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GSTN Outreach & Capability Building Initiatives

Newsletter



GST Outreach and Capability Building Initiatives by GSTN

FROM THE DESK OF SVP-OCB

Journey so far has provided us lot of learnings. Our team is constantly devising ways and means of increasing GSTN outreach. Communication through various channels like TV and social media is growing focus now.



Our endeavor is to make the educational material readily available so that taxpayers can troubleshoot basic level of queries by reading the user manuals, FAQs and follow the steps by watching quick videos. The quick videos have been very effective in promoting the self- learning of GST processes.

We express our gratitude to all stakeholders for their support in the journey so far.

Rajeev Agarwal

SVP - OCB

HIGHLIGHTS

GST Ki MASTERCLASS



The telecast was on 29th September, 2017 at 9:00 am on Doordarshan

CSC TRAINING



One day Hands on Training for executives of CSC, a SPV under Ministry of IT was conducted on 15th September, 2017

WEBINARS

Webinars have been giving the right kind of platform for GSTN to disseminate necessary information for taxpayers. Since the GST regime is new, we wanted to guide our taxpayers to follow the correct steps for using the GST Portal. Webinars have been giving the tips and guidance, which helps our taxpayer to comply with the GST regime smoothly.



The important topics like GST TRAN1, GSTR1, GSTR2 & registering using DSC were shared with the taxpayers through webinars in this month. We have conducted webinars in three regional languages of Tamil, Bengali and Kannada. Webinar in Tamil language was conducted by in house faculty of GSTN. And webinars in Bengali & Kannada was conducted with speakers from States. The total viewership of the webinars has crossed over 5 Lakhs in the month of September 2017.

WEBINARS CONDUCTED IN SEPTEMBER 2017

Sl. No	Topic of Webinar	Date
1	Preparation and filing of Form GST TRAN 1	6-Sep-17
2	GSTR2 (Hindi)	13-Sep-17
3	GSTR2(Tamil)	13-Sep-17
4	GSTR 1 and its preparation through offline tool (Bengali)	20 -Sep-17
5	GSTR 1 and its preparation through offline tool (Kannada)	20 -Sep-17
6	Registering using DSC at GST Portal	27-Sep-17

All the webinars are available on the GSTN YouTube channel and My Gov Portal.

TRAINING FOR STAKEHOLDERS



Training for CSC Executives

One day training was conducted for executives of CSC to familiarize them with all functionalities of GST portal. The executives trained through this session will further go for training taxpayers in various parts of India. CSCSPV (Ministry of IT Company) officers Training was scheduled on September 15, 2017 at their Okhla office.

Training conducted by NIELIT Master Trainers

Around 40 Master Trainers trained through NIELIT, Kolkata in the month May 2017, had further conducted 13 workshops/trainings in neighboring North-Eastern states to train taxpayers in using GST portal. Master Trainers trained total of 757 stakeholders as per the details given below:

No	State	Sessions	Trained resources	Stakeholders
1	Assam	4	135	Taxpayers
2	Tripura	6	612	Taxpayers/students/public
3	Manipur	1	10	Taxpayers
4	West Bengal	2	59	CA/CMA/CS/Govt. Officials
Total		13	757	



Training for Taxpayers Help Desk Executives

Training was also conducted throughout the month of September, 2017 for helpdesk executives who will be further training other executives in their team. Sessions were conducted to address issues asked by the taxpayers frequently on the helpdesk. This month DSC related issues were discussed at length so that effective solutions can be provided by the executives to the taxpayers.

TRAINING FOR TAX OFFICIALS AND TAXPAYERS

Interactive session was conducted for Tax Officials from various States in Bangalore on 15th Sep 2017. Also a meeting of Group of Ministers for IT implementation was conducted at Vidhan Soudha, Bengaluru on September 16, 2017. The queries were answered and mechanism was developed for handholding the states



regarding the technical issues faced by taxpayers while working on GST Portal so far. Apart from this, some states from Central & Eastern part have also organized awareness sessions for taxpayers in a big way during the month of September, 2017.

Several Webex sessions were conducted for tax officials in the first week of the month. Officials from 17 States and CBEC attended the sessions to address the issues while processing the registration application.



Apart from other sources of information online, television has a wider reach to the section of taxpayers. The GSTN team also took the initiative of conducting GST Ki Masterclass with help of CBEC for addressing the common technical issues with their resolution for the tax payers. First session was telecast on DD News on 29th September, 2017 which largely covered issues related registration and migration

on GST Portal. Subsequent sessions will address other issues faced while filing returns and adding invoices.

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