



MGSTD

(MAHARASHTRA GOODS AND SERVICES TAX DEPARTMENT)



USER MANUAL FOR DEALER

Help Desk Management

CREATION AND SEARCH OF SERVICE REQUEST

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INTRODUCTION

This manual facilitates dealer to learn and understand below process of Service Request

SI.No	Process Description	System
1	Create Service Request for (Registered Dealer)	Dealer Portal
2	Create Service Request for (Un-Registered Dealer)	Dealer Portal
3	Search Service Request for (Registered Dealer & Un – Registered Dealer)	Dealer Portal

1 : Create Service Request for Registered Dealer:

Dealer can create service request in MSTD dealer portal. Following steps are to be followed to create service request.

Step 1:

Browse below URL and follow the path.

<https://mahagst.gov.in/en=> May I Help You? => Service Request=> Create Service Request>

After browsing above URL and following mentioned path below selection screen will appear

SERVICE REQUEST

Create Service Request Search Service Request

*PAN:	<input type="text" value="AVXXXXXXXXH"/>	
*District:	<input type="text" value=""/>	v
*Taluka:	<input type="text" value="--Select Taluka--"/>	v
*City/Area:	<input type="text" value="--Select City--"/>	v
*PinCode:	<input type="text" value="--Select PinCode--"/>	v
*Email Address:	<input type="text" value="Email Address"/>	
*Mobile No.:	<input type="text" value="Mobile No."/>	<input type="button" value="Generate OTP"/>
*OTP:	<input type="text" value="OTP"/>	

Step 2: Enter your PAN number as shown below:

After entering PAN number, a pop up screen will appear, select “Yes” as shown below screen shot.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN: AABFH4654C

*District:

*Taluka: --Select Taluka--

*City/Area: --Select City--

*PinCode:

*Email Address:

*Mobile No.: Are you registered Dealer?

*OTP:

Generate OTP

Submit

Dealer Confirmation

Are you registered Dealer?

Yes No

Step 3: Enter TIN and Mobile number detail:

After selecting “Yes” option, system will ask you enter “TIN” number, after entering “TIN” system will auto fetch dealer’s registered email ID. Dealer should enter mobile number for receiving OTP number.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN: AABFH4654C

*TIN: 27710362968C

*Email Address: NOT FOUND

Resolution to be provided on registered email ID as mentioned above.

*Mobile No.: 9892422821

Generate OTP

Note :- For the purpose of registration of complaint one time use of any Mobile No. is allowed. Once the complaint is registered, all the further communications will be done on registered Mobile No.

*OTP: OTP

Submit

Please note selection criteria for above highlighted field.

Field Description	Attribute Description
Email Address	Email ID will be auto fetched based on TIN entered. All further communications will be done on the auto fetched Registered Email ID.
Mobile No	Enter your “Mobile No” for receiving OTP only, once complaint get registered all further communications will be done on mobile number registered with department.

Step 4: Generate OTP:

After entering mobile number, click on “Generate OTP” button, then immediately you would receive OTP in your mentioned Mobile number. Enter the OTP number in the highlighted field and then click on “Submit” button as shown below.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN:

*TIN:

*Email Address:

Resolution to be provided on registered email ID as mentioned above.

*Mobile No.:

Note :- For the purpose of registration of complaint one time use of any Mobile No. is allowed. Once the complaint is registered, all the further communications will be done on registered Mobile No.

*OTP:

Step 5: Enter Issue related information's and attachment:

After clicking on “Submit” button on first screen, this will navigate to second screen. Here enter below information as highlighted and click on “Submit” button as shown below.

Create Service Request Search Service Request

PAN:

TIN:

Nodal Officer Desk Id:

*Query related to:

*Query detail:

*Financial Year(Related to the problem faced):

*Nature of Complaint:

*Detail Description of Complaint:

Kindly upload the attachment file with txt,jpg,csv,pdf,xlsx,xls,docx,doc,png,zip,rar,jpeg format within 2MB.

