



GIFT SEZ ID CARD PORTAL USER MANUAL

Registration, New Application, Query Response, Renewal & Surrender Process

GIFT City Company Limited
Gandhinagar, Gujarat

Portal: <https://sezidcard.giftgujarat.in/>
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How to Use This Manual

This manual uses a consistent set of visual elements to help you find information quickly.

1

Numbered orange boxes like this one indicate a step you must perform on the portal, in the order shown.

Important Note (Orange Border)

- Boxes with an orange border highlight mandatory requirements — such as file size limits, image dimensions, or documents you must upload — that are easy to overlook.

Information (Blue Border)

- Boxes with a blue border provide reference information — contact details, portal links, and support channels.

Each section begins with a blue heading, is followed by the relevant portal screenshot, and closes with clear, step-by-step instructions.

Process Flow Overview

The diagram below summarizes the complete end-to-end journey covered in this manual, from first-time registration through to ID Card collection, renewal, and status tracking.

1	Login (or Register, if a first-time user) on the portal
2	Registration — Entity Details, Authorized Person Details, Verify & Submit
3	New ID Card Application — submit applicant details and documents
4	Customs Officer Verification and Approval
5	ID Card Collection at SEZ Gate No. 2
6	Renew / Surrender Application (when required)
7	Physical Document Submission at Customs Office, Aspire 3, Wing D
8	Application Status Tracking on the Dashboard
9	Query Resolution, if raised by the Customs Officer

1. Introduction

The GIFT SEZ ID Card Portal enables entities operating within GIFT Special Economic Zone (GIFT SEZ) to manage the complete lifecycle of employee identity cards online — from entity registration through new card issuance, renewal, and surrender.

This manual explains, step by step, how to:

- Register your entity and authorized person on the portal
- Apply for a new SEZ ID Card
- Renew or surrender an existing ID Card
- Track application status and respond to queries raised by Customs Officers

Portal & Support Information

- Portal URL: <https://sezidcard.giftgujarat.in/>
- Business Operations contact for registration issues: Ronak Barot – ronak.barot@giftgujarat.in
- ID Card collection point: SEZ Gate No. 2 – Contact: Nilesh Vaghela, Mobile 9662252973
- Physical surrender documents: Customs Office, Aspire 3 Building, Wing D

2. Login

Registered users can access the portal directly using their email address and password.

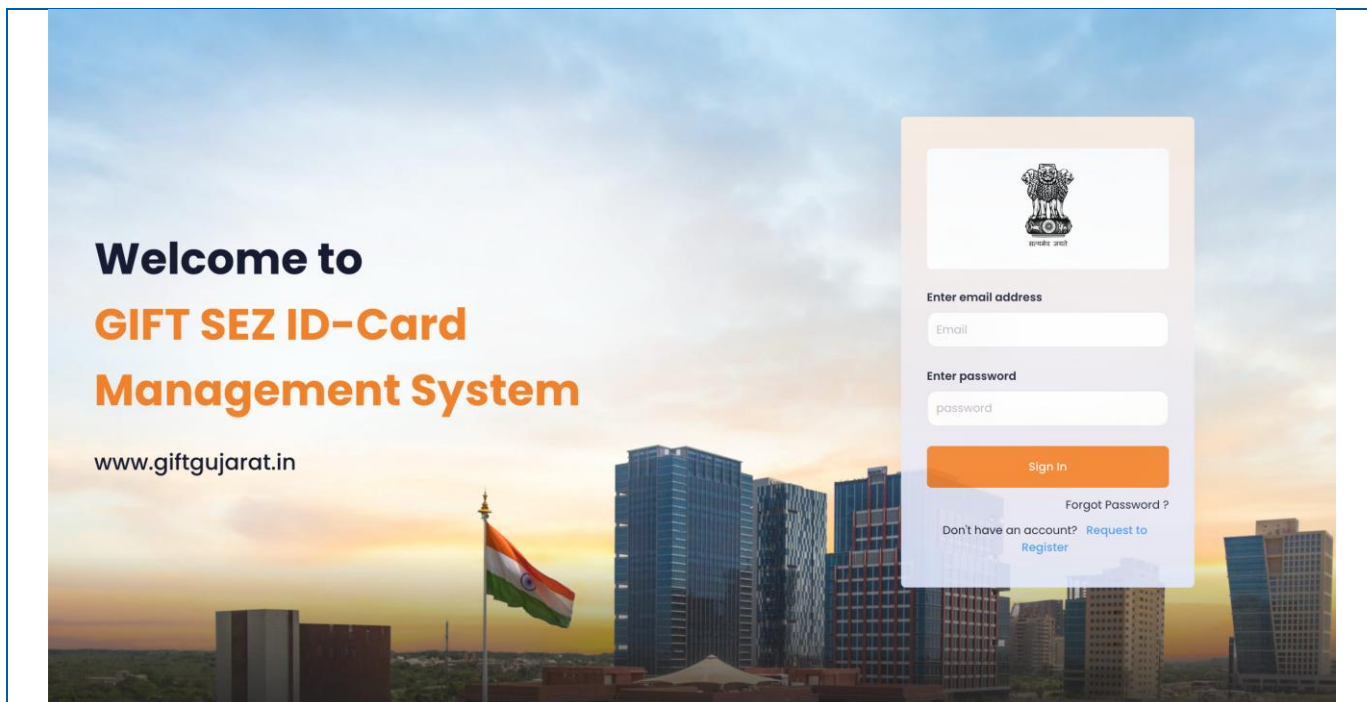


Figure 1: Portal Login Screen

Steps

- 1 If you already have login credentials, enter your registered email address and password, then click **Sign In**.
- 2 If you have registered previously but do not remember your login details, click the **Forgot Password?** link.
- 3 If you are a first-time user without login credentials, click **Request to Register**.

