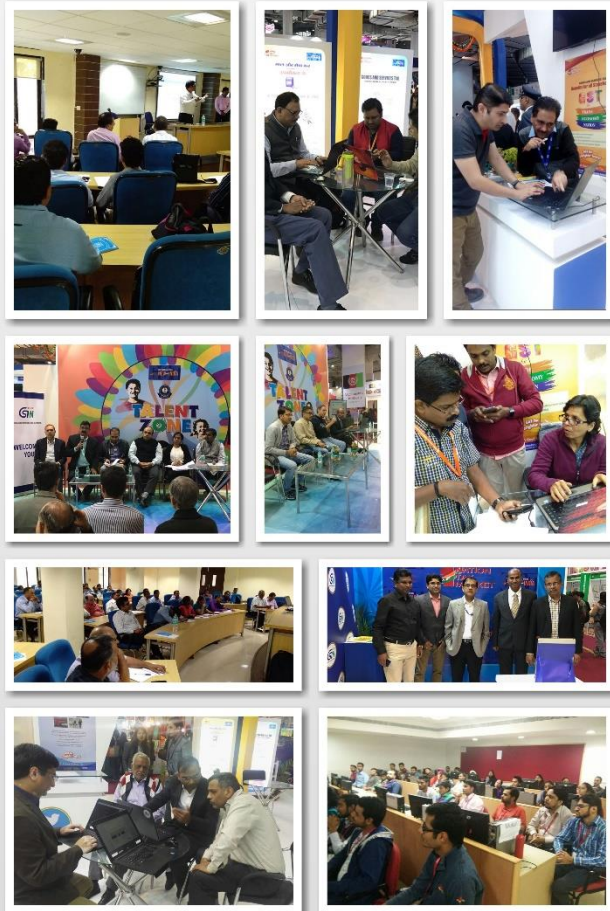


GSTN Outreach & Capability Building Initiatives

Newsletter



GST Outreach and Capability Building Initiatives by GSTN

FROM THE DESK OF SVP-OCB

In the new technology driven environment, multi-pronged approach will enable GSTN to educate stakeholders in pace with the demands of knowledge dissemination regarding various functionalities being introduced at GST portal. A firm belief that techniques for designing learning material for taxpayers have to be agile and easy to use has led to creating content for training taxpayers through various media. Digital technology has enabled real time learning tools through webinars, WebEx, videos, CBTs etc. for dissemination of information. We encourage feedback to improve our learning tools and material for the benefit of stakeholders. It is our endeavor to incorporate such feedback to improve our systems/processes so that stakeholders are benefitted in the long run.

One to one interaction of the taxpayers with the GSTN team at GST Pavilion during the India International Trade Fair 2017 at New Delhi, has given us an opportunity to interact with the taxpayers and create awareness amongst them for solution of the issues faced by them.

Rajeev Agarwal

SVP - OCB

HIGHLIGHTS

Functionalities released on GST Portal during the month of November 2017

- Refund of Excess Balance in Electronic Cash Ledger
- Waiver of Late fees for Filing of Form GSTR 3B (as per Not. No. 64/2017 – Central Tax, dt 15th November, 2017)
- Form RFD 01 A- Application for Refund
- Filing of Form GSTR 1 for July 2017
- Form GST REG-09- Application for allotment of UIN
- Composition scheme opt out
- Revision to Form GST TRAN-01
- Form GSTR-4 –quarterly Return of Composition taxpayers
- Functionality for engaging and disengaging of tax practitioner.

For details please visit www.gst.gov.in .

User manuals and FAQs for the above functionalities have been updated in the help section. Apart from above, user Manual and FAQs of following topics have been made in help section:

- Tax Deducted at Source(TDS)
- Unique ID Number(UIN) for Embassies & Online Information and Data base Access or Retrieval (OIDAR)



WEBINARS

In the month of November- 2017, the webinars were more focused on answering queries raised by taxpayers at various forums. We had covered the process of Returns filing in previous months and now more emphasis is being given to issues faced by taxpayers.

WEBINARS CONDUCTED IN NOVEMBER 2017

Sl. No	Topic of Webinar	Date
1	Using offline tool for filing GSTR 2 and GSTR 3B - Marathi	9-Nov-17
2	Resolution of common issues in filing of GSTR 3B	16-Nov-17
3	Resolution of common issues in filing of GSTR 4	30-Nov-17

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

INDIA INETRATIONAL TRADE FAIR - 2017

India International Trade Fair 2017, held at Pragati Maidan, New Delhi, gave an opportunity to GSTN for setting up two helpdesks at GST Pavilion ,Hall No. 18 along with CBEC. Two short films and short videos, produced by GSTN were displayed on the LED screen at the pavilion during all days of IITF. Senior leaders from CBEC and GSTN were present on the first day. Each day there was a team of 5-6 GSTN representatives for guiding taxpayers. Shri Vijay Goel, Hon'ble Minister of Youth Affairs also visited the pavilion on 15th November 2017.