File Upload:

Please note selection criteria for above highlighted field.

Field Description	Attribute Description
Query Related to	Select "Query Related to " manually through selection option
Query detail	Select "Query detail " manually through selection option
Financial Year(Related to the problem faced)	Mention "Financial Year (Related to the problem faced)" manually.
Nature of Complaint	Mention "Nature of Complaint " manually
Detail Description of Complaints	Mention "Detail Description of Complaints " manually with minimum 30 characters
File Upload	Attach file clicking on "Browses" option in field called "File Upload" as shown above

Step 6: Service Request Generated:

After clicking on submit button, a unique Service Request ID will be generated and Email /SMS will be sent to dealer's registered email ID and phone number.

SERVICE REQUEST

Create Service Request Search Service Request

PAN:

TIN:

Nodal Officer Desk Id: ORA-VAT-D-001

*Query related to:

*Query detail:

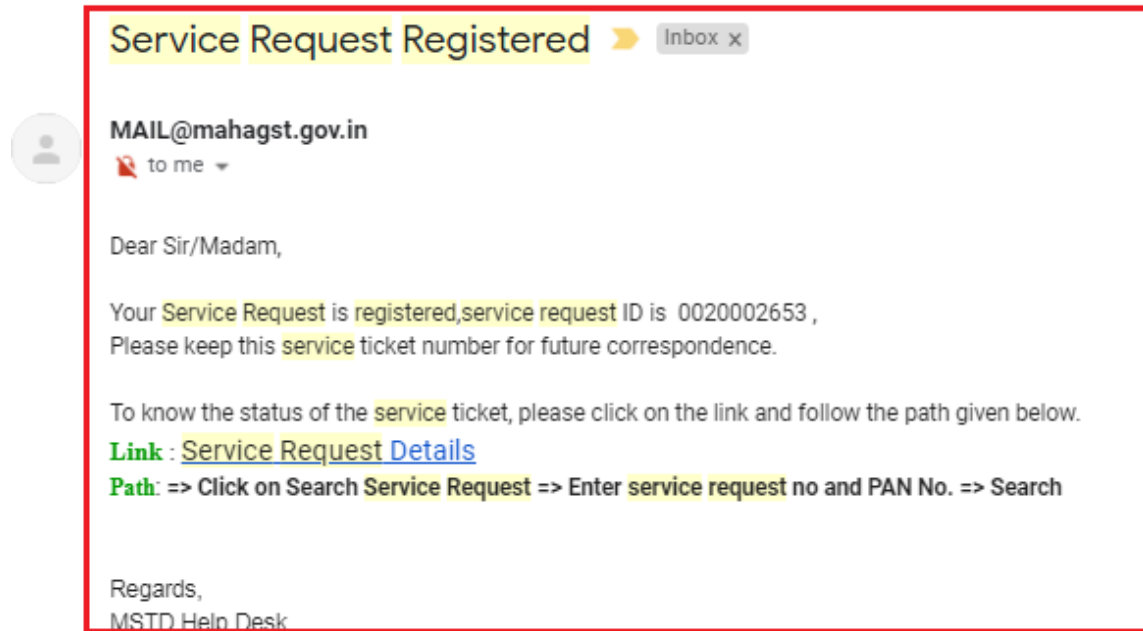
*Financial Year(Related to the problem faced):

*Nature of Complaint:

*Detail Description of Complaint:

Please Note Down the Service Request Number - 0020002676

Below is sample email to be sent to dealer upon service request creation:



2 : Create Service Request for Un-Registered Dealer:

Dealer can create service request in MSTD dealer portal. Following steps are to be followed to create service request.

Step 1:

Browse below URL and follow the path.

