

दीनदयाल पत्तन प्राधिकरण

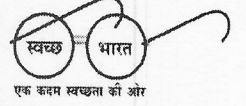
(आईएसओ 9001:2008 एवं आईएसओ 14001:2004 प्रमाणित पोर्ट)

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

E-mail : trafficmanager@deendayalport.gov.in



No.Traffic/Shipping-Gate/025/ERP/2022/435

Date : 29/04/2025.

TRADE NOTICE

Sub :- EBS Helpdesk Ticketing Modes for EBS application and EBS IT infrastructure issues - reg.

All the port users are requested to take note that EBS help desk has been formulated to resolve difficulties/grievance faced in EBS portal, which is attached herewith for reference.

There are three modes for raising tickets to get help from the helpdesk which is mentioned below :-

(1) Raising ticket through E-mail :- support.dpa@ebsmail.indianpcs.gov.in

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

(2) Raising ticket through Helpline Phone number :-
+91-2836-299710 OR +91 - 2836 - 299714

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

(3) Raising ticket through EBS portal : Internal Users (Port Employees)

- Please refer the Attached Guideline.

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

- Please refer the Attached Guideline.

All users are requested to save / note the ticket number generated for future reference or till the issue is resolved.

Encl:- Guidelines

Traffic Manager
Deendayal Port Authority

All Port Users and Trade Associations