



दीनदयाल पत्तन प्राधिकरण  
(आईएसओ 9001:2008 एवं आईएसओ 14001:2004 प्रमाणित पोर्ट)



**DEENDAYAL PORT AUTHORITY**

(AN ISO 9001:2008 & ISO 14001:2004 CERTIFIED PORT)

यातायात प्रबंधक का कार्यालय, दीनदयाल पत्तन प्राधिकरण, श्रमदीप बिल्डिंग, नया कंडला कच्छ (370210)



No. Shipping-Gate/025/ERP/2022/1729

Date: 23.03.2026

**TRADE NOTICE**

**Sub: Commencement of Operation and Maintenance (O&M) Phase of EBS**  
**Application with effect from 01.03.2026 – reg.**

It is hereby informed to all Port Users, Stevedores, Shipping Agents, CHAs, and other stakeholders that the Operation and Maintenance Phase of the EBS Application has commenced with effect from **01.03.2026**, with the approval of the competent authority.

In case of any application-related issue or assistance required in respect of the EBS Application, the same may be reported through the following support channels:

**Email:** [support.dpa@ebsmail.indianpcs.gov.in](mailto:support.dpa@ebsmail.indianpcs.gov.in)

**Telephone Support:** +91 2836299710 / +91 2826299714

**Support Hours:** 09:30 hrs to 18:30 hrs on all days

It is further informed that a Standard Operating Procedure for raising helpdesk tickets has been prepared and is enclosed for guidance of the trade.

All concerned are advised to make use of the above support mechanism for resolution of EBS-related issues.

**TRAFFIC MANAGER**  
**DEENDAYAL PORT AUTHORITY**

**To,**

**All Port Users / Trade Associations**

Copy to:

1. Sr.PS to Chairperson – for kind information of Chairperson please.
2. PS to Dy. Chairperson – for kind information of Dy. Chairperson please.
3. FA&CAO, Secretary, DC, CE, CME, COM – for kind information please.
4. Sr.DTM/DTM/Sr.ATM/All ATMs/Sr.AO (CDC)– for information please.
5. EDP Section – kindly circulate on website and for necessary action.

# Deendayal Port Authority

## IT Helpdesk Solution

### EBS User Guide

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#### Helpdesk Ticketing Guide

EBS Project | January 2025

# Document Control

| Version | Submission Date | Author (Agency / Function) | Reviewed by (Department / Agency) | Approved by (Department / Agency) | Approval Date | Nature of Change |
|---------|-----------------|----------------------------|-----------------------------------|-----------------------------------|---------------|------------------|
| 1.0     | 29 Jan. 2025    | Tech Mahindra              |                                   |                                   |               | First issuance.  |
| 1.1     | 27 Jan. 2026    | Tech Mahindra              |                                   |                                   |               | Updated Version  |

# Contents of the **user guide**

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Raising ticket through EBS portal: External Users (Business Partners)

