

Office of the
Commissioner of State Tax
8th Floor, New Building,
GST Bhavan, Mazgaon,
Mumbai-400010.

TRADE CIRCULAR

To,

No. JC-Help desk/New/Help Desk/B. 26 Mumbai, dated. 05/10/2019.

Trade Circular no. 51 T of 2019.

Sub. : Dealer support system help desk system-reg.
Ref. : Trade Circular No.13 T of 2018 dated 17/04/2018.

Sir/Gentlemen/Madam,

Maharashtra Goods and Services Tax Department is providing various e-services viz. e-registration, e-return filing, e-payment of tax, etc. While availing such e-services, dealer may sometimes face problems with respect to processes and/or procedures for availing e-services. It is of paramount importance to provide single platform for the dealer to raise their issues and also to track the status of raised queries. Department had already provided "May I help you" tab on the MGSTD web-site. But over the time, it is seen that the old version of the said platform is relatively complicated. So as to make it more feasible and interactive, it has been suitably modified. Thus a revamped helpdesk module has been launched (herein after referred to as 'Help Desk Module'). In view of this

following guidelines are being issued for raising / communicating the issues faced by MVAT Tax Payer.

2. Ways to raise the quires :-

Now dealers can raise issues faced by them as follows.

- 2.1 By using the revamped ' Help Desk Module' , any dealer, whether registered or un-registered can raise their queries by creating service request on MGSTD web site by using "May I help you" tab. Dealer will also be able to track the status of the same.
- 2.2 Dealer can raise service request through Toll free number 1800225900.
- 2.3 Dealer can visit nodal officers and request officer to raise service request on his behalf.
- 2.4 Dealer can visit physical help desk established at all office locations in Maharashtra. However, it should be kept in mind that, in case of more complicated issues dealer will be directed to nodal officer or will be requested to log service request either on website or using toll free no 1800225900.

3. Creation of Service Request for Registered Dealer:

Registered dealer can create service request in MGSTD dealer portal, step wise procedure is given below.

3.1 Step 1: Browse below URL and follow the path:

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

3.2 Step 2: Enter your PAN number:

After entering PAN number, a pop up screen will appear, asking you whether you are registered dealer. Select "Yes" as you being registered dealer.

3.3 **Step 3: Enter TIN and Mobile number:**

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

Field Description	Attribute Description
Email Address	Email ID will be auto fetched based on TIN entered. All the further communications will be done on the Registered mail ID shown on the screen.
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.

3.4 **Step 4: Generate OTP:**

After entering mobile number, click on “Generate OTP” button, then immediately dealer would receive OTP number on your mentioned Mobile number, enter the OTP number in the highlighted field and click on “Submit” button.

3.5 **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 and click on “Submit” button.

Field Description	Attribute Description
Query Related to	Select “Query Related to” manually through selection option given in dropdown

Field Description	Attribute Description
Query detail	Select "Query detail" manually through selection option given in dropdown.
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

3.6 **Step 6: Service Request Generated:**

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

4. **Creating Service Request For Un-Registered Dealer:**

Un-registered dealer can create service request in MGSTD dealer portal. Step wise procedure is given below.

4.1 **Step 1: Browse below URL and follow the path.**

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

4.2 **Step 2: Enter your PAN number:**

After entering PAN number, a pop up screen will appear, asking you whether you are registered dealer. Select "No" as you being unregistered dealer.

4.3 **Step 3: Enter address and communication detail:**

After selecting “No” option, system will ask you to enter communication detail as follows;

Field Description	Attribute Description
District	Select “District” manually through selection option given in dropdown.
Taluka	Select “Taluka” manually through selection option given in dropdown.
City/Area	Select “City/Area” manually through selection option given in dropdown.
Pin Code	Select “Pin Code” manually through selection option given in dropdown.
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.

4.4 **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 and then click on “Submit” button.

4.5 **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 and click on “Submit” button.

Field Description	Attribute Description
Query Related to	Select “Query Related to ” manually through selection option given in dropdown
Query detail	Select “Query detail ” manually through selection option given in dropdown
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. The file uploaded should not be more than 2 MB and should have screen shot related to error faced.

4.6 **Step 6: Service Request Generated:**

After clicking on submit button , A unique Service Request ID will be generated and Email /SMS will be send to dealer’s email ID and phone number which is mentioned in the first screen.

5. Search already generated Service Request:

5.1 **Search Service Request for Registered Dealer:**

Dealer can search service request on MGSTD ‘dealer portal’, the procedure to search the Service Request is as given below:-

5.1.1 **Step 1: Browse below URL and follow the path.**

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

5.1.2 Step 2: Search Service Request by Enter PAN Number and TIN Number

Enter your PAN Number, TIN Number, and Service Ticket No and click on 'Search button'.

