

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

.....

LOK SABHA

UNSTARRED QUESTION No. 3974

TO BE ANSWERED ON FRIDAY, AUGUST 10, 2018/Shravana 19, 1940 (Saka)

IMPACT AND AWARENESS OF GST

3974. SHRI ANOOP MISHRA:

Will the Minister of FINANCE be pleased to state:

- (a) the details of steps taken by the Government to increase awareness about the features of Goods and Services Tax (GST) in the general population and to unorganised sector for increasing compliance; and
(b) whether helpline services have been provided by the Government to address the queries related to functioning of GST and if so, the details thereof?

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

(a) Steps taken by the Government to increase awareness about the features of Goods and Services Tax (GST) are as follows:

- i. conducting workshops and seminars regularly across the country,
- ii. posting of laws, rules, notifications and other information on the departmental website,
- iii. placing of Frequently Asked Questions (FAQs) and topic-wise and sector-wise informational brochures on the website,
- iv. setting up of GST Seva Kendras in GST field offices to provide assistance to taxpayers and other stakeholders,
- v. extensive use of social media platforms for dissemination of information, broadcast of television commercials,
- vi. release of advertisements in newspapers, display of information on hoardings across the country.

While planning the aforesaid outreach activities, care was taken to specifically address the needs and concerns of the unorganized sector.

(b) Yes Sir. Helpline services have been provided by the Government to address the queries related to functioning of GST. Taxpayers can call on toll free number 1800-1200-232 or send email at cbecmitra.helpdesk@icegate.gov.in. The helpdesk of Goods and Services Tax Network (GSTN) can be reached either by calling on 0120-4888999 or through grievance redressal portal at <https://selfservice.gstsystem.in>.