# Introduction

Defining scope of the document  
and helpdesk ticketing solution

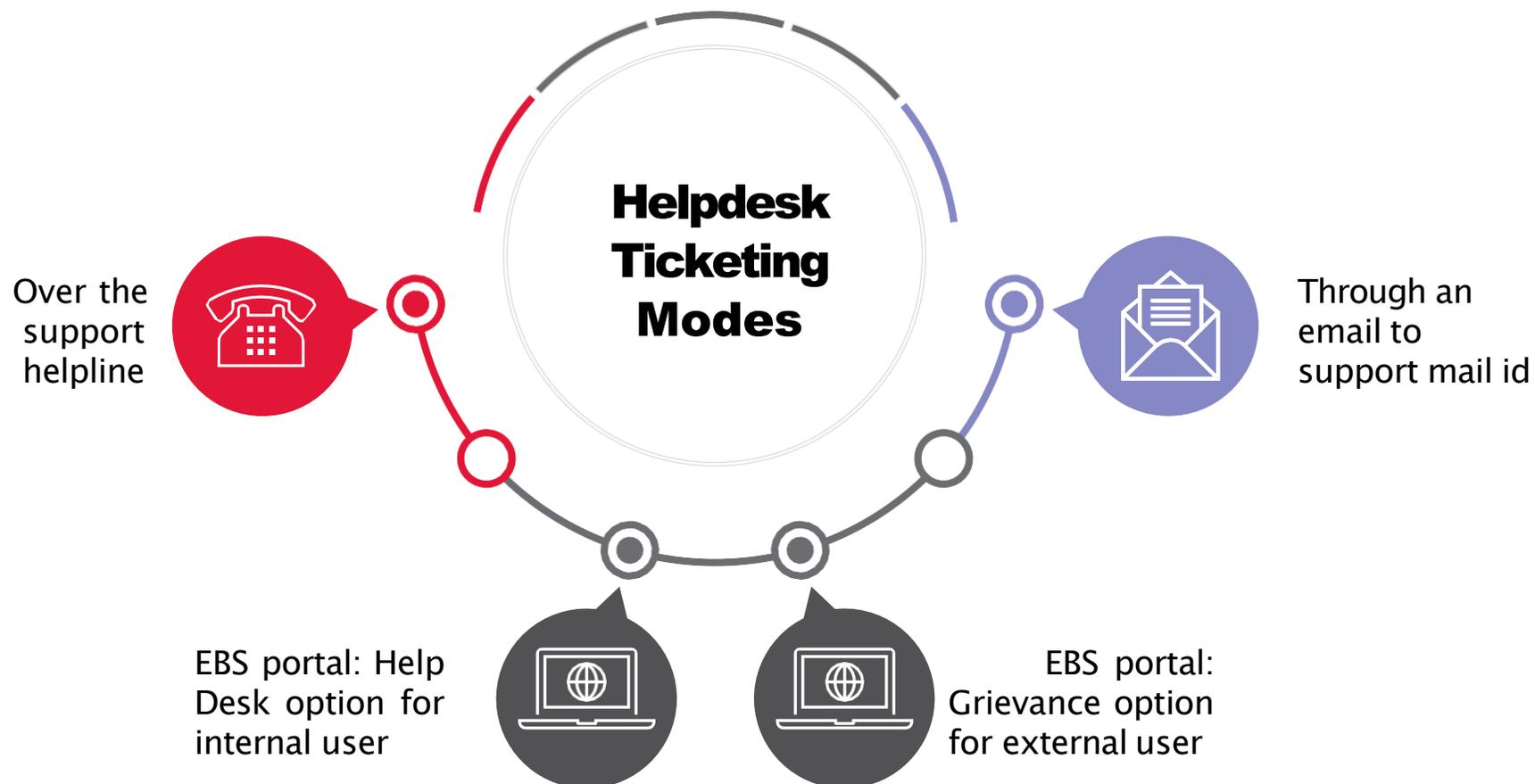
# Introduction

- This document pertains to the Port Level IT Helpdesk.
- IT Helpdesk will handle technical queries related to EBS Application & its infrastructure.
- IT Helpdesk is based on a ticketing and service request system.
- IT Helpdesk tickets can be raised through multiple channels such as:
  - SELF SERVICE though EBS Portal
  - EMAIL
  - IVR helpline
- IT Helpdesk is common application across all ports and is available to users having EBS credentials, i.e. to :
  - Port internal users (i.e. employees)
  - Port external users (i.e. business partners, clients & suppliers)

# Modes of raising tickets

Identifying different channels for raising a helpdesk support ticket

# Modes of raising tickets



# Raising ticket through E-Mail

E-Mail ID to write to

Typical information needed

# Raising ticket though Helpline

**E-mail ID to write to:**

**[support.dpa@ebmail.indianpcs.gov.in](mailto:support.dpa@ebmail.indianpcs.gov.in)**

## Typical information needed

### Information needed

System ID / EBS User ID

Previous ticket number (if any)

Accurate fault description & time of identification

If recurring, triggers & occurrence time

Share **ATTACHMENTS/SCREENSHOTS/RECORDS** as required

### Important Note:

The sender's email Id should be registered in the EBS to generate the ticket. Ticket will not be generate if email received in [support.dpa@ebmail.indianpcs.gov.in](mailto:support.dpa@ebmail.indianpcs.gov.in) from other than EBS registered email ids.

