

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

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LOK SABHA

UNSTARRED QUESTION No.2374

TO BE ANSWERED ON FRIDAY, MARCH 09, 2018/PHALGUNA 18, 1939 (SAKA)

GST Help Centres for MSMEs

2374. SHRI RAVNEET SINGH:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has created any Goods and Services Tax (GST) help centres to help the Micro, Small and Medium Enterprises (MSMEs) in their process of filing GST returns and creating way bills and if so, the details thereof;
- (b) whether a large number of MSMEs are facing huge challenges with regard to incorrect data being reflected in the system despite filing correct information and if so, the details thereof
- (c) whether the Government would make it easy for MSMEs to file, review and edit the incorrect information reflecting in the system and if so, the details thereof; and
- (d) whether the Government has valuated the decrease in number of micro and mall industries involved in the textile industry post implementation of GST as a result of being unable to cope up with the requirements of the new regime and if so, the details thereof?

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

- (a) Yes Sir. The Central Board of Excise and Customs (CBEC) has set up a national call centre to reply to queries which is functional round the clock. The tax payer can raise a query via toll free phone number 18001200232 or by sending an email to cbecmitra.helpdesk@icegate.gov.in. Further, GST Seva Kendras (Facilitation Centres) have been set up in all the field formations to guide and educate the taxpayers. A helpdesk has been set up by the Goods and Services Tax Network (GSTN) to cater to the queries/grievances of all tax payers regarding GST software which is functional for 16 hours from 08:00 a.m. till midnight. Tax payers can call the helpdesk on the assigned call-in number 0120-4888999. Grievances can also be sent to the Grievance Redressal Portal for GST (www.selfservice.gstsystem.in).
- (b) No Sir.
- (c) Yes Sir. Numerous steps have taken to ensure filing, reviewing and editing information filled in various forms is done easily which include providing preview and edit facilities while filling the returns and other forms.
- (d) No Sir.
