

TELEPHONIC SUPPORT AND IMPORTANT GUIDELINES

✚ Write to us at sezinfo@ndml.in or call us at 022-49142550/1/2/4.

✚ **Local Support in your DC Office:**

DC Office	Contact person	Contact no.	E-mail id
SEEPZ	Ms. Nisha Singh	022-28294793 8879313602	sezsupport_seepz@ndml.in
KANDLA	Mr. Nirav Mehta Mr. Jimmy Joseph	9510845352 7990307360	niravm@ndml.in SezSupport_Kasez@ndml.in
NOIDA	Mr. Rahul Rawat	8057673460	sezsupport_nsez@ndml.in
FALTA	Mr. Sreerup Halder	9051185348	sreeruph@ndml.in
MEPZ	Mr. Karthik Mocherla	9042235893	karthikm@ndml.in
VISHAKHAPATNAM	Mr. Isa Sai Kumar	8184920108	Sezsupport_VSEZ@ndml.in
COCHIN	Mr. Subair M	7736234657	SubairM@ndml.in

In case any query is not getting resolved quickly or for any grievances you may forward the email chain to:

Escalation Matrix			
Contact person	Level	Contact no.	E-mail id
Mr. Harshwardhan Bhosale	Level 1	022- 49142552	harshawardhan.b@ndml.in
Mr. Yadnesh Rao		022- 49142554	yadneshr@ndml.in
Mr. Aweinash Jadhav	Level 2	022- 49142549	aweinashj@ndml.in
Mr. Sachin Sorate		022- 49142551	sachin.sorate@ndml.in
Mr. Abhishek Apte	Level 3	022-49142542	abhisheka@ndml.in

Important Guidelines:



Refer User Manuals: User manuals are available for below modules:

1. Unit / Developer Registration
2. User Management
3. Digital Signature Settings
4. Payment Procedure
5. Internet Browser Settings
6. Module wise manuals for Administrative and Customs Transactions

Note: It is advised that users should go through manuals available on link <https://www.sezonline-ndml.com/downloads.htm>. It can definitely save your time. Need of call may not be needed. You are welcome to call/email us for additional information/ concerns.



Payments:

Cheque / DD Deposits: It is to inform you that if payment is made by way of Cheque / DD, credit can be given on Realization of Instrument only. We request you not to call for credit on same day of deposit of instrument.

Online Payments: We request you to wait for at least three hours for follow up on credit of NEFT payments. As you are aware banks process these payments in batch timings. It may be noted that if you have issued cheque to bank for NEFT payment to NDML, it may take time for credit based on bank NEFT processing cycle hence it is requested that payment credit request call may be made after 2-3 hours.

Payment of AMC: It must be noted that when you are making payment of AMC fee only, checkbox for AMC needs to be selected. In such cases, kindly do not enter amount again in topup amount field. AMC payment checkbox is enabled only when AMC payment is due.

It may be noted that NDML office authorizes payments as soon as payment entry features in accounts statement subject to valid payment entry by user.

➤ **Digital Signature Settings:**

It must be noted that Digital Signature Installation and browser settings must be completed on each and every machine through which system will be accessed. These settings must be done after reset of any settings in machine/browser or formatting of machine. [Detailed settings manual](#) is available on website home page. When exceptions are thrown by system, you are requested to refer to manual to restore the necessary settings mentioned in manual.

➤ **System Exceptions:**

When any system exception is encountered, you are requested to keep head office officials listed above in CC in addition to common helpdesk email ID and location contact person.

➤ **SEZ Online-EDI Data Exchange Queries:**

You are requested to refer to detailed data exchange manual available in Downloads section of Home page. It should address your query.

Further you can contact us by keeping in loop all relevant email IDs provided above.

➤ **Requirements/Improvement Suggestions:**

We welcome improvement suggestions and requirements. We will definitely look into requirements which are within our scope of action and authority. For any changes required with reference to government policy guidelines, notifications, it is recommended that such representations should be routed through concerned DC office.