<https://mahagst.gov.in/en> => **May I Help You?** => **Service Request** => **Create Service Request**

After browsing above URL and following mentioned path below selection screen will appear

SERVICE REQUEST

Create Service Request Search Service Request

*PAN:

*District:

*Taluka:

*City/Area:

*PinCode:

*Email Address:

*Mobile No.:

*OTP:

Step 2: Enter your PAN number as shown below:

SERVICE REQUEST

Create Service Request Search Service Request

*PAN:

*District:

*Taluka:

*City/Area:

*PinCode:

*Email Address:

*Mobile No.:

*OTP:

[?] Dealer Confirmation

Are you registered Dealer?

After entering PAN number, a pop up screen will appear, select “No” as shown above screen shot.

Step 3: Enter address and communication detail:

After selecting “No” option, system will ask you to enter communication detail as highlighted below.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN:	AGSPK9744M
*District:	MUMBAI
*Taluka:	MUMBAI (M. CORP)
*City/Area:	Airport (Mumbai)
*PinCode:	400099
*Email Address:	mnty.sant.111@gmail.com
*Mobile No.:	9892422821
*OTP:	OTP

Generate OTP

Submit

Please note selection criteria for above highlighted field.

Field Description	Attribute Description
District	Select "District" manually through selection option
Taluka	Select "Taluka" manually through selection option
City/Area	Select "City/Area" manually through selection option
Pin Code	Select "Pin Code" manually through selection option
Email Address	Enter your email ID manually ,where all future communication can be send
Mobile No	Enter your "Mobile No" ,for receiving OTP as well as sending all future communication

Step 4: Generate OTP:

After entering mobile number, click on "Generate OTP" button, then immediately you would receive OTP number in your mentioned Mobile number, enter the OTP number in the field highlighted then click on "Submit" button as shown below.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN:
 *District:
 *Taluka:
 *City/Area:
 *PinCode:
 *Email Address:
 *Mobile No.:

Note :- For the purpose of registration of complaint one time use of any Mobile No. is allowed. Once the complaint is registered, all the further communications will be done on registered Mobile No.

*OTP:

Step 5: Enter Issue related information's and attachment:

After clicking on “Submit “button on first screen, this will navigate to second screen. Here enter below information as highlighted and click on “Submit” button as shown below.

Create Service Request Search Service Request

PAN:

Nodal Officer Desk Id:

*Query related to:

*Query detail:

*Financial Year(Related to the problem faced):

*Nature of Complaint:

*Detail Description of Complaint:

Kindly upload the attachment file with txt,jpg,csv,pdf,xlsx,xls,docx,doc,png,zip,rar,jpeg format within 2MB.

File Upload:

Please note selection criteria for above highlighted field.

Field Description	Attribute Description
Query Related to	Select “Query Related to” manually through selection option
Query detail	Select “Query detail ” manually through selection option
Financial Year(Related to the problem faced)	Mention “Financial Year(Related to the problem faced)” manually
Nature of Complaint	Mention “Nature of Complaint ” manually
Detail Description of Complaints	Mention “Detail Description of Complaints ” manually with minimum 30 characters
File Upload	Attach file, screen shot if necessary, clicking on “Browses” option in field called “File Upload” as shown above

Step 6: Service Request Generated:

After clicking on submit button, a unique Service Request ID will be generated and Email /SMS will be sent to dealer's email ID and phone number entered while creating service request.

SERVICE REQUEST

Create Service Request Search Service Request

PAN:

Nodal Officer Desk Id:

*Query related to:

*Query detail:

