

E-Filing Help Center Step by Step Guideline

(For Tax Payer, Tax Official, Authorized/ Advocate/ Legal Representative etc)

Step 1: Click on Help Go to the following link: [GST Law Appellate Tribunal E-Filing Help Center](#)

The screenshot shows the 'Incident Report Form' with the following fields and options:

Incident Report Form			
Name *		Mobile Number *	
Email *		System Experiencing Issues *	Efiling
Select *	Choose an Option	User ID *	
User Role *	Select User Role	Select Type of Issue *	Select Type of Issue
Category *	Select Category	Sub Category *	Select Sub Category
Issue Description *	Description must be between 10 and 500 characters		
Upload document	Choose File No file chosen		Enter Captcha
Maximum file size: 5MB Supported Format PDF, JPG, JPEG, PNG, DOC Only			
Final Submit Back			

Step 2: Enter User Details

- Enter your **Name**, **Email Address**, and **Mobile Number**.
- From the "**Select**" dropdown, choose the appropriate User ID type and enter:
 - Your **User ID** (if already registered), or
 - Your **GSTIN/Temp ID** (if the issue occurred before registration).

The screenshot shows the 'Incident Report Form' with the following fields and options:

Incident Report Form			
Name *	Kunal K	Mobile Number *	9898989810
Email *	abc@gmail.com	System Experiencing Issues *	Efiling
Select *	Provisional Acknowledgement Number	User ID *	2025055100000047
User Role *	Select User Role	Select Type of Issue *	Select Type of Issue
Category *	Select Category	Sub Category *	Select Sub Category
Issue Description *	Description must be between 10 and 500 characters		
Upload document	Choose File No file chosen		Enter Captcha
Maximum file size: 5MB Supported Format PDF, JPG, JPEG, PNG, DOC Only			
Final Submit Back			

Date & Time : - 15/09/2026 13:53:01

Step 3: Categorize the Issue

Please categorize your issue using the available dropdown options:

1. **User Role** – Select your role (for example, Authorized Representative, Nodal Officer, etc.).
2. **Type of Issue** – Choose whether the issue is **Technical** or **Administrative**, based on your understanding.
3. **Category and Sub-Category** – Select the most appropriate options from the dropdown lists.

In the **Issue Description** field, provide a clear and concise explanation of the problem. Include all relevant details within **10 to 500 characters**.

Date & Time : - 15/09/2026 13:53:01

Incident Report Form			
Name *	Kunal K	Mobile Number *	9898989810
Email *	abc@gmail.com	System Experiencing Issues *	Efiling
Select *	Provisional Acknowledgement Number	User ID *	2025055100000047
User Role *	Taxpayer	Select Type of Issue *	Technical
Category *	Verification	Sub Category *	OTP/Email not delivered
Issue Description *	I am unable to receive any email update from the portal. Please guide. (Test)		
Upload document *	Choose File No file chosen		Enter Captcha
Maximum file size: 5MB Supported Format PDF, JPG, JPEG, PNG, DOC Only			
Final Submit Back			

Step 4: Upload Screenshot

Upload a screenshot of the issue to provide a visual reference for the support team.

Step 5: Submit the Ticket

- Enter the displayed **Captcha**.
- Click "**Final Submit**" to create the ticket.

Once submitted, the ticket is created in the technical team's CRM system for further investigation and resolution.

Note: If you no longer wish to raise a ticket or the issue has already been resolved, click "**Back**" instead of submitting the ticket.

User Role *	Taxpayer	Select Type of Issue *	Technical
Category *	Verification	Sub Category *	OTP/Email not delivered
Issue Description *	I am unable to receive any email update from the portal. Please guide. (Test)		
Upload document *	Choose File Ticket N...r error.png Maximum file size: 5MB Supported Format PDF,JPG,JPEG, PNG, DOC Only		K2Q9ZS
Final Submit Back			

After Clicking on “**Final Submit**”, the ticket ID gets generated and you will see a dialog box for the same. Please note down the ticket ID for tracking.