3. Forgot Password

Use this option to reset your password if you have forgotten it.

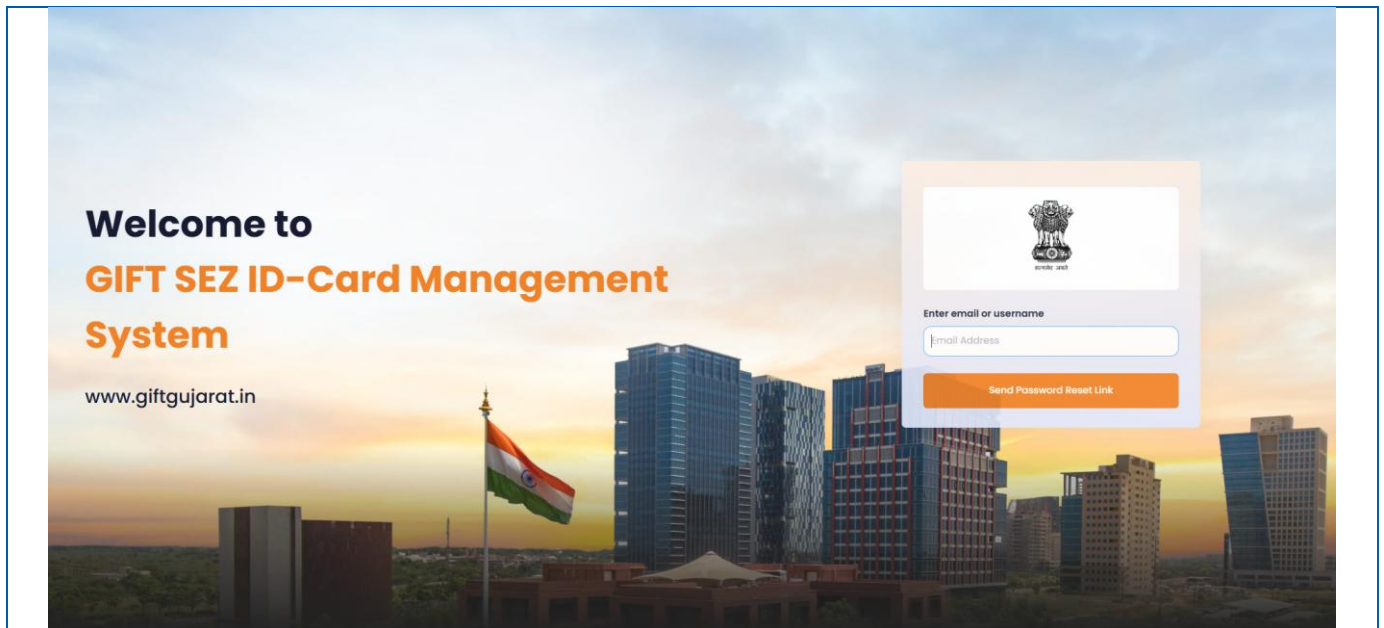


Figure 2: Forgot Password Screen

Steps

- 1 Enter your registered username/email address and click Send Password Reset Link.
- 2 Check your registered email inbox for the password reset link.
- 3 Click the password reset link received in your email.
- 4 Follow the on-screen instructions to set a new password.

4. Registration

First-time users without login credentials must complete the registration process. Click Request to Register on the login screen to begin.

The screenshot displays the 'Entity Details' registration form. The form is divided into two columns. The left column contains fields for 'Entity Category' (Unit), 'Application No (from LOA Form G)' (Application No), 'Constitution of Business' (Limited), 'Registration Number' (Registration Number), and 'Permanent Account Number (PAN)' (XXXXXXXXXX). The right column contains fields for 'Email Address' (XXXXX@XXXXX.XXXX), 'Company Name' (XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX), 'Entity Tower Name in SEZ' (T2-A, GIFT HOUSE), 'Country' (India), 'State' (Gujarat), 'City' (Gandhinagar), and 'Pin Code' (382050). Each field has a green checkmark indicating it is valid. A 'Save And Next' button is located at the bottom center of the form.

Figure 3: Registration Screen

Registration is completed in three stages:

- Entity Details
- Authorized Person Details
- Verify and Submit

4.1 Entity Details

Provide your entity's registration information as described below.

1

Entity Category (Mandatory) — Select the category applicable to your organization:

- Other Category for government entities
- Co-Developer for co-developers
- Developer for developers
- Unit Category for companies having **Application Number** Mentioned in their **LOA**.

The screenshot displays the 'Entity Details' form within the GIFT SEZ ID Card Portal. The form is organized into three sequential steps: '1. Entity Details', '2. Authorized Person', and '3. Verify And Submit'. The 'Entity Details' section is highlighted with an orange header. It contains several input fields and dropdown menus. The 'Entity Category' dropdown is set to 'Unit'. The 'Application No (From LOA Form G)' field contains the number '112600003456', which is marked as invalid with a red error message: 'This Application No (Form F) is not valid'. Other fields include 'Constitution of Business' (dropdown), 'Registration Number', 'Permanent Account Number (PAN)', 'Email Address', 'Company Name', 'Entity Tower Name in SEZ' (dropdown), 'Country' (dropdown), 'State' (dropdown), 'City' (dropdown), and 'Pin Code'. A 'Save And Next' button is located at the bottom of the form.

Figure 4: Entity Category Selection

Important Note — Invalid Application Number

- If the portal shows an error that your Application Number is invalid, contact Ronak Barot, Business Operations Team, at ronak.barot@giftgujarat.in.
- Send a copy of your valid LOA / Approval (Form G) along with a screenshot of the error page to the email address above.