# Raising ticket through Helpline

Number to call

Typical information needed

# Raising ticket though Helpline

**Number to call (Between 09:30Hrs. To 18:30 Hrs. 365 days of year)**

**+91 – 2836 – 299710 OR +91 – 2836 – 299714**

## Typical information needed

### Information needed

System ID / EBS User ID

Previous ticket number (if any)

Accurate fault description, time of identification , application impacted

If incident is recurring, triggers & occurrence time need to be shared

Note: Where **ATTACHMENTS/SCREENSHOTS/RECORDS** are needed, the tickets may be raised via Grievance/ Helpdesk section of EBS portal or via email to [support.dpa@portebbs.in](mailto:support.dpa@portebbs.in)

# **Raising ticket through EBS Portal: External User, i.e. Business partners**

Screen by screen process flow

# Raising ticket through EBS portal: external user- 1 of 6

User should login using the EBS login page

Forgot Password?'. On the right, there is a blue sidebar with the heading 'Not Registered yet?' and buttons for 'REGISTER AS A CUSTOMER', 'REGISTER AS A SUPPLIER', 'CUSTOMER REGISTRATION STATUS/RE-SUBMISSION', 'SUPPLIER REGISTRATION STATUS', 'LICENSE SEARCH', 'SUPPLIER - SYSTEM SETTINGS', 'SUPPLIER - REGISTRATION MANUAL', and 'USER MANUAL (CUSTOMER / SUPPLIER)'."/>

English Skip To Main Content Search About Us Contact Us

### Login

Employees / Port Users Pensioners

User ID  
*Please Enter User Id*

Password  
*Please Enter Password*

Captcha WECFS

I / We Acknowledge and accept the Terms And Conditions

**SUBMIT**

Note: Password is case sensitive.  
[Forgot Password?](#)

