

# Customer Help Desk Form Filling Instruction



**Gujarat Mineral Development Corporation Ltd**  
(A Government of Gujarat Enterprise)

1. Kindly fill the help desk form as instructed in the table below.
2. Please select relevant issue category, issue sub category and provide the corresponding details in relevant field (attach required documents if mentioned)

Issues	Select Issue Category	Select Issue Sub Category	Details Required
If wants to restart quota	Allocation Issue	Restart Quota	Written request with justified reason for non-lifting/less lifting in order to resume the quota on letter head
If wants more quota	Allocation Issue	More Quota	Upload written request for additional quota with reasons on letter head
If facing with login issues	Online Booking Issue	Login Issue (Website Error)	Upload screenshot of the error and short description of error
If facing with DO booking issue		Login Issue (Credential Error)	
		DO Booking Issue	
If facing with payment error		Payment Error	Upload screenshot of the error and short description of error steps and payment mode
If wants to change the transporter name in DO		Transporter Name Change	Send mail to concerned mines with authorized letterhead and DO copy
If DO failed		DO Fail	Provide customer ID, customer name, mode of payment and payment ID
If payment is successful and DO copy is not received		DO Copy Not Received	Provide customer ID, customer Name and DO Number
Error in delivery schedule		DO Schedule Error	Upload screenshot of error ,provide Customer ID and product grade
If wants to know file/registration status	Registration Issues	Registration Status	Provide Customer ID/Customer Name
If wants to change the name of unit		Name Change	Provide Customer Name, Customer ID, and request for name change
If wants to restart file		New/Restart	Provide Customer Name, Customer ID, and request for restart file
If wants to new register		New/Restart	Put an enquiry for registration process with details of product
If wants to enhance their equipment capacity		Capacity Enhancement	Provide customer Name, Customer ID, and request for capacity enhancement
If wants to change the registered email-id	Profile Name Change	Email Id Change	Please submit your request on your authorized letter head duly signed and stamped by authorized signatory as per the document submitted by you from your registered email id only
If wants to change registered mobile no.		Mobile Number Change	
If wants to change unit address		Address Change	Provide Customer Name, Customer ID, and request for address change
If wants to update Tax category		Tax Category Update	Request for tax category update with customer ID
If wants to update the MSME status of unit		MSME Category Update	Request for MSME category update with customer ID and upload updated MSME certificate
If wants to update the banking details		Bank Details Update	Please submit your request on your authorized letter head duly signed and stamped by authorized signatory as per the document submitted by you from your registered email id only
If wants update of Non-Lignite allocation	Non Lignite	Allocation	Request for allocation with customer ID
If issue is related to daily refund	Refund Issues	Daily Refund	Provide customer ID, customer name, mode of payment, payment ID and DO reference number
If issue is related to Monthly Refund		Monthly Refund	Provide customer ID and month and year of refund
If issue is related to TDS Refund		TDS Refund	Kindly upload 16 A form with 1 DO and 1 invoice copy per quarter
If issue is related to trader refund		Traders Refund	Provide customer ID, customer name and request of refund
If you have complaints regarding lignite quality being supplied	Quality Complaint	Lignite	Provide Customer ID, invoice copy, and upload photos/ videos of lignite
For Lignite related enquiry	Enquiry	Lignite Enquiry	Provide Company Name, Company Location, Materials Specification and enquiry in details
For Bauxite related enquiry		Bauxite Enquiry	
For Manganese related enquiry		Manganese Enquiry	
For Copper related enquiry		Copper Enquiry	
For Limestone related enquiry		Limestone Enquiry	
For fluorspar related enquiry		Fluorspar Enquiry	
For Ordinary related enquiry		Ordinary Clay Enquiry	
For bentonite related enquiry	Bentonite Enquiry		
For ledger	Others	Ledger Issue	Provide Customer ID and time period of ledger
For dispatch report		Dispatch Report	Provide Customer ID and time period of dispatch report