1	<u>Application Number (from LOA Form G)</u> Optional for government entities. Co-developers should use the Entity ID from the SEZ Online portal's Entity Details page. Companies should use the Application Number mentioned in their Letter of Approval (LOA Form G).
2	Constitution of Business (Mandatory) — Select the applicable business constitution: Limited, Private Limited, Limited Liability Partnership, Proprietorship, or Other.
3	Registration Number (Optional) — Enter your CIN or any other registration document number, if applicable.
4	Permanent Account Number / PAN (Mandatory) — Every entity must provide a valid PAN.
5	Email Address (Mandatory) — Provide an official company email address that can be used for all correspondence.
6	Company Name (Mandatory) — This field is usually auto-populated. Do not modify it.
7	Entity Tower Name in SEZ (Mandatory) — Select your building from the drop-down list. Use the + option only if your building name is not listed, then enter and save the name.
8	Country / State / City / Pin Code (Mandatory) — Select the applicable values.

4.2 Authorized Person Details

Provide details of the person authorized to manage SEZ ID Card applications on behalf of the entity.

The screenshot shows the 'Authorized Person Details' form. It has a header bar with three steps: 1. Entity Details, 2. Authorized Person (active), and 3. Verify And Submit. The main form area is titled 'Primary Authorized Signature Of Entity'. It contains the following fields and sections:

- First Name:** A text input field with a green checkmark.
- Last Name:** A text input field with a green checkmark.
- Gender:** Radio buttons for Male, Female, and Other.
- Mobile Number:** A text input field with a green checkmark.
- Designation/Status:** A text input field with a green checkmark.
- Mobile Number Of Contact Person:** A text input field with a green checkmark.
- Upload Signature:** A large dashed box for signature upload, with a 'Remove file' button and a red text prompt 'Please upload a signature'.
- Upload Document:** A dashed box for document upload, with a 'Remove file' button and a red text prompt 'Please upload document'.
- Save And Next:** A blue button at the bottom right.

Figure 5: Authorized Person Details Form

1	Enter the First Name of the Authorised Person.
2	Enter the Last Name of the Authorised Person.
3	Select Gender.
4	Provide the Mobile Number of the Authorised Person.

- 5 Upload the Authorisation Letter or Board Resolution copy for the Authorised Person.
- 6 Enter the Designation of the Authorised Person.
- 7 Provide the mobile number of the primary contact person for SEZ ID Card applications.
- 8 Upload a signature photocopy of the Authorised Person, then click Save and Next.

1. Entity Details 2. Authorized Person 3. Verify And Submit

Primary Authorized Signature Of Entity

First Name: *
XXXXXXXX ✓

Designation/Status: *
XXXXXXXXXX ✓

Last Name: *
XXXXXXXXXX ✓

Mobile Number Of Contact Person: *
XXXXXXXXXX ✓

Gender: *
☒ Male ☐ Female ☐ Other

Mobile Number: *
+91 - 99999 99999

Upload Document (Company's Authorize letter and ID proof of authorize person): *

Remove File

Remove File

Save And Next

Authorized person's details have been added successfully
Ok, got it!

Figure 6: Authorized Person Details — Continued

4.3 Verify and Submit

Review all information entered in the previous steps before final submission.

The screenshot displays the 'Verify And Submit' interface. At the top, a progress bar indicates the current step is '3. Verify And Submit'. Below this, a green header labeled 'Verifications' is present. The main content area includes a declaration checkbox with the text: 'I hereby Solemnly affirm and declare that the information given herein above is true and correct to the best of my knowledge and belief and nothing has concealed therefrom.' Below the declaration are four input fields: 'Name of Authorized Signatory:' (masked with 'xxxxxxxx'), 'Place:' (filled with 'Gandhinagar'), 'Designation/Status' (masked with 'xxxxxxxx'), and 'Date' (filled with '10/07/2026'). A blue 'Save And Next' button is located at the bottom center of the form.

Figure 7: Verify and Submit Screen

- 1 Confirm the declaration: "I hereby solemnly confirm and declare that the information given herein above is true and correct to the best of my knowledge and belief and nothing has been concealed therefrom."
- 2 Click Verify and Next to complete registration.

5. New ID Card Application

Once registered and logged in, entities can apply for new SEZ ID Cards for their employees.

