

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

**UNSTARRED QUESTION No. 3401**

TO BE ANSWERED ON MONDAY, DECEMBER 09, 2019/AGRAHAYANA 18, 1941 (SAKA)

**GST GRIEVANCES**

**3401. SHRI MOHAMMED FAIZAL P.P.:**

Will the Minister of FINANCE be pleased to state:

- (a) the details of measures and initiatives undertaken by the Government to address public grievances concerning Goods and Services Tax (GST) related issues;
- (b) whether there are reports of various retail institutions overcharging the customers and producing inflated bills and if so, the details thereof;
- (c) whether the Government has received inputs about unscrupulous elements posing as GST officers and fleecing merchants in various parts of the country and if so, the details thereof;
- (d) the details of instances reported to the Government wherein certain Government officials have made illegal inspections at premises of traders and shopkeepers without authorization; and
- (e) the steps taken in consultation with various State Governments to address the issue and enforce proper vigilance to prevent such matters?

**ANSWER**

**MINISTER OF STATE FOR FINANCE (SHRI ANURAG SINGH THAKUR)**

- (a) CBECMITRA, a pan-India helpdesk, a national toll-free number and “GST Seva Kendras” have been established to resolve taxpayer grievances relating to GST.

Further, Goods and Services Tax Network (GSTN) has a helpdesk to redress taxpayer grievances regarding the GST portal, which can be accessed through telephonic calls or through Self-Help Grievance Redressal portal (GRP) <https://selfservice.gstsystem.in>.

- (b) Yes Sir. The details of the complaints reported are as follows:

S. No.	Nature of supply / Sector	Number of cases
1.	FMCG (Fast Moving Consumer Goods)	42
2.	Restaurant Services	14
3.	Sanitary Wares	2
4.	Entertainment Services / Press / Cinematography	6

- (c) No Sir.

- (d) No such case of illegal inspections by Government officials without authorization has been reported.

- (e) Not applicable in view of the reply to parts (c) and (d) above.

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