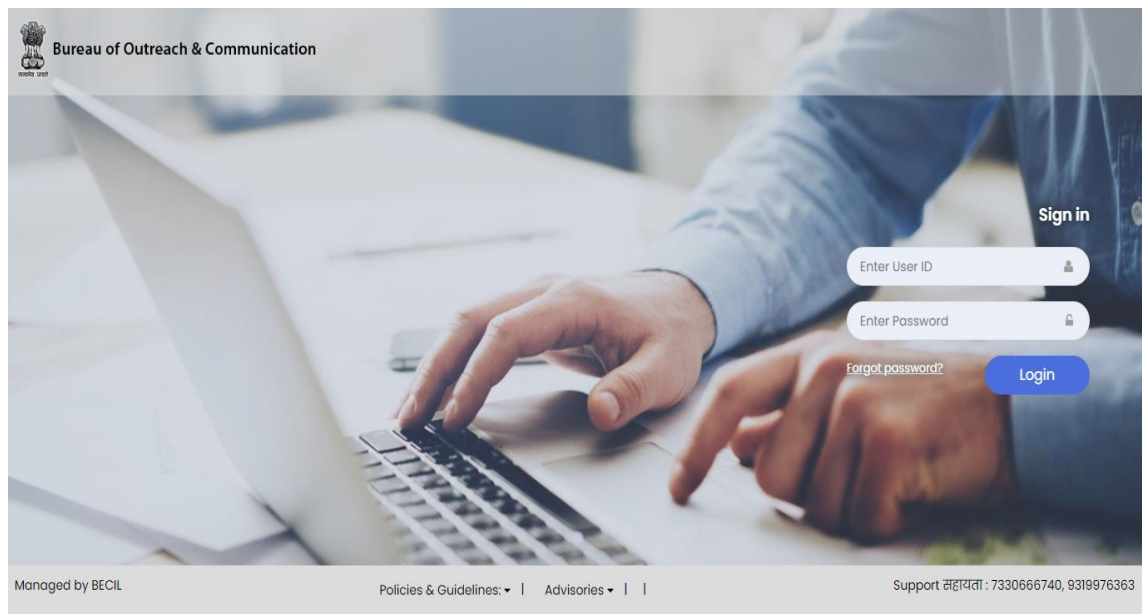


# Client’s FAQ

## 1. How can I login to my BOC account?

You can go to the Client area from the homepage header, and login using the credentials provided to you. Your username is a 5-digit client id shared with you. Please use the same to login.



## 2. How can I reset my password?

You can go to "Forgot password" link below the login page, and you have to enter your username and send information to BOC. We will send the password to your email shortly.

## 3. What should I see once I login to my account?

You can find a dashboard with running campaigns. You can check the funds available for the campaign. You can also find the Active/Archived campaigns in different tabs. New media request can also be created from your dashboard.

## 4. How can I raise media request online?

As the system is completely automated, so sending, acceptance and approval of media requests will be done online only. On your dashboard, you can find a tab named "Send Media Request". A form will open where you can send request related to different media i.e. Print, Outdoor, TV, Radio, Digital cinema etc.

**Application for client submission for advertisement**

[Media request application receipt](#)

**Basic Information**

Ministry Head/मंत्रालय प्रमुख  
01131

Officer Name/अधिकारी का नाम  
Enter Name of Officer

Designation/पद  
Enter Designation

E-mail ID/ई मेल आईडी  
Enter email

Govt E-mail ID/सरकारी ई मेल आईडी  
Enter Govt email

Mobile No./मोबाइल नंबर  
Enter mobile no.

Phone No.(with STD code)/ फोन नंबर (एसटीडी कोड के साथ)  
Enter phone no.

Address/पता  
Enter Address

Department file. Ref. No./विभाग फाइल संदर्भ संख्या  
Enter Department File. Ref. No.

Campaign type/अभियान प्रकार  
Single media

Media name/ मीडिया का नाम  
Outdoor

[Next](#)

5. How can I check my fund status?

You can go to second tab on your dashboard named "Check fund status". This will show the total funds available with BOC towards a specific campaign. If the funds are not available, please submit the advertisement budget before the bill is processed.

6. How can I make payment to BOC?

You can make payments either using NEFT to BOC account, or it can be in the form of LOA.

BOC account details:


Account no-

Bank Name-

IFSC-

7. Whom should I call to know about my running campaign?

Once you submit a media request, I will get a reply from the assigned campaign officer on my email. The updates will also be shown on my portal. If needed, you can call on the office extension available on the website contact list <http://52.172.8.254:8080/wpbocontact-us/>



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104211206198484/media-plan#

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Plan Estimate

S.No	MP No.	MP Version	Client Request Code	Target Area	Remark	Status	Action
1	PMP100200	1	TEST100001C255	Pan India	NA	Finally Approved	<a href="#">View</a>
2	PMP100116	1	CR-000017	Pan India	NA	Finally Approved	<a href="#">View</a>
3	PMP100111	2	CR-000019	Pan India	NA	Finally Approved	<a href="#">View</a>
4	PMP100111	1	CR-000019	Pan India	NA	Finally Reject	<a href="#">View</a>
5	PMP100110	1	CR-000018	Pan India	NA	Finally Approved	<a href="#">View</a>
6	PMP100106	2	CR-000011	Pan India	NA	Finally Approved	<a href="#">View</a>
7	PMP100106	1	CR-000011	Pan India	NA	Finally Reject	<a href="#">View</a>
8	PMP100105	2	CR-000009	Pan India	NA	Finally Approved	<a href="#">View</a>
9	PMP100105	1	CR-000009	Pan India	NA	Finally Reject	<a href="#">View</a>
10	PMP100104	2	CR-000008	Pan India	NA	Finally Approved	<a href="#">View</a>
11	PMP100104	1	CR-000008	Pan India	NA	Finally Reject	<a href="#">View</a>