GOVERNMENT OF INDIA
MINISTRY OF ELECTRONICS & INFORMATION TECHNOLOGY
LOK SABHA
UNSTARRED QUESTION NO. 604
TO BE ANSWERED ON: 19.07.2017

WEBPAGE FOR GRIEVANCE REDRESSAL REGARDING GST

604.   SHRI ANANDRAO ADSUL:
SHRI DHARMENDRA YADAV:
SHRI ADHALRAO PATIL SHIVAJIRAO:
DR. SHRIKANT EKNATH SHINDE:

Will the Minister of ELECTRONICS AND INFORMATION TECHNOLOGY be pleased to state:

(a)   whether the Government is aware that there are various issues which are being faced by the companies to file grievance redressal with regard to GST implementation;
(b)   if so, the details thereof;
(c)   whether the Ministry has decided to launch a dedicated webpage for facilitating taxpayers with regard to addressing issues related to information technology services and electronic goods to ensure preparedness for GST implementation;
(d)   if so, the details thereof and the salient features therefor; and
(e)   the manner and extent to which it will be helpful for the general people and the companies/organisations in the implementation of GST?

ANSWER

MINISTER of STATE for ELECTRONICS AND INFORMATION TECHNOLOGY
(SHRI P. P. CHAUDHARY)

(a)   and (b): No, Sir(s). There are no issues with regard to filing of grievance related to GST. The government is constantly monitoring the situation and is taking requisite action to address any issues that the trade might be facing in the implementation of GST. For this purpose, the government has created a dedicated website https://cbec-gst.gov.in/feedback.html to effectively handle any such issues.

(c) to (e): Ministry of Electronics and IT (MeitY) have created GST webpage (www.meity.gov.in/GST) on its' website to provide sector specific information and link to CBEC website on GST. The GST webpage of MeitY consists of four modules: (1) GST Grievance for ICT & E providing a form for filing GST Grievance/query for ICT & Electronics sector, (2) GST Rate for IT Services (Software), (3) GST Rate Schedule for Electronics sector, which provides information on the GST rate on software and electronics products, and, (4) GST Facilitation Cell which provides details of the chairperson and the sector specific members of the GST Facilitation Cell of MeitY. Queries/grievances received on MeitY website are acknowledged and further taken up by specific Groups/Organizations of MeitY for appropriate response.

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