### Not Registered yet ?

REGISTER AS A CUSTOMER

REGISTER AS A SUPPLIER

Customer Registration Status/Re-Submission

Supplier Registration Status

License Search

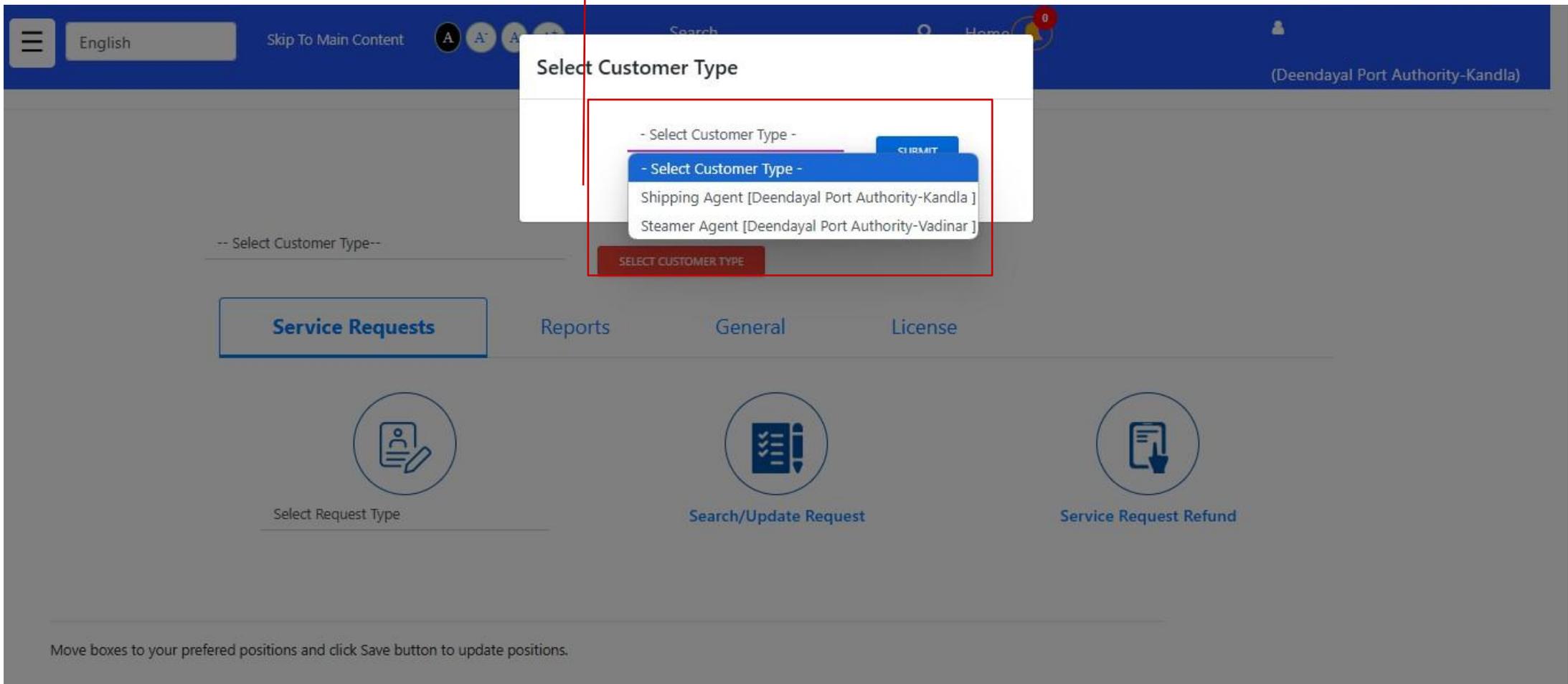
SUPPLIER - SYSTEM SETTINGS

SUPPLIER - REGISTRATION MANUAL

USER MANUAL (CUSTOMER / SUPPLIER)

# Raising ticket through EBS portal: external user– 2 of 6

Post login, the user needs to **select the customer type** applicable for user.



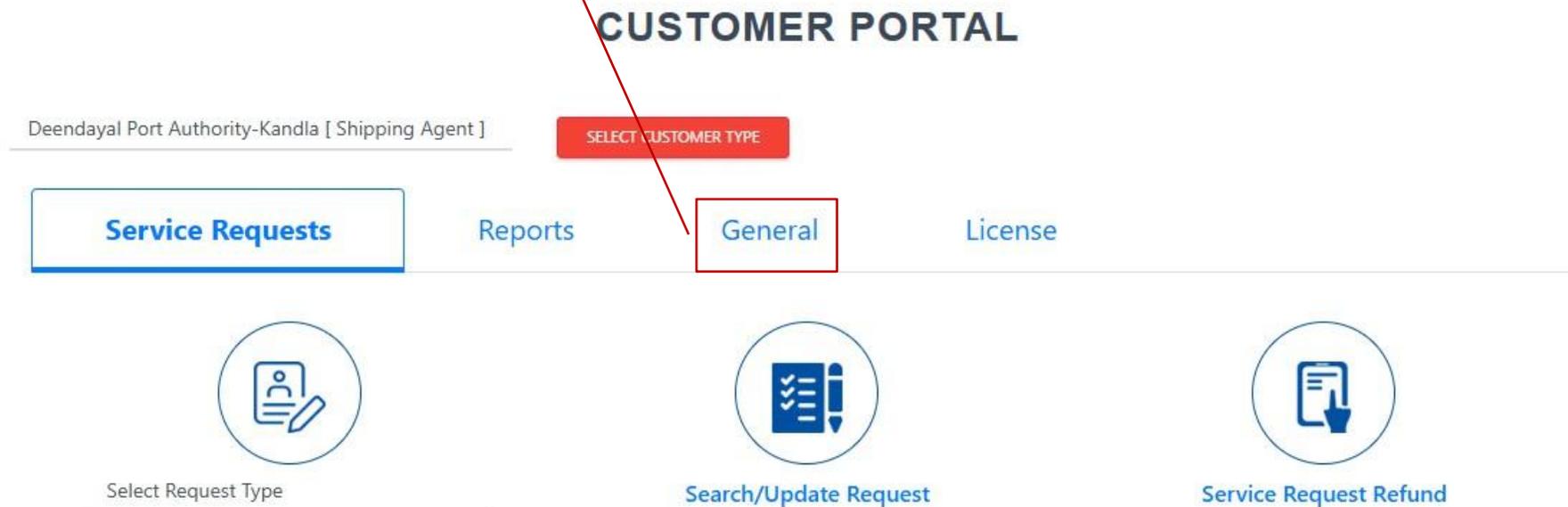
The screenshot displays the EBS portal interface. At the top, there is a navigation bar with a language selector set to 'English', a 'Skip To Main Content' link, and a search bar. The user is logged in as '(Deendayal Port Authority-Kandla)'. A modal window titled 'Select Customer Type' is open, showing a dropdown menu with the following options: '- Select Customer Type -', '- Select Customer Type -', 'Shipping Agent [Deendayal Port Authority-Kandla]', and 'Steamer Agent [Deendayal Port Authority-Vadinar]'. A red box highlights the dropdown menu and a 'SELECT CUSTOMER TYPE' button below it. The main content area features a 'Service Requests' button, which is highlighted with a blue border. Below this, there are three circular icons representing 'Select Request Type', 'Search/Update Request', and 'Service Request Refund'. At the bottom, a footer note reads: 'Move boxes to your preferred positions and click Save button to update positions.'