5.1.3 If dealer enters PAN Number and TIN Number combination, then this will display all the open service request, against that TIN number.

5.1.4 If dealer enters PAN Number and Service Request Number, then This will display unique service request number.

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

5.2 Search Service Request for Un-Registered Dealer:

Dealer can search service request on MGSTD dealer portal, below are procedure mentioned how to search service request

5.2.1 Step 1: Browse below URL and follow the path.

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

5.2.2 Step 2: Enter PAN No and Service Request Number:

Enter your PAN No and Service Request number and click on "Search" button.

5.2.3 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 happen between dealer and support team in "Detail Description of Complaint" box.

6. Not resolved service request:

Procedure for un-resolved service requests due to insufficient information provided in the already generated service request (for registered and un-registered dealers).

- 6.1 If information provided by dealer is insufficient, service request cannot be resolved. To seek sufficient information to resolve the query, an email will be sent to dealer to share further information.
- 6.2 Said email from support team will contain a link to provide additional information by dealer and a path to check what information is sought by the support team.
- 6.3 Once you click on link **“service request details”** provided in the email, new 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”**. And if required, supporting documents can be attached and proceed to click to submit button.
- 6.4 If the dealer did not comply with the mail seeking additional information within 30 days from receipt of such email, then service request will be closed.

7. Resolved Service Request:

When service request gets resolved, an email will be sent to dealer's registered email id. The email will contain detail path to check the resolution provided by support team and a feedback hyper link will be provided to confirm if the issue is resolved or not.

7.1 Scenario 1- Service request resolved but the dealer is not satisfied.

- 7.1.1 After the dealer receives an email stating that his service request is resolved and the dealer still feels that the issue is not resolved, then, he may click on “feedback Form” and select “NO” option. After that, new box will appear to mention **“Reason for Re-Opening”** in which

dealer has to mention, in detail, a reason for re-opening along with his contact number and attach supporting documents and proceed further to click on submit button. By doing so, status of the service request will be changed from “**resolved**” to “**Re-open**” and a mail will be sent to the dealer informing him about reopening of the service request.

7.1.2 Support team or concerned nodal officer may contact on provided contact number if required to get more information related to issue raised in service request. Dealers, whose service request are reopened, can also visit to NOC, NIIT Office, New Building, 6th floor, GST Bhavan, Mazgaon, Mumbai-400010 if he feels it is necessary to convey details of reason for re-opening.

7.2 Scenario 2- Service request resolved and the dealer is satisfied.

7.2.1 After the dealer receives an email stating that his service request is resolved and the dealer feels satisfied on resolution provided to him, then, he may click on “feedback Form” and select “YES” option. In such case, status of service request will be changed from “resolved” to “closed” and a mail will be sent to the dealer about closure of the service request.

7.3 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**”.


8. GST Related queries:-

8.1 It is needless to say that the GST system/portal related issues of tax payer in respect to various e-services including tax payment, filing of return, filing of refund application, etc are to be reported/ communicated with use of GST portal <https://www.gst.gov.in>. The path for accessing and reporting of GST system / portal related technical issues is as follows:

Log on "<https://www.gst.gov.in/>"-----Contact us-----Click on 'Grievance redressal portal for GST'-----Click on 'Proceed'-----Type of Issue/Concern-----Mention issue-----Category-----Subcategory-----no, I want to lodge my complaint----Fill mandatory fields---Attachments, if any----Submit---Service

8.2 A tax payer, who could not comply for any submission on the GST portal due to technical glitches is required to make an application to his nodal by following the procedure given in Trade Circular No. 13 T of 2018 dated 17/04/2018

This circular is clarificatory in nature and cannot be used for any legal interpretation. Difficulty if any, in the implementation of this Circular may be brought to the notice of the Office of Commissioner of State Tax, Maharashtra State.


(Rajiv Jalota)

Commissioner of State Tax,
Maharashtra State.

No. JC-Help desk/New/Help Desk/B. 26 Mumbai, dated. 05/10/2019.

Trade Circular no. 51 T of 2019.

Copy forwarded to the Joint Commissioner of State Tax (MAHAVIKAS) with a request to upload this trade circular to MGSTD web-site.

Copy submitted with compliments to;

- (1) The Deputy Secretary, Finance Department, Mantralaya, Mumbai-21 for information.
- (2) Accounts officer, Sales Tax Revenue Audit, Mumbai and Nagpur.



(G. V. Bilolikar)
Joint Commissioner of State Tax,
Appeal-II, Mumbai.