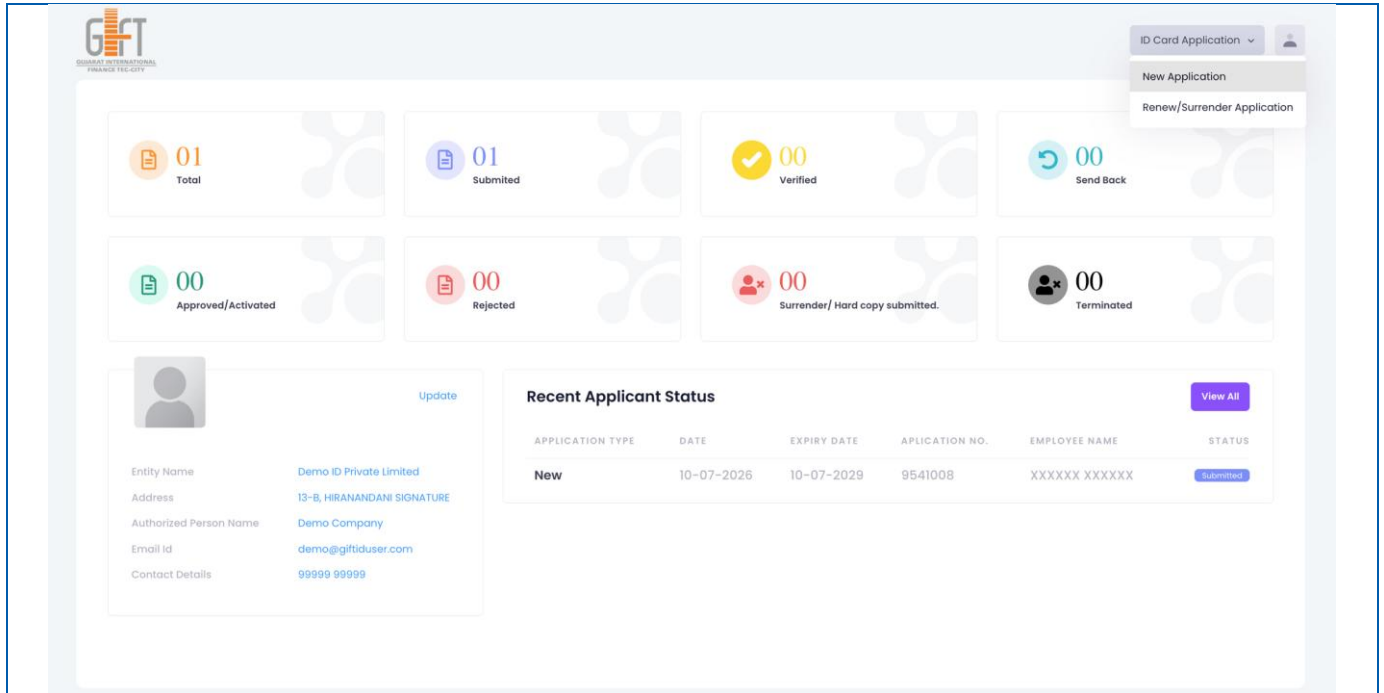


Figure 8: ID Card Application Menu

- 1 Navigate to the top-right corner of the dashboard and hover over ID Card Application. Two options appear: New Application and Renew / Surrender Application.
- 2 Click New Application to open the application form shown below.

The screenshot shows the 'Create New Application' form. It has two tabs: '1. Applicant Details' (active) and '2. Verify And Submit'. The form is divided into two main sections: 'Applicant Detail' and 'Verify And Submit'. The 'Applicant Detail' section contains fields for First Name, Last Name, Designation, Date of birth, and Gender. The 'Verify And Submit' section contains fields for Email Address, Mobile Number, Application Type (Permanent or Temporary), Upload Profile Picture, and Upload Card Holder Signature. Both upload sections have a 'Drop file here or click to upload.' instruction and specify allowed file types and sizes. A 'Save And Next' button is located at the bottom of the form.

Figure 9: New Application Form

1	Fill in the applicant details: First Name, Last Name, Designation, Date of Birth, Gender, Email Address, Mobile Number, and Application Type.
2	For Application Type, select Permanent for direct on-roll employees, or Temporary for third-party payroll and support staff.
3	Upload the Profile Picture and Card Holder Signature as per the file requirements below, then click Save and Next.
4	Review the details on the Verify and Submit screen and confirm submission.
5	The application is routed to the Customs Officers for verification and approval.
6	Once the application status shows Approved, the ID Card is ready for collection.

Important Note — Upload Requirements

- Profile Picture: Allowed formats — PNG, JPG, JPEG. Image size — **130 px × 180 px** (3.5 cm × 4.5 cm). Maximum file size — 250 KB.
- Card Holder Signature: Allowed formats — PNG, JPG, JPEG. Image **size** — **140 px × 60 px** (3.7 cm × 1.5 cm). Maximum file size — 250 KB.

ID Card Collection

- Collect the approved SEZ ID Card from Gate No. 2.
- Contact Person: Nilesh Vaghela — Mobile: 9662252973.

6. Renew / Surrender Application

Existing ID Card holders can use this option to renew or surrender their SEZ ID Card.