# Raising ticket through EBS portal: external user– 3 of 6

User should now select **General Tab**



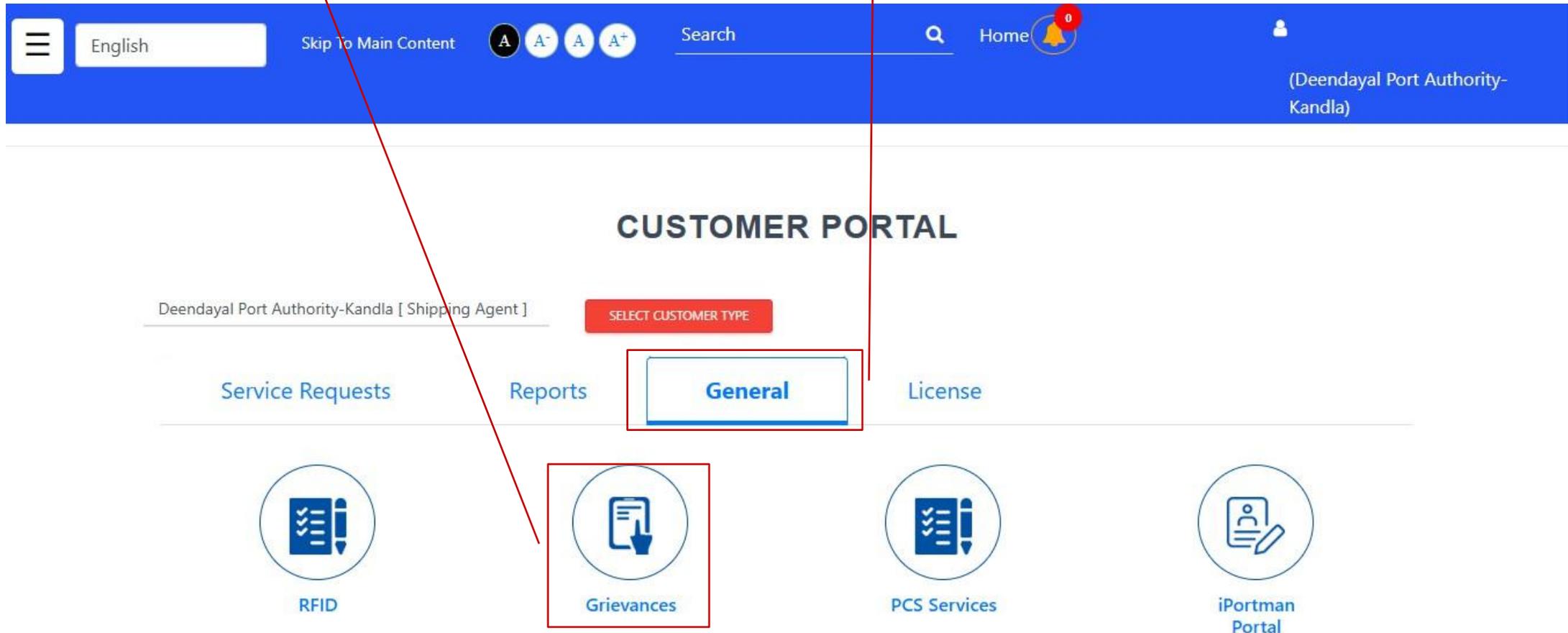
The navigation bar is blue and contains the following elements from left to right: a hamburger menu icon, a language dropdown menu set to 'English', a 'Skip To Main Content' link, accessibility icons (A, A-, A, A+), a search bar, a 'Home' link with a notification bell icon showing '0', and a user profile icon. On the right side, the text '(Deendayal Port Authority-Kandla)' is displayed.