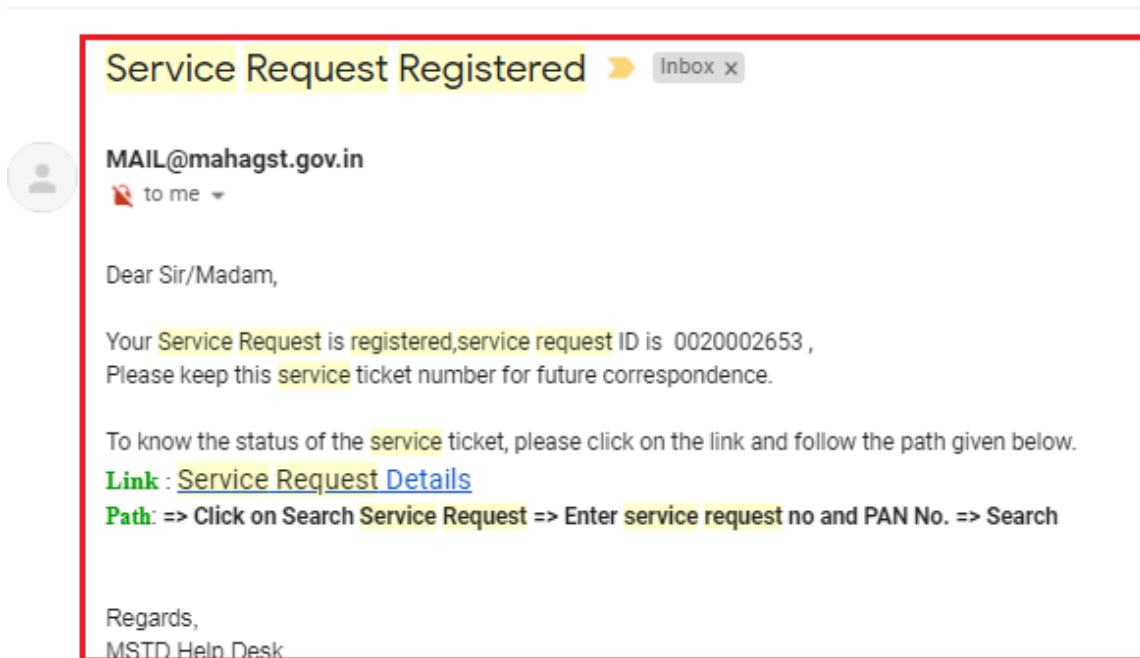
*Financial Year(Related to the problem faced):

*Nature of Complaint:

*Detail Description of Complaint:

Please Note Down the Service Request Number - 0020002675

Below is sample email template to be send upon service creation.



3: Search Service Request for Registered Dealer:

Dealer can search status of service request in MSTD dealer portal, procedure for the same is as below:

Step 1:

Browse below URL and follow the path.

<https://mahagst.gov.in/en> => May I Help You? => Service Request => Search Service Request

Step 2: Search Service Request by Entering PAN Number and TIN Number

Enter your PAN Number and TIN Number and click on “Search” button as shown below
Search by ‘PAN Number and TIN Number combination’, will display all open service request, against the TIN number as shown below.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No: AABFH4654C
TIN No: 27710362968
Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
07-06-2019	0020002476	ORA-VAT-D-001	Auto Resolved	Feedback Form	iuyt
05-06-2019	0020002468	ORA-VAT-D-001	Auto Resolved	Feedback Form	8
28-06-2019	0020002482	ORA-VAT-D-001	Auto Resolved	Feedback Form	f
28-06-2019	0020002483	ORA-VAT-D-001	Received From Dealer	Feedback Form	d

Step 2: Search Service Request by entering PAN Number and Service Request Number

If we enter PAN Number and Service Request Number and click on “Search” button. This will search unique service request number as shown below.

SERVICE REQUEST

Create Service Request Search Service Request

PAN No: AABFH4654C
TIN No: 27710362968
Service Request Number: 20002676

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
12-08-2019	0020002676	ORA-VAT-D-001	In-Progress	Feedback Form	E-Payment Issue

After clicking on search button service request details will appear in search result screen, then click on Service Request Number hyper link as highlighted above, this will display all communication happened between dealer and support team in “Detail Description of Complaint” box, shown in the below screen shot.

