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## ***GST Outreach and Capability Building Initiatives by GSTN***

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“ GST is not only a tax reform but also a business reform which will impact all indirect taxpayers. In order to increase the awareness about new tax regime under GST in the trading community, the



month of June was focused more on strengthening our support systems.

Setting up the helpdesk and upskilling the call center executives of tax payer helpdesk was one of the important activities of this month of GSTN. We have used media and our stakeholders to educate the tax payers about the various front end processes of GST Portal. This would not have been possible without the support of everyone from States/UTs and CBEC. The State Training Coordinators have played an instrumental role in training the tax officials across the country in various States/UTs and CBEC and tax officials training is complete.”

***Rajeev Agarwal***

***Senior Vice President (OCB)***

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### **LEARNING INITIATIVES**

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#### **STATE TAX OFFICIALS TRAINING**

***(Status As On 30<sup>th</sup> June 2017)***

Most of the States have confirmed that the tax officials training has been completed. More than 60,000 tax officials have been trained on front end processes of GST portal. Training environment was upgraded and use cases post UAT were made available by GSTN for the trainees for the hands on activity.



Central and State governments have organized tax payer workshops as a grand affair. They have actively conducted workshops for the taxpayer all through the month of June 2017, to create awareness among them. The Master Trainers and Tax officials who were trained also participated in addressing and disseminating information & knowledge related to GST Portal to taxpayers.

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## WORKSHOPS FOR TAX PAYERS

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As the appointed date of GST was coming nearer, GSTN was focussing on facilitating the smooth implementation by enabling the stakeholders to create robust systems.

Sh.Bhagwan Patil (VP – Services) addressed the Tax payers’ workshop arranged by Ministry of Transport, Delhi on 23<sup>rd</sup> June 2017.

Sh Rajeev Agarwal addressed the gathering at Ministry of Textiles, which was chaired by the Minister of Textiles, Smt. Smiriti Zubin Irani. More than 100 participants attended the event and showed enthusiasm towards knowing about the GST Portal.

Sh. Rajeev Agarwal also addressed a workshop at Centre of Excellence, CBEC. This workshop was held for the government officials to communicate them about the front end processes of GST Portal. The Confederation of



All India Traders (CAIT) on 13th June, 2017 was also addressed by him.

The GSTN team comprising of Sh. Navin Kumar, Sh.Prakash Kumar, Sh. Rajeev Agarwal, Sh. Shashi Bhushan Singh and Sh. Praveen Kumar also conducted a talk show on Doordarshan about the registration and returns module in the month of June 2017.

## TALK SHOW ON DOORDARSHAN



### Highlights:

Talk show was telecast on Doordarshan on 17 June 2017 at 4:30 PM about the registration of normal taxpayers.

Repeat telecast of this show was on 20 June 2017.

Second episode of panel discussion was telecast on 23 June 2017 about the GST returns, invoice uploading and offline utility.

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**WEBINAR**

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**TRANSITIONAL PROVISIONS UNDER GST  
LAW**

*(21<sup>st</sup> June 2017)*

As the existing system of indirect taxation was replaced by GST, with a view to clear the perception of public and to dispel the doubts regarding transitional provisions a webinar was conducted. The objective was to facilitate and inform the taxpayers about credit involved on the existing stocks and other issues like disposal of existing litigations, refund cases etc. This webinar was conducted with the help of National e-Governance Division (NeGD), under Ministry of Communications & Information Technology.

It was facilitated by Sh Rajeev Agarwal, and there was an overwhelming response, around 6000 participants attended the webinar. The main objective of transitional provisions is to provide a safe cushion for existing tax payers to adopt the new GST regime without any confusion and make the migration process smooth, by providing the clear cut guidelines for transitions from the existing system of



taxation into the new system.

This webinar will be

useful to the taxpayers and tax officials alike. The podcast is available on the Learning Management System of NeGD. It is also hosted on MyGov Portal.

**For the Webinar Video recording :**

Log-in/Register on> <https://lms.negd.in>

Click on Collaboration tab (@bottom ribbon on the home page)> Click on Podcast tab> Play the

webinar on Transitional Provisions in GST Law.

Registration in LMS is free for the government officials with valid government email ID's.

Go to <https://kms.negd.in/> (no registration required)> Scroll down to 'Search Knowledge' screen > Type 'Webinar' or 'Webinar on GST' in search box> Click link to play the video.

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**TRAINING FOR STAKEHOLDERS**

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Since the roll out date of GST implementation was very near so we had to create awareness about functionalities of GST Portal. In order to impart right information, concept of training the master trainers was once again used to create a pool of trained resources who could

further train

others.



National Institute of

Electronics & Information Technology (NIELIT), was identified as a key stakeholder in imparting training about GST portal. And to begin with Sh. Pankaj Arora along with two trainers conducted the two day training on 5<sup>th</sup> & 6<sup>th</sup> June 2017 at NIELIT center Kolkatta. The trained resources will further cascade the GST portal knowhow to the taxpayers.

Setting up the Helpdesk at Noida required an

extensive training plan for 200 call center executives. In the month of June around 150 executives and trainers were trained in two batches. They were given hands on training so that they are well versed with the GST portal



and capable of answering queries accurately with confidence.

All ministries were also mandated to create their own GST helpdesks. These call centres are to be set up in the Ministries for their own stakeholders to reply to the queries related to GST and the GST portal. For educating and training two officers from each Ministry, an orientation program on the front end business processes like Registration, Returns and Payments on the GST Portal was conducted on 23<sup>rd</sup> June 2017 at GSTN office, it was attended by 28 participants from 10 ministries.

Since, new functionalities in GST Application are progressively being added by GSTN. Considering this there is need for further empowerment of Master Trainers in these new functionalities. To achieve this purpose GSTN is conducting training of 2 Master Trainer from each State in the coming months. Our endeavor will be to organise continuous opportunities to create awareness about GST Portal.