The main content area is titled 'CUSTOMER PORTAL'. Below the title, there is a breadcrumb 'Deendayal Port Authority-Kandla [ Shipping Agent ]' and a red button labeled 'SELECT CUSTOMER TYPE'. A horizontal menu contains four tabs: 'Service Requests', 'Reports', 'General', and 'License'. The 'General' tab is highlighted with a red border and a red arrow pointing to it from the text above. Below the menu, there are three circular icons with corresponding text: 'Select Request Type' (with a person and document icon), 'Search/Update Request' (with a list and pencil icon), and 'Service Request Refund' (with a document and hand icon).

# Raising ticket through EBS portal: external user- 4 of 6

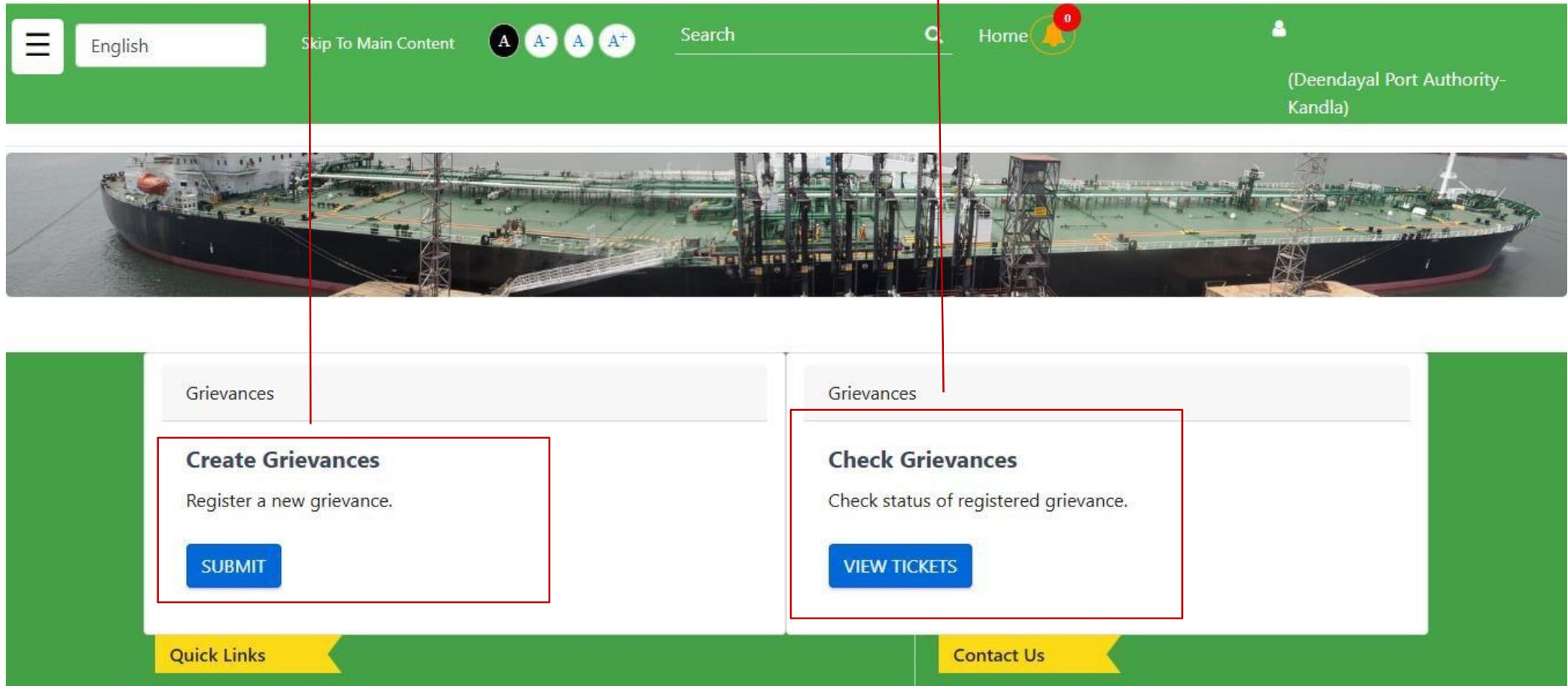
User to select **Grievance Icon** inside the **General tab**