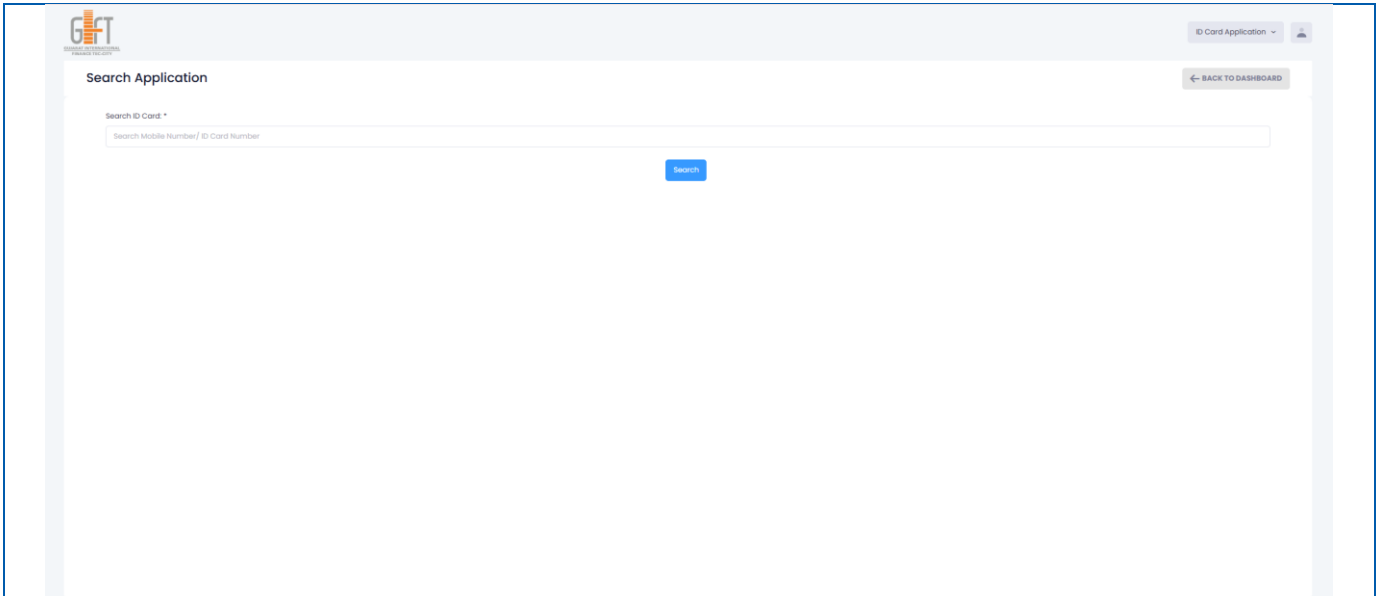
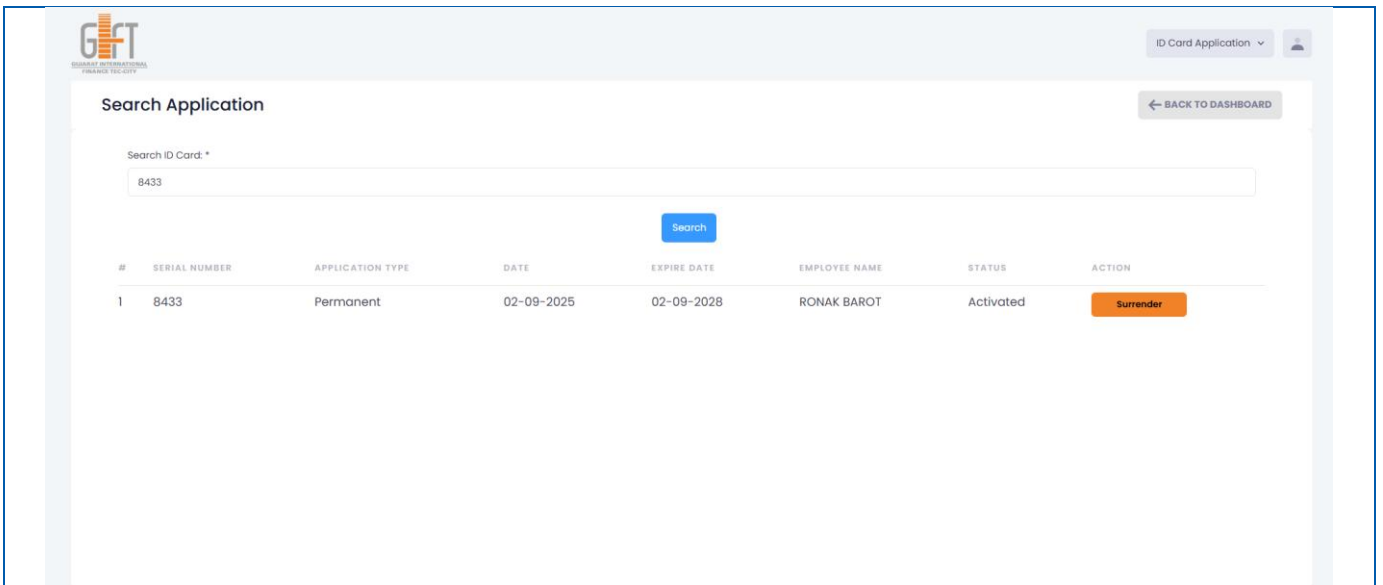


Figure 10: Renew / Surrender Application Screen

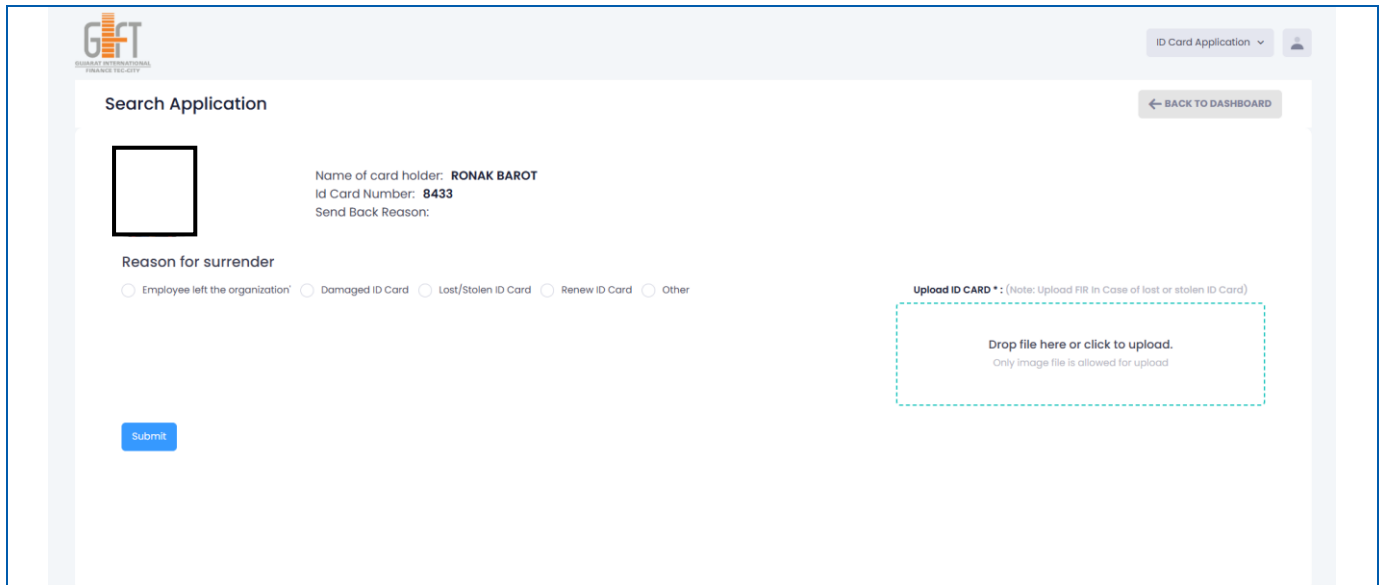
- 1 From the ID Card Application menu, click Renew / Surrender Application.
- 2 Enter your ID Card Serial Number and click Search.