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
12-08-2019	0020002676	ORA-VAT-D-001	In-Progress	Feedback Form	E-Payment Issue

Hyper link to display all communication between dealer and support team

PAN:
 Service Request Number:
 Nature of Complaint:
 Detail Description of Complaint:

Problem Description	12.08.2019	16:41:22	TRFC_USER
Challan correction required for financial year 2019			

4: Search Service Request for Un-Registered Dealer:

Dealer can search status of service request in MSTD dealer portal, procedure for the same is as below: -

Step 1:

Browse below URL and follow the path.

<https://mahagst.gov.in/en> => **May I Help You?** => **Service Request** => **Search Service Request**

Step 2: Enter PAN No and Service Request Number

As shown below enter your PAN No and Service Request number and click on “Search” button.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
12-08-2019	0020002675		In-Progress	Feedback Form	Unable to do registration

After clicking on search button Service Request Details will appear in search result screen, then click on Service Request Number hyper link, this will display all communication happened between dealer and support team in “Detail Description of Complaint” box

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
12-08-2019	0020002675		Resolved	Feedback Form	Unable to do registration

Hyper link to display all communication between dealer and supprt team

PAN:

Service Request Number:

Nature of Complaint:

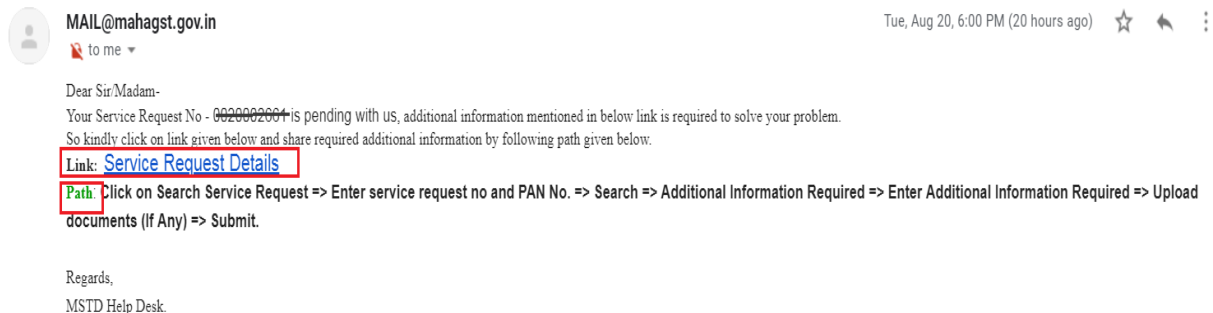
Detail Description of Complaint:

Solution Description		
12.08.2019	17:13:48	NIIT.SM
Issue resolved please check and confirm		
Problem Description		

5: Service request not resolved due to insufficient information (for registered and un-registered dealers).

If information provided by dealer is not sufficient, service request cannot be solved. To seek sufficient information to resolve the query, an email will be sent to dealer to share further information.

Below sample email content will be sent to dealer when service request not resolved due to in-sufficient information.



Mentioned email will contain a link to provide additional information by dealer and a path to check what information is sought by the support team.

Once you click on mentioned link, below screen will appear. Information required by support team will be mentioned in the box called “**Information from dealer**” and information to be shared by dealer should be filled in the box called “**Enter further Information**”.

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status
03-07-2019	0020002518		Send to Dealer

Nature of Complaint:

Detail Description of Complaint: Information from dealer
03.07.2019 08:31:39 NIIT.SM
Provide

Problem Description
03.07.2019 08:26:59 TRFC_USER
v jvkhgvmkchjzkc hzcgkzc zczkczxczxlxjlxjlx

*Detail Description of Complaint: Enter Further Information

6: Search Service Request after service request get “Resolved”

When service request get resolved an email will sent to dealer in his/her registered email id, the email will contain detail path to check the resolution and a feedback hyper link will be provided to confirm if the issue is resolved or not.

Below sample email content will be sent to dealer after service request is “Resolved”.

MAIL@mahagst.gov.in Tue, Aug 20, 6:07 PM (20 hours ag
to me ▾

Dear Sir/Madam-

Your Service Request No - 0020002518 has been resolved, for solution details please click on the link and follow the path given below.

