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GOVERNMENT OF INDIA
MINISTRY OF FINANCE : DEPARTMENT OF REVENUE
OFFICE OF THE PRINCIPAL CHIEF COMMISSIONER OF GST & CENTRAL EXCISE
TAMILNADU & PUDUCHERRY
No.26/1, MAHATHMA GANDHI ROAD, CHENNAI - 600 034

C.No. IV/16/10/2018-PCCO

Date: 22-06-2018

GST TRADE NOTICE No.030/2018

Sub: **GST** - Change of email and mobile number of the authorised signatory by taxpayers with assistance from the jurisdictional tax officer - Availability of functionality in the GST system and procedures to be followed - **Press Release dated 14.06.2018** - Communication thereof - Reg

With a view to address the difficulties reported by the taxpayers that the user credentials are not shared by the intermediaries authorised by them to apply for registration on their behalf, the Central Board of Indirect Taxes & Customs [CBIC], vide Press Release dated 14.06.2018, has communicated the availability of a functionality in the GST System and the procedures to be followed by the taxpayers to change email and mobile number of the authorised signatory with assistance from the jurisdictional tax officer.

2. The taxpayers are requested to approach the jurisdictional tax officer with valid documents as proof of identity and follow the procedures to overcome the difficulties faced by them. A copy of the Press Release is enclosed for reference for the benefit of the taxpayers.
3. This Trade Notice is being issued so as to sensitize the trade and field formations about the contents of the aforesaid references and for complete details, the respective references may please be referred in the CBIC's website www.cbic.gov.in or the annexure, as the case may be.
4. All the Commissioners are requested to bring the contents of the Trade Notice to the notice of all the officers working under their charge and the assessee falling under their respective jurisdiction.
5. The Trade & Industry Associations/Chambers of Commerce are requested to bring the contents of the Trade Notice to the notice of all their members.

Encl: As above

[C.P. RAO]
PRINCIPAL CHIEF COMMISSIONER

To

- i. The Principal Commissioner / Commissioner of GST and Central Excise, Chennai North / Chennai South / Chennai Outer / Coimbatore / Salem / Tiruchirappalli / Madurai / Puducherry / Chennai Audit I / Chennai Audit II / Coimbatore Audit / Chennai Appeals I / Chennai Appeals II / Coimbatore Appeals Commissionerates
- ii. The Commissioner of Commercial Taxes, State CT Head Office, Ezhilagam, No.3, Kamarajar Salai, Chepauk, Chennai-600005 [**By e-mail**]
- iii. The Commissioner of State Tax, Puducherry
First Floor, 100 Feet Road, Ellapillaichavadi, Puducherry-605005 [**By e-mail**]
- iv. Zonal RAC Members [**By e-mail**]

✓ Copy to the Computer Section, Chennai North Commissionerate [For uploading in website]

PRESS RELEASE

June 14, 2018

Change of email and mobile number of the authorized signatory by taxpayers with assistance from the jurisdictional tax officer

Complaints are being received from taxpayers that the intermediaries who were authorized by them to apply for registration on their behalf had used their own email and mobile number during the process. They are now not sharing the user credentials with the taxpayer on whose behalf they had done the registration in the first place and the taxpayer is at their mercy.

With a view to address this difficulty of the taxpayer, a functionality to update email and mobile number of the authorized signatory is available in the GST System. The email and mobile number can be updated by the concerned Jurisdictional tax authority of the taxpayer as per the following procedure:

Steps to be followed:-

1. Taxpayer is required to approach the concerned jurisdictional Tax Officer to get the password for the GSTIN allotted to the business.
<Jurisdiction can be checked through Search Taxpayer option available on <https://www.gst.gov.in>>. Allotted jurisdiction is displayed in red text>
2. Taxpayer would be required to provide valid documents to the tax officer as proof of his/her identity and to validate the business details related to his GSTIN.
3. Tax officer will check if the said person is added as a Stakeholder or Authorized Signatory for that GSTIN in the system.
4. Tax officer will upload necessary proof on the GST Portal in support to authenticate the activity.
5. Tax officer will enter the new email address and mobile phone number provided by the Taxpayer.
6. After upload of document, Tax officer will reset the password for the GSTIN in the system.
7. Username and Temporary password reset will be communicated to the email address as entered by the Tax Officer.
8. Taxpayer need to login on GST Portal <https://www.gst.gov.in/> using the **First time login** link.
9. After first time login with the Username and Temporary password that was emailed to him, system would prompt the taxpayer to change username and password. The said username and password can now be used by the taxpayer.
