

**GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE**

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**LOK SABHA**

**UNSTARRED QUESTION No.1362**

**TO BE ANSWERED ON FRIDAY, DECEMBER 22, 2017/PAUSHA 01, 1939 (SAKA)**

**GST CALL CENTRES**

**† 1362. SHRI MANSHANKAR NINAMA:**

Will the Minister of FINANCE be pleased to state:

(a) whether the Government has set up call centre to answer the questions related to Goods and Services Tax (GST) and if so, the details thereof;

(b) the extent to which the GST call centre is helpful in solving the matters related to GST; and

(c) whether this call centre has been set up for a certain period or it will also be continued further?

**MINISTER OF STATE FOR FINANCE**

**(SHRI SHIV PRATAP SHUKLA)**

(a) Yes Sir. Two call centers have been opened in this regard:

1. Helpdesk set up by GSTN which is functional for 16 hours from 8:00 AM till 12:00 PM, to cater to the queries of tax payers regarding GST Software. Contact number: 0120-4888999 & email: [helpdesk@gst.gov.in](mailto:helpdesk@gst.gov.in).
2. National call center set up by CBEC which is available to the taxpayers 24 hours a day. Contact number: 18001200232 & email: [cbecmitra.helpdesk@icegate.gov.in](mailto:cbecmitra.helpdesk@icegate.gov.in).

(b) As per the data available, 25,41,523 calls have been answered by GSTN Helpdesk agents since 25th June, 2017 till 19th December, 2017. Query of 24,55,142 callers has been resolved successfully which works out to a success rate of 96.6 %.

The CBEC call centre has also effectively handled questions from trade and industry.

(c) The GSTN Helpdesk is operating for five years. The CBEC call center is operational from December, 2016 under a contract for seven years. The call centers have to continue for expeditious resolution of taxpayers' day-to-day issues.

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