Link: [Service Request Details](#)

Path: => Click on Search Service Request => Enter service request no and PAN No. => Search => Detail Description of Complaint => Solution Description.

If you are not satisfied with the solution provided, kindly click on the above URL and share your feedback by clicking on **Feedback form** hyperlink.

Please respond to the feedback form within 72 hours otherwise ticket will be treated as closed.

Regards,
MSTD Help Desk.

Scenario 1-Service request resolved and select “No “option

Dealer will click on the mentioned hyper link, below selection screen will appear. Search service request through PAN and Service Request ID

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Resolved	Feedback Form	fsw

When service request resolved, feedback link get enabled as shown below

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Resolved	Feedback Form	fsw

First click on “service request number hyperlink”

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Resolved	Feedback Form	fsw

Check the solution provided in the link

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Resolved	Feedback Form	fsw

PAN:
 Service Request Number:
 Nature of Complaint:
 Detail Description of Complaint:

Share your feedback by clicking “Feedback Form” link as shown below

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Resolved	Feedback Form	fsw

If issue is not resolved click on “No” option as shown below

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Resolved	Feedback Form	fsw

Feedback Form

Your Service Request Resolved, kindly confirm below with Yes or No Button.

After clicking on “No “option below screen will appear. Mention “**Reason for Re-Opening**” in the below field and click on submit button.

Feedback Form

Your Service Request Resolved, kindly confirm below with Yes or No Button.

Yes No

*Re-open Reason: Issue still not resolved
Mention why you want re-open the service request

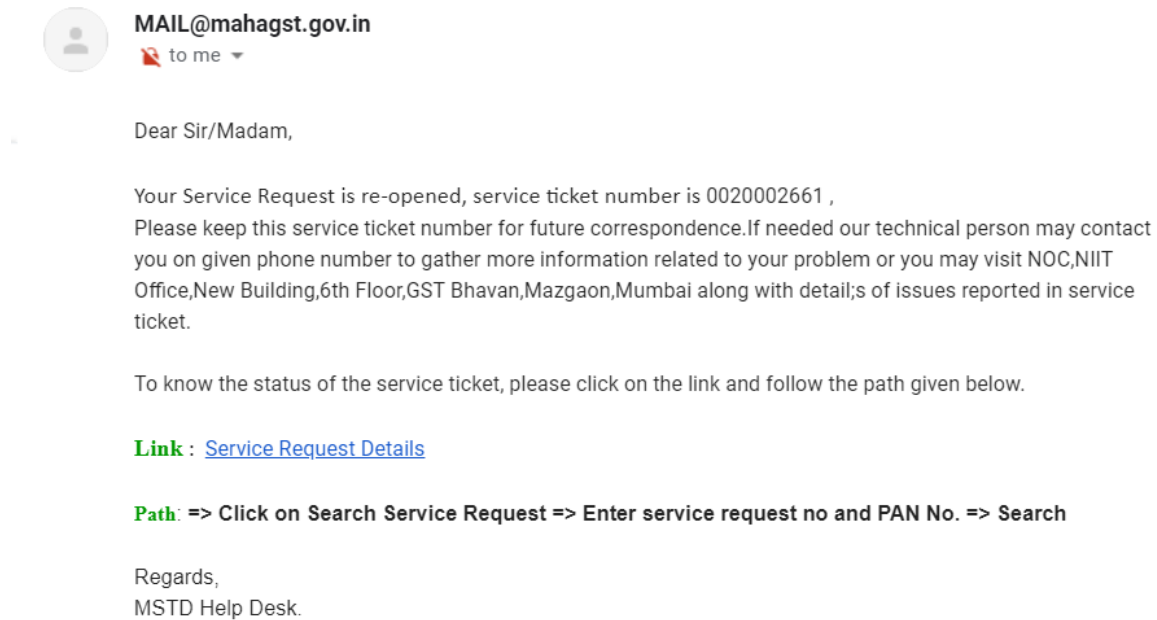
Choose a file for Upload... Browse...