The screenshot displays the EBS portal interface. At the top, there is a blue navigation bar containing a menu icon, a language selector set to 'English', a 'Skip To Main Content' link, accessibility options (A, A-, A, A+), a search bar, a 'Home' link with a notification badge, and a user profile icon. Below the navigation bar, the main content area is titled 'CUSTOMER PORTAL'. Underneath this title, there is a breadcrumb trail 'Deendayal Port Authority-Kandla [ Shipping Agent ]' and a red button labeled 'SELECT CUSTOMER TYPE'. A horizontal menu contains four tabs: 'Service Requests', 'Reports', 'General', and 'License'. The 'General' tab is highlighted with a red box. Below this menu, there are four circular icons representing different services: 'RFID', 'Grievances', 'PCS Services', and 'iPortman Portal'. The 'Grievances' icon, which depicts a document with a hand pointing to it, is also highlighted with a red box. A red line originates from the 'Grievance Icon' label in the text above and points to the 'Grievances' icon in the interface.

# Raising ticket through EBS portal: external user- 4 of 6

Select **Create Grievance** to raise a ticket, or **Ongoing Check Grievances** to track old ticket



The screenshot shows the top navigation bar of the EBS portal. It includes a hamburger menu, a language dropdown set to 'English', a 'Skip To Main Content' link, accessibility icons (A, A-, A, A+), a search bar, a 'Home' link with a notification badge showing '0', and a user profile icon. Below the navigation bar is a large banner image of an oil tanker ship at a port. The main content area is divided into two columns. The left column is titled 'Grievances' and contains a 'Create Grievances' section with the text 'Register a new grievance.' and a blue 'SUBMIT' button. The right column is also titled 'Grievances' and contains a 'Check Grievances' section with the text 'Check status of registered grievance.' and a blue 'VIEW TICKETS' button. At the bottom of the page, there are two yellow buttons: 'Quick Links' on the left and 'Contact Us' on the right.

# Raising ticket through EBS portal: external user- 5 of 6

**Grievance/Feedback Form**

English Skip To Main Content Search Home (Deendayal Port Authority-Kandla)

BACK

Select Port \* -- Select Port --

Department \* -- Select Department --

Company/Individual\*

Contact Person First Name

Contact Person Last Name

Email Address \* kandla@interocean.in

Phone Number

Mobile Number \* 9979867870

Service Type \* -- Please Select --

Subject \*

Grievance/Suggestions/Comments\* 1000/1000

Attachment/ Document (Max File upload size 300MB)

Upload File BROWSE

1. Allowed file extensions are jpeg/png and pdf. Each file must not exceed 300 KB.  
2. Clear image to be uploaded below attachment screen to avoid rejection.  
3. Maximum 5 files are allowed.

SUBMIT

User to fill-up form with details, **add attachments** & click **submit** to raise ticket.

After successful submission of form, an email confirming opening of the ticket is sent to the registered email id of user.



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