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Subject: Procedure for updating mobile number and e-mail id of Primary Authorized Signatory and for adding New Authorized signatory by a Taxpayer.

**CIRCULAR
(No. 22/2017-18-GST)**

Upon implementation of the GST Regime w.e.f. 01/07/2017, all the front end services are made available to the Taxpayers on the GST common portal through logging in using their respective User ID and Password.

A new issue has cropped up wherein the Chartered Accountants/Tax Practitioners/Managers were added and marked as Primary Authorized Signatories during migration to GST or during new registration and their respective mobile numbers and e-mail IDs were registered on the GST common portal by the Taxpayers, as a result of which all the communications from the portal are sent on this registered mobile number and e-mail address.

In some cases, the concerned Managers/employees of the Taxpayers have left the organization and since there was only one Primary Authorized Signatory, the OTP (One Time Password) for authentication of return filing or any other function on GST common Portal is being sent to the registered mobile number of the said person who has left the Taxpayers organization.



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In some cases, the user ID and password which was with such Primary Authorized Signatories is now not accessible to the Taxpayers for various reasons like resignation of employee or changing of Practitioner/consultant, etc. and hence the Taxpayer is unable to access his user ID.

In order to tide over such situations and for helping such Taxpayers the procedure is hereby prescribed for allowing to update the mobile number and e-mail ID of the Primary Authorized Signatory or to add a New Authorized Signatory as under:-

1. Such Taxpayer shall visit the website <http://goagst.gov.in> and click on “Business” and select “**Add/Update Authorized Signatory**”.
2. The steps to be followed are listed out under the menu “**Add/Update Authorized Signatory Help**” under the link ‘Business’ on the said portal goagst.gov.in. The Taxpayer may read and understand all the steps from this Help manual before actually filing the online change request.
3. After clicking on ‘Add/Update Authorized Signatory’ the Taxpayer shall enter GSTIN and the New mobile number which he intends to register on the GST common portal and click on ‘proceed’.
4. One Time Password (OTP) will be sent to this new mobile number once Taxpayer clicks on ‘proceed’ button. The Taxpayer shall enter the valid OTP received by him/her and click on ‘validate OTP’ button. If the Taxpayer does not receive OTP on his/her mobile number than he/she may click on ‘Resend OTP’ button.
5. Once the Taxpayer has entered the valid OTP and on successful validation he/she will be redirected to the page where all existing authorized signatories are listed. The Taxpayers has to click on ‘Add New Signatory’ button if he/she wants to add New Authorized Signatory.
6. The Taxpayer shall fill all the mandatory fields regarding the personal information, identity information, residential address of the Primary Authorized Signatory and upload the proof towards authorizing the Authorized Signatory and his/her photograph. The documents towards authorization proof shall be in PDF format and not more than size of 100 KB. The photograph uploaded should be in JPEG format. The Taxpayer shall click on ‘Save’ button.



A handwritten signature in blue ink, consisting of a stylized 'A' followed by a flourish.

7. Once the Taxpayer clicks on 'Save' button, OTP will be sent on the mobile number stating "Your OTP to Add New Authorized Signatory is XXXXX". The Taxpayer shall enter this OTP in the OTP popup box and click on 'verify and continue button'.
8. Once the Taxpayer clicks on 'Verify and continue button' a message will be sent on the mobile stating 'Your Application to Add New Authorized Signatory is sent to the Department for approval and reference number is XXXXXXXX'.
9. The Taxpayer shall thereafter note down this reference number and is required to personally remain present with this reference number and the originals of all the uploaded documents before the Deputy Commissioner of State Tax at Jurisdictional Ward Office for verification.
10. The Taxpayer needs to carry with him/her the newly registered mobile and will also be required to access the newly registered e-mail ID in presence of the Deputy Commissioner of State Tax for verification.
11. The Deputy Commissioner of State Tax shall verify all the original documents and after being satisfied about the genuineness of the request for updating the mobile number and e-mail id of the Primary Authorized Signatory or for adding New Authorized Signatory as the case may be, may allow the change and forward the newly entered credentials to the GST common portal.
12. In case the Deputy Commissioner of State Tax finds that the request is not genuine or that the person appearing before him/her is not properly authorized by the Taxpayer than the Deputy Commissioner of State Tax may reject the online request filed by the Taxpayer.
13. Difficulty if any in implementation of the above instructions may please be brought to the notice of the undersigned.



(Dipak M. Bandekar)
Commissioner of State Tax, Goa

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1. The Director of Printing & Stationery, Government Printing Press, Panaji for favour of publication in the Official Gazette.
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4. The Deputy Commissioners of State Tax (All)
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7. Office file
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