The Services and Technology teams of GSTN also conducted presentations and addressed lot of technical and procedural queries raised by taxpayers who visited GST Pavilion.

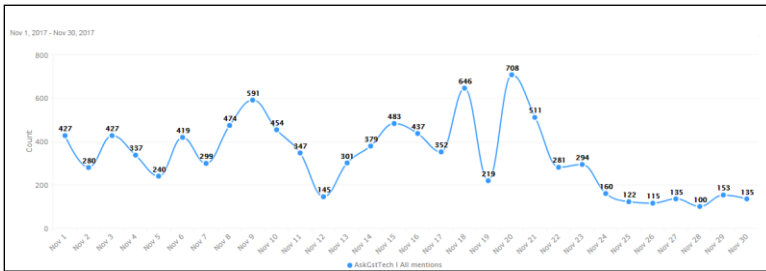
For benefit of taxpayers visiting GST Pavilion, printed material about step to step guide to file GSTR 1 / GSTR 3B and using offline utility / Help booklet in respect of casual /non-resident taxpayers, advisories about different functionalities were distributed to the visitors on need basis. Functionalities available on GST website, and contents of help section (like User Manuals, FAQs, CBTs, Short Videos) were described and demonstrated to the visitors. Approximately 25 visitors were attended to on a daily basis.

The GSTN teams helped many Casual Taxpayers and Non-resident taxpayers to apply for registration on the spot at IITF and Taxpayers were satisfied by proactive approach of GSTN Team.



SOCIAL MEDIA

Digital media has seen a lot of activity lately, and it has led to effective communication between GSTN and its stakeholders. Over the last two quarters it has been a journey where we have added around 25,000 subscribers on twitter. Today, we have around 40,000 followers on twitter and 25,000 subscribers on YouTube. Our strategy has been to keep our stakeholders updated through twitter and also respond to critical issues faced by taxpayers. On an average there are 40 retweets in a day that are received



Monthly Trend of Tweets (Nov 2017) on GSTN Twitter Handle

on @askGSTech official twitter handle of GSTN.

YouTube has been primarily used for disseminating information on navigation of various functionalities on GST Portal through webinars, videos. It currently contains 32 webinar recordings and more than 25 videos to guide taxpayers.

TROUBLESHOOTING TIPS

Query	Resolution
What is the procedure for changing STATE circle name in GST RC Amendment?	You are advised to contact your Jurisdictional officer for updation of your jurisdiction within the State.
Taxpayer is not able to reset and file GSTR-3B. Error report shows "YOU HAVE ALREADY OFFSETTED GSTR-3B", but CESS liability is yet to be set off.	While filing please ensure that there is sufficient balance in CESS head in cash ledger and then offset your tax liability before filing of Return. Please note that GSTR 3B cannot be modified/revised after filing.



TRAININGS FOR STAKEHOLDERS

A. To facilitate taxpayers, GST Seva Kendras run by CBEC officers are functional in most zones of Country. These Seva Kendras can log the complaint with GSTN helpdesk on behalf of the taxpayer if the taxpayer is unable to get through GSTN helpdesk. Two sessions were conducted at Seva Kendra, Mumbai Zone of CBEC by Sh. Pankaj Arora. Sr. Manager, GSTN on 10th Nov 2017. Around 50 tax officers were guided on the new functionalities at GST portal and for resolution of the common issues being faced by taxpayers pertaining to Registration, Amendment, Returns filing, taxpayer dashboard and offline utility.

B. One day session for Delhi Trade and Taxes Department, around 30 tax officials attended the program. This session was conducted to apprise the officers about the new functionalities released on GST Portal. Hands on activity of Returns filing was done in the training environment and queries raised by officers were successfully answered.


C. One day session for more than 100 helpdesk agents was conducted at Noida on November 17, 2017

Topics covered during session were as below


- Opt out of Composition Scheme
- Amendment of non-core fields
- Revision of TRAN 1
- Filing of returns
- Advance ruling
- Reverse charge



If you wish to give suggestions on the newsletter or contribute, please mail us at training.feedback@qstn.org.in . Subscribe to our social media handles for regular updates about GST Portal:

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