

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE

LOK SABHA UNSTARRED QUESTION NO. 2843
TO BE ANSWERED ON MONDAY, AUGUST 7, 2023 / SRAVANA 16, 1945 (Saka)

Glitch in GST Portal

2843. SHRI KURUVA GORANTLA MADHAV:
DR. BEESETTI VENKATA SATYAVATHI:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has received any complaints of the glitches in the GST portal due to which sales details for GSTR could not be filed in time;
- (b) if so, the details thereof including the number of complaints received during the last two years; and
- (c) the steps taken/being taken by the Government to address this issue?

ANSWER

THE MINISTER OF STATE IN MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

(a) to (c): GST system is a robust IT infrastructure that has successfully implemented the GST law, rules and processes. It seamlessly integrates with various IT systems of States, CBIC, RBI, Banks, Principal Chief Controller of Accounts, Accounting authorities of States and other stakeholders. An average of 90 lakh GSTR-1 returns are filed per month.

GST system has a robust grievance handling mechanism allowing taxpayers to register their concerns through the GRP portal. There are no major tickets reported and the number of complaints has significantly reduced over time. The year-wise comparison of the number of tickets with the number of GSTR-1s filed is under: -

Financial Year	Number of GSTR-1 filed	Number of Tickets received at the helpdesk
2021-22	102514276	36479
2022-23	112086754	25982

The various steps taken by the Government to address taxpayer's grievances and educate them about new functionalities on GST portals inter-alia include –

- i. Dedicated GST Grievance Redressal Portal;
- ii. AI based Chatbot;
- iii. Advisories to taxpayers through mail and social media like YouTube, Facebook and Twitter;
- iv. Conducting Webinars for dissemination of knowledge about new functionalities released on GST portal; and
- v. Making available learning / educational tools on GST portal like Help section, FAQs and User manuals.
