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GSTN Outreach & Capability Building Initiatives

Newsletter

GST Outreach and Capability Building Initiatives by GSTN

“ Endeavour of GSTN OCB team was to train the tax officials on GST portal, before the GST roll out and we were able to achieve our target successfully. In the previous month we have also made an effort to strengthen our support systems. This time our effort is to spread our outreach through social media and digital platform. We have so far got an overwhelming response for our quick videos shared through digital media. We are now capitalizing on webinars to create awareness among our stakeholders. The digital media is gaining popularity among our target audience due to ease of access and learning at their own pace. Therefore, going forward whenever a new functionality will be introduced, we plan to train the tax payers through webinars and quick videos. We further want to conduct these webinars in regional languages for which we are looking for tax officials to volunteer.”



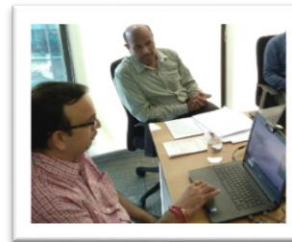
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WEBINARS

In the month of July 2017, our focus has been to conduct webinars on the functionalities which were rolled out on GST common portal and where a lot of queries are being received from our stakeholders. A few topics were identified as most relevant and GSTN team prepared the content and webinars were held as details below.

- ✓ Registration of Normal taxpayer (12 Jul 2017)
- ✓ Composition Scheme (19 Jul 2017)
- ✓ Payment Processes (26 Jul 2017)

Above webinars were conducted in Hindi and English. The information related to the webinars is available on the various platforms like NeGD website, you tube channel of GSTN etc. For the government officials,



it is also available at the MyGov Portal.

Going forward we plan to conduct webinars in other languages like Oriya, Bengali, Telugu, Gujarati, Assamese etc.

The members of OCB & Services team from GSTN are actively involved in presenting the webinars, this month the above mentioned webinars were

Rajeev Agarwal

Senior Vice President (OCB)



conducted by Sh. Rajeev Agarwal, Sh. Pankaj Arora, Sh. KP Verma and Sh. Bhagwan Patil.

The viewership & registration for webinars has increased significantly, indicating success of this initiative.

WORKSHOPS FOR TAX PAYERS

The workshop held on 2nd July 2017 was attended by Sh. Shashi Bhushan Singh at Patna Chamber of Commerce, to create awareness among the trading community. The taxpayers gave an overwhelming response and lot of queries were answered.

NASSCOM conducted a session on 7th July 2017 at Bangalore, Ms Kajal Singh and Sh Rajeev Agarwal represented GSTN at the forum. Various front end business processes of GST Portal like registration, returns etc. were presented for the benefit of all present in the session. The queries were addressed so that specific solutions could be given to taxpayers.

Workshop at Shahjahanpur, UP was conducted on 9th July 2017. Around 300 taxpayers attended the session. The queries and doubts of the taxpayers were addressed by Sh K P verma, VP Services GSTN.



TRAINING FOR STAKEHOLDERS

The GSTN helpdesk for taxpayers is in operation for the taxpayers for GST Portal related issues. The helpdesk executives are recording queries raised by taxpayers and communicating the solution through email and calls. The helpdesk can be accessed by taxpayers via calling 0120-4888999 and emailing at helpdesk@gst.gov.in



The training for helpdesk executives is being conducted regularly since June 2017, for educating them about new developments on the

GST portal. Every new batch of executives is being given hands on training on GST portal (Registration, Returns Filing, Payment etc) to equip them to guide and answer queries of taxpayers successfully. So far, more than 300 associates have been trained by the GSTN OCB team.

The State tax officials are also being trained from time to time through



webex. Two sessions were conducted on 14th July 2017 and 20th July 2017 to

provide resolution for problems faced by Back Office Administrators in various Model II States/UTs. 6 States participated on 14th July and 13 States participated in the webex Session on 20th July 2017.

GSTN has conducted training of tax officials in the month of February 2017 on the various processes of GST Common Portal. A one day training was



organized for state admins of Model II states in Month of May 2017.

GST was rolled out from 1st July 2017 and new functionalities were released in GST common portal for the tax payers like offline utility for uploading of invoices in GSTR1. In order to train tax officials of State/ UT/CBEC one day training was planned in the month of July 2017 . Tax officials were divided into two groups and were invited at GSTN office in Aerocity for one day training on new functionalities on GST portal.

The training on TDS, TCS and Offline utility was organized on 24th & 25th July 2017, for nominated tax officials of States/UTs/CBEC. It was one day training for each group of officials and hands on training was provided to practice the functionalities of offline utility. In the end various issues raised by tax officials on current working were addressed by the CEO, GSTN alongwith the Services team members.

