



USER MANUAL

Helpdesk Module

MAHARASHTRA GST TAX DEPARTMENT



Process flow for Raise Service Ticket.

1. Go to website www.mahagst.gov.in
2. Click On VAT/CST/PT Service Ticket.

The screenshot shows the Mahagst website interface. At the top, there's a search bar and navigation links. The main header includes the Mahagst logo and the text 'वस्तु व सेवा कर विभाग, महाराष्ट्र शासन, कर भरा, राष्ट्र घडवा'. Below this is a navigation menu with options like 'विभागाविषयी', 'वस्तु आणि सेवा कर', 'मूल्यवर्धित कर / केंद्रीय विक्री कर', 'व्यवसाय कर', 'लोकसेवा हक्क अधिनियम', 'माहितीचा अधिकार', 'कर दर', 'नागरिकांची सनद', and 'कार्यालयांची माहिती'. The 'Pay Your Taxes' section is prominent, with sub-sections for GST, VAT, CST, and PT. The 'What's New' section contains updates like 'Facility to File E704 Online is now made available to dealers w.e.f. 23-02-2026'. A bar chart displays 'Total GST Collection (Data in Rs. Crores)' for 2024-25 and 2025-26. On the right, there's a 'Helpdesk' section with contact information and a 'Know Your Officer and Tax Payer' button.

3. Click on Raise Service Ticket

This screenshot shows the 'Raise Service Ticket' form on the Mahagst website. The form is centered on the page and contains two radio buttons: 'Raise Service Ticket' (which is selected) and 'Track Service Ticket'. The background of the page is the same as the previous screenshot, showing the website's navigation and 'Pay Your Taxes' section.



4. Enter Required Details

- **For registered Dealers.**
- Select the Dealer Type from the dropdown list.
- Enter the TIN in the required field.
- Select the applicable Act.
- Choose the relevant Category.
- Select the appropriate Sub-Category.
- System will auto-fetches the Email Address and Mobile Number.
- OTP will be received on registered Mobile Number
- Insert OTP.
- Enter the issue description.
- Attach the required supporting documents.
- Click on Submit Ticket to raise the service ticket.

Raise Service Ticket Track Service Ticket

* Dealer Type: <input type="text" value="Registered Dealer"/>	* TIN NO <input type="text" value="27302589877V"/>	* PAN /TAN NO <input type="text"/>
* Select Act <input checked="" type="checkbox"/> VAT <input type="checkbox"/> CST <input type="checkbox"/> PTRC <input type="checkbox"/> PTEC	* Select Category <input type="text" value="Registration"/>	* Sub Category <input type="text" value="Profile Creation Issue"/>
* Email Address: <input type="text" value="gaurigadge@orientindia.net"/>	* Mobile No. <input type="text" value="8452878304"/> Verified	
* Description: <div style="border: 1px solid #ccc; padding: 5px; min-height: 30px;">OTP not received.</div>		
Attachment (PDF, JPEG, JPG, PNG): <input type="text" value="Choose File"/> <input type="text" value="PTRC_ACK_4355777.pdf"/>		
<small>The file size should be up to 2 MB.</small>		
Attachment (PDF, JPEG, JPG, PNG): <input type="text" value="Choose File"/> <input type="text" value="Aug.21.pdf"/>		
<small>The file size should be up to 2 MB.</small>		

Note: All the further communication regarding your service ticket will be forwarded to your mobile No and email Id.



- **For Un-registered Dealers.**
- Select the Dealer Type from the dropdown list.
- Enter the PAN/TAN in the required field.
- Select the applicable Act.
- Choose the relevant Category.
- Select the appropriate Sub-Category.
- Enter Email Address and Mobile Number.
- OTP will be received on registered Mobile Number
- Insert OTP.
- Enter the issue description.
- Attach the required support documents.
- Click Submit Ticket to raise the service ticket.