#	SERIAL NUMBER	APPLICATION TYPE	DATE	EXPIRE DATE	EMPLOYEE NAME	STATUS	ACTION
1	8433	Permanent	02-09-2025	02-09-2028	RONA K BAROT	Activated	<button>Surrender</button>

Figure 11: Card Search Result Screen

- 1 Review the card details returned by the search.
- 2 Click Surrender to surrender the existing ID Card.



GIFT
GUJARAT INTERNATIONAL
FINANCE TRADE ZONE

ID Card Application

Search Application

← BACK TO DASHBOARD



Name of card holder: **RONAK BAROT**
Id Card Number: **8433**
Surrender Reason:

Reason for surrender

☐ Employee left the organization ☐ Damaged ID Card ☐ Lost/Stolen ID Card ☐ Renew ID Card ☐ Other

Submit

Upload ID CARD *: (Note: Upload FIR in Case of lost or stolen ID Card)

Drop file here or click to upload.
Only image file is allowed for upload

Figure 12: Surrender Reason & Document Upload

- 1 Select the Reason for Surrender: Employee Left the Organization, Damaged ID Card, Lost / Stolen ID Card, Renew ID Card, or Other Reason.
- 2 Upload the supporting document relevant to the selected reason (see requirements below).
- 3 Submit the surrender application. Once accepted by the Customs Officer, the application status is updated to Surrendered.

Important Note — Supporting Documents Required

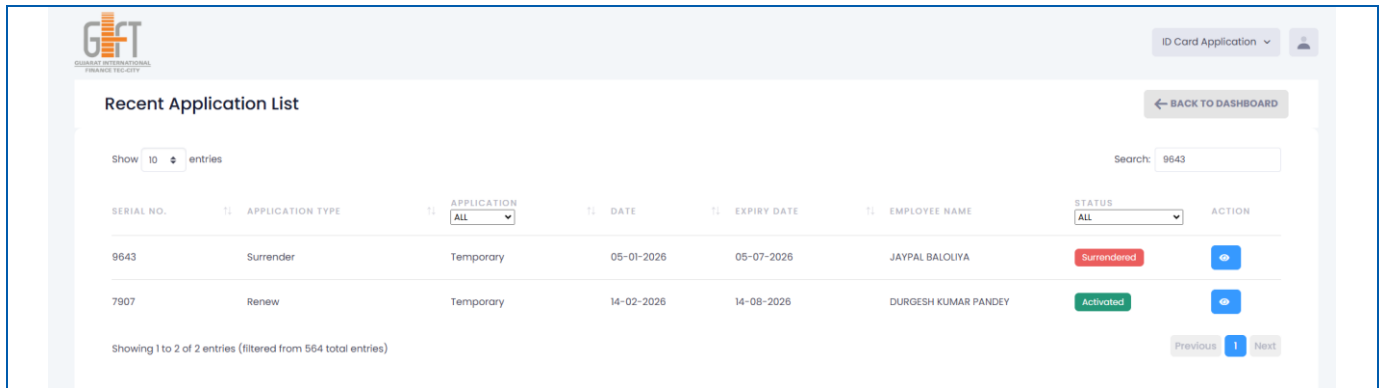
- Employee Left the Organization: **Upload a scanned copy of the ID Card.**
- Damaged ID Card: **Upload a scanned copy of the damaged ID Card.**
- Lost / Stolen ID Card: **Upload a copy of the FIR.**
- Renew ID Card: **Upload the expired ID Card.**

7. Renewal Process & Status Updates

After the surrender application is submitted online, the physical / hard copy of the supporting document must be submitted to the Customs Office to complete the status update.

Important Note — Physical Document Submission

- Submit the physical **surrender document to the Customs Office, Aspire 3 Building, Wing D**, to update the application status from Surrendered to Hard Copy Surrendered (or the relevant status below).



The screenshot shows the 'Recent Application List' on the GIFT SEZ ID Card Portal. The table lists two applications: one with Serial No. 9643 (Surrender, Temporary, 05-01-2026 to 05-07-2026, JAYPAL BALOLIYA) with a 'Surrendered' status, and another with Serial No. 7907 (Renew, Temporary, 14-02-2026 to 14-08-2026, DURGESH KUMAR PANDEY) with an 'Activated' status. The first application's status is highlighted in red.