Submit

Service request “re-opened” after “No” option selected in feedback form.

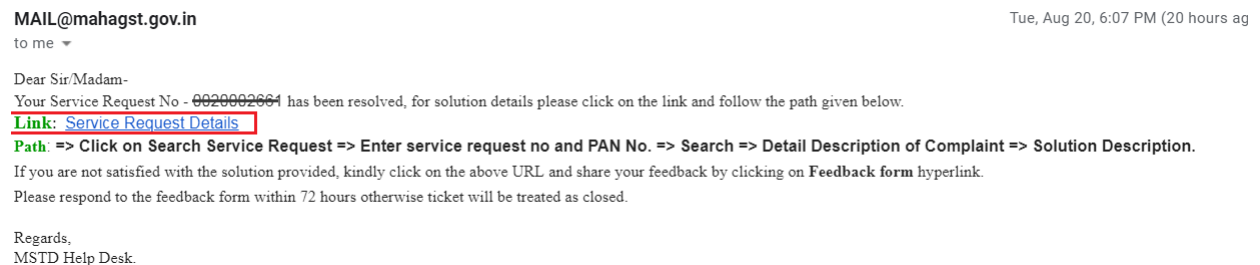
SERVICE REQUEST					
<input type="radio"/> Create Service Request <input checked="" type="radio"/> Search Service Request					
*PAN No: AABFH4654C					
TIN No: 27XXXXXXXXXX					
Service Request Number: 20002567					
Search					
Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
03-07-2019	0020002567	ORA-VAT-D-001	Re-Open	Feedback Form	fsw

After service ticket “Re-Open” below email will be send to dealer.



Scenario 2-Service request resolved and select “Yes “option

Below sample email content will be sent to dealer upon service request “Resolved”.



Dealer will click on the mentioned hyper link, below selection screen will appear. Search service request through PAN and Service Request ID

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
06-08-2019	0020002668		Resolved	Feedback Form	vds

First click on service request number hyperlink

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
 TIN No:
 Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
06-08-2019	0020002668		Resolved	Feedback Form	vds

Check the solution provided in the field highlighted below

*PAN No:
 TIN No:
 Service Request Number:

[Search](#)

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
06-08-2019	0020002668		Resolved	Feedback Form	vds

PAN:
 Service Request Number:
 Nature of Complaint:

Detail Description of Complaint:

Share your feedback by clicking Feedback Form link as shown below

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
TIN No:
Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
06-08-2019	0020002668		Resolved	Feedback Form	vds

If issue is resolved click on “Yes “option as shown below

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
TIN No:
Service Request Number:

Feedback Form

Your Service Request Resolved, kindly confirm below with Yes or No Button.

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
06-08-2019	0020002668		Resolved	Feedback Form	vds

Service request “Closed” after “Yes” option selected in feedback form.

SERVICE REQUEST

Create Service Request Search Service Request

*PAN No:
TIN No:
Service Request Number:

Date of Create Request	Service Request Number	Desk-ID	Status	Feedback	DESCRIPTION
06-08-2019	0020002668		Closed	Feedback Form	vds

After service ticket “Closed” below email will be send to dealer.



MAIL@mahagst.gov.in

to me ▾

Tue, Aug 20, 6:14 PM (22 hours ago)

Dear Sir/Madam-

Your Service Ticket No - 0020002661 is resolved and closed.

To know the solution details please click on the link and follow the path given below.

Link: [Service Request Details](#)

Path: => Click on Search Service Request => Enter service request no and PAN No. => Search => Detail Description of Complaint => Solution Description.

Regards,

MSTD Help Desk



Scenario 3- Service request resolved and the dealer did not respond to feedback form.

If the dealer did not respond to feedback form within three days from receipt of email regarding resolution of the service request, status of the service request will change automatically from “resolved” to “closed”.

