

The [Finance Ministry](#) on Thursday said that GST registrants can approach jurisdictional [tax officer](#) with valid documents to change the e-mail and mobile number recorded against their GST identification number (GSTIN).

The [revenue department](#) had received complaints from taxpayers that the intermediaries who were authorised by them to apply for registration on their behalf had used their own e-mail and mobile number during the process.

These intermediaries are not sharing the user details with the taxpayers.

"With a view to address this difficulty of the taxpayer, a functionality to update e-mail and mobile number of the authorised signatory is available in the GST system.

"The e-mail and mobile number can be updated by the concerned jurisdictional tax authority of the taxpayer," the ministry said in a statement.

[Taxpayer](#) would be required to approach the concerned jurisdictional [tax officer](#) to get the [password](#) for the [GSTIN](#) allotted to the business. Taxpayers can check jurisdiction through 'Search Taxpayer' option available on [GST portal](#).

[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](#). Following this, the officer would authenticate the activity and enter the new e-mail address and mobile number provided by the [taxpayer](#).

After uploading of the documents, tax officer will reset the [password](#) for [GSTIN](#) in the system and [username](#) and temporary [password](#) reset will be communicated to the e-mail address as entered by the officer.

Taxpayer would then have to login on [GST portal](#) using the [username](#) and temporary password e-mailed to him. The [username](#) and password can now be changed by the taxpayer.