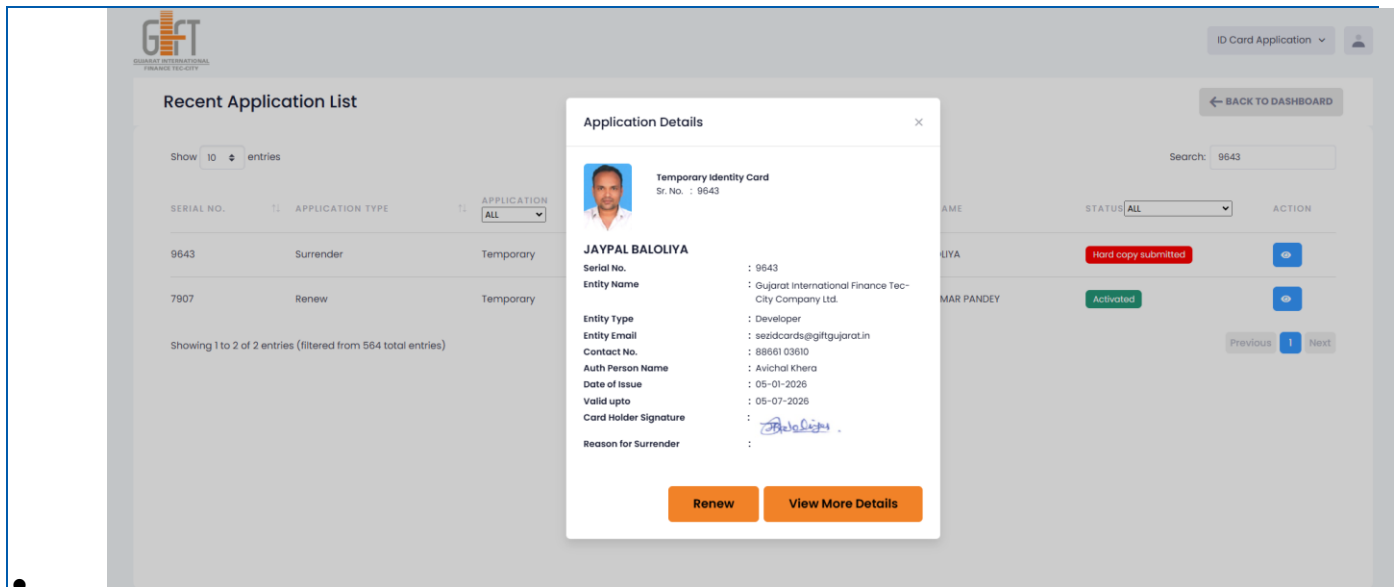
SERIAL NO.	APPLICATION TYPE	APPLICATION	DATE	EXPIRY DATE	EMPLOYEE NAME	STATUS	ACTION
9643	Surrender	Temporary	05-01-2026	05-07-2026	JAYPAL BALOLIYA	Surrendered	View
7907	Renew	Temporary	14-02-2026	14-08-2026	DURGESH KUMAR PANDEY	Activated	View

Showing 1 to 2 of 2 entries (filtered from 564 total entries)

Figure 13: Application Status — Surrendered

Depending on the reason selected, the status updates as follows once the hard copy is submitted:

- Employee Left the Organization: Status updates to Terminated.
- Damaged ID Card: Status updates accordingly after hard copy submission.
- Lost / Stolen ID Card: Status updates to Terminated.
- Renew ID Card: Status updates to eligible to make a renewal application, as shown below.



The screenshot shows the 'Recent Application List' with the same two applications as Figure 13. The first application (Serial No. 9643) now has a 'Hard copy submitted' status, highlighted in red. An 'Application Details' modal is open for this application, showing the employee's information and a 'Renew' button.

SERIAL NO.	APPLICATION TYPE	APPLICATION	DATE	EXPIRY DATE	EMPLOYEE NAME	STATUS	ACTION
9643	Surrender	Temporary	05-01-2026	05-07-2026	JAYPAL BALOLIYA	Hard copy submitted	View
7907	Renew	Temporary	14-02-2026	14-08-2026	DURGESH KUMAR PANDEY	Activated	View

Showing 1 to 2 of 2 entries (filtered from 564 total entries)

Application Details

Temporary Identity Card
Sr. No. : 9643

JAYPAL BALOLIYA

Serial No. : 9643
Entity Name : Gujarat International Finance Tec-City Company Ltd.
Entity Type : Developer
Entity Email : sezidcards@giftgujarat.in
Contact No. : 88661 03610
Auth Person Name : Avichal Khara
Date of Issue : 05-01-2026
Valid upto : 05-07-2026
Card Holder Signature :

Reason for Surrender :

[Renew](#) [View More Details](#)

Figure 14: Eligible Application — Renew Option

7.1 Submitting a Renewal Application

- 1 Go to the Dashboard, and under Recent Application Status click View All.
- 2 Search using the Serial Number and click the View icon in the Action column.
- 3 Click the Renew button to start the renewal application.

Create New Application

1. Applicant Details

Applicant Detail

First Name *
JAYPAL

Last Name *
BALCHITRA

Email Address *
JAYPAL.BALCHITRA@GIFTGUJARAT.IN

Mobile Number *
+91 98800 03600

Designation *
SR. EXECUTIVE

Date of Birth *
DD-MM-YYYY

Gender *
☒ Male
 ☐ Female
 ☐ Other

Application Type *
☒ Renewal

Upload Public Photo *

Drop file here or click to upload.
Only image file is allowed for upload.

Upload Cardholder Signature *

Drop file here or click to upload.
Only image file is allowed for upload.

Save and Next

Figure 15: Prefilled Renewal Form

7.2 Review a Renewal Application

- 1 Review the prefilled renewal form. Update any editable fields as required.
- 2 Click Save and Next to proceed.

7.3 Verify a Renewal Application

- 1 Verify all information on the confirmation screen.
- 2 Select the confirmation checkbox and click Save and Next.

Create New Application

2. Verify And Submit

Verifications

ID Card Details:

SERIAL NUMBER	:	-
NAME OF PASSHOLDER	:	JAYPAL BALCHITRA
DESIGNATION	:	SR. EXECUTIVE
NAME OF ENTITY	:	GUJARAT INTERNATIONAL FINANCE TEC-CITY COMPANY LTD.
ENTITY TYPE	:	DEVELOPER
APPLICATION TYPE	:	Temporary
DATE OF ISSUE	:	06-07-2020
VALID UP TO	:	06-01-2027
MOBILE NUMBER OF PASS HOLDER	:	+91 88681 03600

☐ I hereby solemnly affirm and declare that the information given herein above is true and correct to the best of my knowledge and belief and nothing has concealed therefrom.

NAME OF AUTHORIZED SIGNATORY: *
AVICHAL KHARIA

Save And Next

Figure 16: Verify Renewal Information

1

Upon successful submission, a new application number is generated, confirming that the renewal application has been submitted successfully.

