

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

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LOK SABHA

**UNSTARRED QUESTION No.1187
TO BE ANSWERED ON FRIDAY, FEBRUARY 09, 2018
MAGHA 20, 1939 (SAKA)**

SIMPLIFICATION OF GSTN

1187. SHRIMATI KIRRONKHER:

Will the Minister of FINANCE be pleased to state:

- (a) the details of issues faced by the tax payers in registration under Goods and Services Tax Network (GSTN) and the grievance redressal mechanism provided by the Government to register those issues along with the steps taken to solve those issues;
- (b) whether the Government has also taken steps to make the GSTN simpler so that tax payers have to resort to intermediaries such as Chartered Accountants who charge exorbitant rates; and
- (c) if so, the details thereof?

**MINISTER OF STATE FOR FINANCE
(SHRI SHIV PRATAP SHUKLA)**

- (a) The prominent issues which are faced by taxpayer in registration at GST portal and action taken to rectify them are given below:
 - (i) Issues due to change in PAN of the taxpayer linked with GSTIN
Action taken: Migration of the existing taxpayers started on 8th Nov 2016. Data initially shared by the State / Centre was primarily based on the PAN information available in their database. GSTIN were generated based on those PAN. Later on however, it was found that the PAN against which GSTIN was issued were belonging to a partner or director of the company. Such errors were rectified in consultation with the concerned tax authorities.
 - (ii) User ID and password not working/access denied.
Action taken: GST system required change of password at certain time gap, keeping in view the security and safety measures. It was found that the taxpayers had neither logged in nor had they changed their password for 3-4 months running out of the validity period. Reset facility was already given to the taxpayer based on OTP to redress this problem.
 - (iii) Modification of password and mobile no. of primary authorized signatory.
Action taken: In many cases CA / lawyers had filed Part-B of the migration application on behalf of tax payer and had given their own email id and mobile no. as primary authorized signatory. Subsequently, they did not modify email ID/mobile no. in field of primary authorized signatory due to dispute between them. A functionality has been given to get such email ID/mobile no. rectified by the jurisdictional tax officer.
 - (iv) Domain of services was not available at dashboard of the taxpayer in the initial phase.
Action taken: During migration of data from earlier data centre to present GST production database, some error had occurred which has now been rectified.
A helpdesk has been set up by GSTN to cater to the queries/grievances of tax payers regarding GST Software. Tax payers can call the helpdesk on the assigned call-in number.

The call-in contact number for the Helpdesk is: 0120-4888999. The helpdesk is functional for 16 hours from 8:00 AM till 12:00 midnight.

Grievances can also be logged in at the Grievance Redressal Portal for GST.

(www.selfservice.gstsystem.in)

(b) Yes Sir.

(c) The steps taken to make GST system simpler for tax payers include:

(a) Offline tools for return preparation and other functionalities have been provided.

(b) User manual, Video tutorials and FAQs have been provided for different functionalities which can be utilized by the tax payer.

(c) Approximately 61,000 tax officers/officials of Central/State Government have been trained so that they can assist taxpayer and resolve their queries/grievances and train them on various functionalities.
