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# GSTN Outreach & Capability Building Initiatives

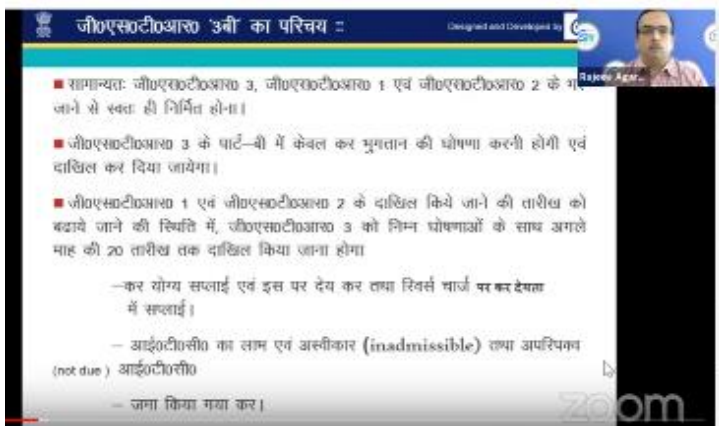
Newsletter



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

“The efforts of sharing the latest developments with our stakeholders almost on real time basis, has been possible through the webinars we are conducting on various functionalities of GST Portal. We appreciate the support we have received from NeGD, GSTN Officials and State tax officials in conducting the webinars in regional languages.

Suggestions/feedback received from stakeholders helps to improve any system. Collaboration



with our partners and other stakeholders gives us the necessary tools to open channels of communication to all concerned. We are capitalizing all the knowledge and thought leadership to channelize the right amount of information through appropriate forums.

Changes can be implemented, if the stakeholders are educated and made aware of the new changes in every step of the journey. To achieve this objective GSTN has developed the Help section on GST Portal which comprises of User manuals, FAQs, Quick Videos and CBTs.

For us also it is a journey of learning and reaching out to maximum number of stakeholders is our end objective. In order to achieve this objective we are organizing series of WebEx sessions for Tax Officials and Webinars for other stakeholders. We look forward to support from all stakeholders in achieving our objectives.”

**Rajeev Agarwal**

**Senior Vice President (OCB)**

## WEBINARS

Overwhelming response to the webinars was the motivation for us to conduct more than 10 sessions in the month of August to facilitate the dissemination of accurate information regarding various aspects of GST Portal. Webinars have an advantage of reaching out to maximum number of stakeholders at the same time. These webinars are also available after the event for viewing online by the target audience. The webinars conducted so far are available at various platforms like GSTN YouTubeChannel



([https://www.youtube.com/channel/UCFYpOk92qurlO5t-Z\\_y-bOQ/featured](https://www.youtube.com/channel/UCFYpOk92qurlO5t-Z_y-bOQ/featured) ), NEGD ([www.kms.negd.in](http://www.kms.negd.in))

My Gov Portal ([www.MyGov.in](http://www.MyGov.in))

Webinars are being conducted in regional languages for a wider reach among the taxpayers so that it is easily understood and maximum benefit can be taken from this initiative by all stakeholders. Viewership of more than four lakh taxpayers for 18 Webinars conducted so far by GSTN has made this initiative a success by all means. We are very hopeful that it will lead to a better understanding of the GST portal by the taxpayers and enable them in using the GST Portal effectively.



### WEBINARS CONDUCTED IN AUGUST 2017

| Sl. No | Topic of Webinar  | Date      |
|--------|---|-----------|
| 1      | GSTR 1 and its preparation through offline tool             | 2-Aug-17  |
| 2      | GSTR 1 and its preparation through offline tool (Marathi)   | 2-Aug-17  |
| 3      | GSTR 3B return  | 9-Aug-17  |
| 4      | GSTR 1 and its preparation through offline tool ( Tamil)    | 9-Aug-17  |
| 5      | Filing GSTR3B (Hindi)                                       | 16-Aug-17 |
| 6      | Filing GSTR3B (Marathi)                                     | 16-Aug-17 |
| 7      | Filing GSTR3B (Telugu)                                      | 18-Aug-17 |
| 8      | Filing GSTR3B (Tamil)                                       | 23-Aug-17 |
| 9      | GSTR 1 and its preparation through offline tool (Malayalam) | 23-Aug-17 |
| 10     | Filing of Form GST TRAN-1 (Telugu)                          | 24-Aug-17 |
| 11     | Filing GSTR3B (Bengali)                                     | 24-Aug-17 |
| 12     | Filing GSTR1 (English)                                      | 30-Aug-17 |
| 13     | Filing GSTR1 (Marathi)                                      | 30-Aug-17 |



Webinar of Filing GSTR3B was covered in many languages (Marathi, Telugu, Bengali, Tamil and Malayalam) and Filing of GSTR1 was covered in three languages (Hindi, English and Marathi). Webinar was also done on offline utility for uploading of invoices in FORM GSTR1 in four languages (Hindi, English, Marathi and Tamil).



## TRAINING FOR HELPDESK

The executives of helpdesk have been trained regularly so that they are well equipped to answer the queries of the taxpayers. Major topics like GSTR 3B, TRAN 1, GSTR 1, Offline utility, payments and ledgers were covered during the sessions in the month of August.



Training material available for the enhancement of knowledge like webinars, CBTs, User Manual, FAQs, help section of GST Portal were propagated among the executives so that they can guide taxpayers to use GST Portal.

In this month several visits were done by module owners to disseminate the finer nuances of some important aspects of GST. On 22<sup>nd</sup> August 2017 Shri Shashi Bhushan Singh and Shri Bhagwan Patil addressed pertinent issues received through helpdesk on TRAN1, TRAN 3 and GSTR3B. On 28<sup>th</sup> August 2017 Shri Bhagwan Patil and Shri Pankaj Arora also visited the helpdesk to address issues related to new releases like GSTR 1, GSTR2, Payment ledgers and they also covered TRAN 1 and TRAN 3 processes. Migration related queries were also discussed during session.

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## **TRAINING FOR TAX OFFICIALS**

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WebEx sessions for State Tax Officials were also conducted to address the queries regarding GSTR3B, TRAN 1 & TRAN 3. On 21<sup>st</sup> August 2017, 8 States attended in the morning session and 12 states attended in the afternoon session. Some states are proactively conducting sessions for the taxpayers in various districts in their States.



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## **TAXPAYER EDUCATION THROUGH SOCIAL MEDIA**

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In the month of August our focus has been to strengthen the content available on social media channels like YouTube, Facebook and twitter. The video tutorials were made available on almost all aspects of registration, payment and relevant parts of returns. The information on social media channels of GSTN has been giving the required support to taxpayers with respect to the functionalities and law related aspects. As of now 18 webinars and 28 video tutorials are uploaded for the benefit of taxpayers on GSTN YouTube channel.

Twitter handle is also being used to guide taxpayers. Apart from these tools the training artefacts like User Manual and FAQs are available on the GST Portal under help section. Self-learning always pays great returns, the Computer Based Tutorials (CBTs) actually helps the taxpayers to learn about the various functionalities of GST Portal by viewing it. We have introduced the following User Manual & FAQs in August.

- Application for TDS/TCS Registration
- Application for Amendment of Registration - Non-Core Fields
- Transition Form 1
- Provisional Return Filing for self-declaration of Taxes (GSTR 3B)
- Broadcast Message
- Directory of Officials