Incident Report ID : - **GSTAT-202609150055909**
Date & Time : - 15/09/2026 14:08:25

Incident Report Form

Name *

Email *

Select *

Choose an Option

User Role

Select User Role

Category *

Select Category

Issue Description *

Description must be between 10 and 500 characters

Upload document *

No file chosen
Maximum file size: 5MB
Supported Format PDF,JPG,JPEG, PNG, DOC Only

Issues *

Efiling

User ID

User ID

Select Type of Issue *

Select Type of Issue

Sub Category *

Select Sub Category

Enter Captcha



Your Ticket Number

GSTAT-202609150055909

CIS Help Center Step by Step Guidelines

(For Member, Registrar, Assistant Registrar, Court officer, Scrutiny Reporter, Stenographer etc)

Step 1: Go to the following link: [GST Law Appellate Tribunal CIS Help Center](#)

Date & Time : - 15/09/2026 14:15:37

Incident Report Form

Name *	Name	Mobile Number *	Mobile Number
Email *	Email	System Experiencing Issues *	CIS
User Role *	Select User Role	Select Type of Issue *	Select Type of Issue
Category *	Select Category	Sub Category *	Select Sub Category
Issue Description *	Description must be between 10 and 500 characters		
Upload document *	Choose File No file chosen Maximum file size: 5MB Supported Format PDF,JPG, JPEG, PNG, DOC Only		
Final Submit Back			

Step 2: Enter User Details

- Enter your **Name**, **Email Address**, and **Mobile Number**.

Date & Time : - 15/09/2026 14:15:37

Incident Report Form

Name *	Kunal K	Mobile Number *	9898989820
Email *	abcd@gmail.com	System Experiencing Issues *	CIS
User Role *	Select User Role	Select Type of Issue *	Select Type of Issue
Category *	Select Category	Sub Category *	Select Sub Category
Issue Description *	Description must be between 10 and 500 characters		
Upload document *	Choose File No file chosen Maximum file size: 5MB Supported Format PDF,JPG, JPEG, PNG, DOC Only		
Final Submit Back			

Step 3: Categorize the Issue

Please categorize your issue using the available dropdown options:

1. **User Role** – Select your role (for example, Authorized Representative, Nodal Officer, etc.).
2. **Type of Issue** – Choose whether the issue is **Technical** or **Administrative**, based on your understanding.
3. **Category and Sub-Category** – Select the most appropriate options from the dropdown lists.

In the **Issue Description** field, provide a clear and concise explanation of the problem. Include all relevant details within **10 to 500 characters**.

Incident Report Form			
Name *	Kunal K	Mobile Number *	9898989820
Email *	abcd@gmail.com	System Experiencing Issues *	CIS
User Role *	Scrutiny Registrar	Select Type of Issue *	Technical
Category *	Case Listing Issues	Sub Category *	Cases missing from assigned lists
Issue Description *	The case is missing from the case list. The case number: 12345895729 (Test)		
Upload document *	Choose File No file chosen Maximum file size: 5MB Supported Format PDF, JPG, JPEG, PNG, DOC Only		Enter Captcha
Final Submit Back			

Step 4: Upload Screenshot

Upload a screenshot of the issue to provide a visual reference for the support team.

Upload document * Maximum file size: 5MB	Choose File Ticket N...or (1).png Supported Format PDF, JPG, JPEG, PNG, DOC Only		M7KI2V
Final Submit Back			

Step 5: Submit the Ticket

- Enter the displayed **Captcha**.
- Click **"Final Submit"** to create the ticket.

Once submitted, the ticket is created in the technical team's CRM system for further investigation and resolution.

Note: If you no longer wish to raise a ticket or the issue has already been resolved, click **"Back"** instead of submitting the ticket.

Incident Report Form			
Name *	Kunal K	Mobile Number *	9898989820
Email *	abcd@gmail.com	System Experiencing Issues *	CIS
User Role *	Scrutiny Registrar	Select Type of Issue *	Technical
Category *	Case Listing Issues	Sub Category *	Cases missing from assigned lists
Issue Description *	The case is missing from the case list. The case number: 12345895729 (Test)		
Upload document *	Choose File Ticket N...or (1).png Maximum file size: 5MB Supported Format PDF, JPG, JPEG, PNG, DOC Only	 M7K12V	
Final Submit Back			

After Clicking on “**Final Submit**”, the ticket ID gets generated and you will see a dialog box for the same. Please note down the ticket ID for tracking.

Incident Report ID : - GSTAT-202609150055916		Date & Time : - 15/09/2026 14:27:21	
Your Ticket Number GSTAT-202609150055916 OK			
Name *	Name	Mobile Number	
Email *	Email	System Experiencing Issues *	CIS
User Role *	Select User Role	Select Type of Issue *	Select Type of Issue
Category *	Select Category	Sub Category *	Select Sub Category
Issue Description *	Description must be between 10 and 500 characters		
Upload document *	Choose File No file chosen Maximum file size: 5MB Supported Format PDF, JPG, JPEG, PNG, DOC Only	 Enter Captcha	
Final Submit Back			