Raise Service Ticket Track Service Ticket

* Dealer Type: <input type="text" value="Unregistered Dealer"/>	* TIN NO <input type="text" value="98"/>	* PAN /TAN NO <input type="text" value="BIOPC7152A"/>
* Select Act <input checked="" type="checkbox"/> VAT <input type="checkbox"/> CST <input type="checkbox"/> PTRC <input type="checkbox"/> PTEC	* Select Category <input type="text" value="Registration"/>	* Sub Category <input type="text" value="Profile creation issue"/>
* Email Address: <input type="text" value="gauri18@gmail.com"/>	* Mobile No. <input type="text" value="8478878305"/> <input type="button" value="Send OTP"/>	
* Description: <input style="border: 2px solid orange;" type="text" value="OTP not received."/>		
Attachment (PDF, JPEG, JPG, PNG): <input type="button" value="Choose File"/> No file chosen <small>The file size should be up to 2 MB.</small>		
Attachment (PDF, JPEG, JPG, PNG): <input type="button" value="Choose File"/> No file chosen <small>The file size should be up to 2 MB.</small>		

Note: All the further communication regarding your service ticket will be forwarded to your mobile No and email Id.



5. Ticket Confirmation

- After click on **Submit Ticket**, the system displays a confirmation message **“Are you sure you want to raise a ticket?”**.
- Click **OK** to raise the service ticket.

The screenshot shows the 'Raise Service Ticket' form with the following fields and options:

- Dealer Type:** Registered Dealer (dropdown)
- TIN NO:** 27302589877V
- PAN /TAN NO:** (empty)
- Select Act:** VAT, CST, PTRC, PTEC
- Select Category:** Registration (dropdown)
- Sub Category:** Profile Creation Issue (dropdown)
- Email Address:** (empty)
- Mobile No.:** 8452878304 (Verified)
- Attachments:** PTRC_ACK_4355777.pdf (file size up to 2 MB), Aug.21.pdf (file size up to 2 MB)
- Note:** All the further communication regarding your service ticket will be forwarded to your mobile No and email Id.
- Submit Ticket** button

A confirmation dialog box is overlaid on the form, asking: "Are you sure you want to raise a ticket?" with **OK** and **Cancel** buttons.

6. Ticket Confirmation.

- After submission, the system will display a message **“Service request created successfully.”**
- Click **OK** to continue.

Service Ticket No * 0000000124

PAN/ TIN/ TAN NO *

Alert

Service request created successfully.

Reset

Service Ticket List

#	Service Ticket No	Category	Status	File	Actions
1	0000000124	Registration	Open		

Terms & Conditions Support

7. To Track the status of your service ticket.

- Click on the **“Track Service Ticket”** to verify the status of your service request.

Raise Service Ticket

Raise Service Ticket Track Service Ticket

8. Track Service Ticket

- For registered taxpayer enter the Service Ticket Number and TIN.
- For Un-registered taxpayer enter the Service Ticket Number and PAN or TAN.
- Click On Search.

Search English Skip to Main Access Reader DARK Help Employee Corner FAQ Sitemap

Important Updates: *** Facility to File E704 Online

वस्तु व सेवा कर विभाग
महाराष्ट्र शासन
कर परा, राष्ट्र सरकार

श्री. देवेंद्र फडणवीस
मा. मुख्यमंत्री
महाराष्ट्र राज्य

श्री. एकनाथ शिंदे
मा. उपमुख्यमंत्री तथा ऊर्जा व विद्युत मंत्री
महाराष्ट्र राज्य

श्रीमती सुचिना अजित पवार
मा. उपमुख्यमंत्री
महाराष्ट्र राज्य

श्री. अशोक चव्हाण
मा. वित्त व परिवहन मंत्री
महाराष्ट्र राज्य

विभागाविषयी • वस्तु आणि सेवा कर • मूल्यवधित कर / केंद्रीय विक्री कर • व्यवसाय कर • लोकसेवा हक्क अधिनियम • माहितीचा अधिकार • कर दर • नागरिकांची सनद • कार्यालयांची माहिती

Pay Your Taxes

GST Payments
Create Challan
Track your Payment Status
Grievance Against Payment
VAT / Old Act Payments
• e-Payment - Returns
CST Payments
• e-Payment - Returns
PT Payments
• PTEC OTPT Payment
• e-Payment - PTRC-Return / PTEC
• e-Payment - Assessment Order / Other
Other Payment
• e-Payment - Assessment Order / Other

Service Ticket No * PAN/ TIN/ TAN NO * Search Reset

Service Ticket List

#	Service Ticket No	Created Date	TIN/PAN/TAN	Category	Status	File	Actions
1	0000000124	09-03-2026 12:12 PM	27302589877V	Registration	Open		View

Disclaimer Terms & Conditions Support

Dear Taxpayer,

Please note that all the communication regarding your service ticket will be forwarded to your email address.



THANK YOU