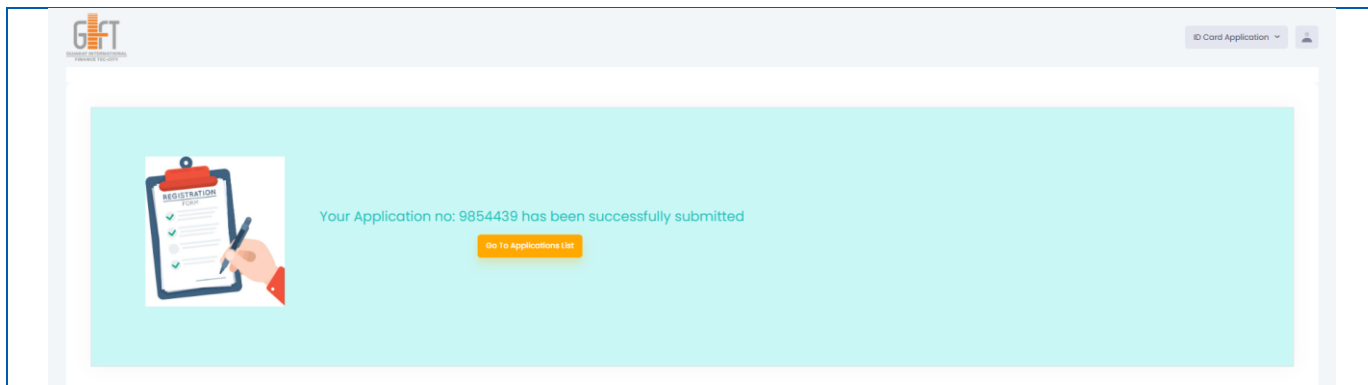


Figure 17: Renewal Application Number Generated

8. Application Status Tracking

Applicants can track the progress of their application at any time by logging into the portal.

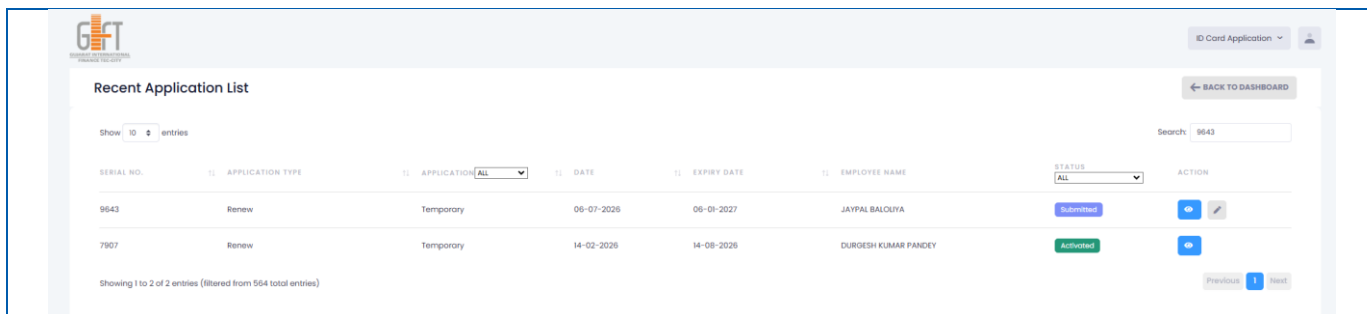


Figure 18: Dashboard — Recent Application List

- 1 Log in to <https://sezidcard.giftgujarat.in/>.
- 2 On the Dashboard, refer to the Recent Application List.
- 3 If your application is not listed, click View All to see the complete list.
- 4 Keep checking the application status regularly, as it is updated periodically until it reaches Activated.

Activated ID Card Collection

- Once the application status changes to Activated, collect the ID Card from SEZ Gate No. 2, Customs Office.
- Contact Person: Nilesh Vaghela — Mobile: 9662252973.

9. Query Raised

A Customs Officer may raise a query on a submitted application if additional information or clarification is required.

- 1 If a query is raised by the Customs Officer, open the relevant application.
- 2 Click the View icon in the Action column to see the details of the query.
- 3 Respond to the query with the requested information or documents to continue processing your application.

Need Assistance?

- For registration or application number issues, contact Ronak Barot, Business Operations Team — ronak.barot@giftgujarat.in.
- For ID Card collection, contact Nilesh Vaghela — Mobile: 9662252973.
- Portal: <https://sezidcard.giftgujarat.in/>

Appendix A: Application Status Glossary

The table below explains the meaning of each application status you may see on the portal dashboard.

Status	Meaning
Submitted	Your application has been received by the portal and is pending review.
Approved	The Customs Officer has verified and approved your application;
Query Raised	The Customs Officer requires additional information or documents before proceeding.
Surrendered	Your online surrender request has been accepted, pending physical document submission.
Hard Copy Surrendered	The physical surrender document has been received at the Customs Office.
Terminated	The ID Card has been permanently deactivated following surrender (employee exit, loss, or theft).
Activated	The renewed or new ID Card has been activated and is ready for collection.

Appendix B: Contact & Support Directory

Keep this quick-reference directory handy for common queries during registration, application, and card collection.

Business Operations Team

- Contact: Ronak Barot
- Email: ronak.barot@giftgujarat.in
- Purpose: Registration issues, invalid Application Number, LOA / Approval verification.

ID Card Collection

- Contact: Nilesh Vaghela
- Mobile: 9662252973
- Location: SEZ Gate No. 2
- Purpose: Collection of Approved / Activated ID Cards.

Customs Office — Physical Document Submission

- Location: Aspire 3 Building, Wing D
- Purpose: Submission of physical surrender documents and supporting proofs.

Portal Access

- URL: <https://sezidcard.giftgujarat.in/>
- Use this link to log in, register, apply for ID Cards, and track application status.