

# GSTN Outreach & Capability Building Initiatives

*A Monthly Newsletter on OCB Initiatives of GSTN*



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

### FROM THE DESK OF SVP-OCB

*This month major focus of OCB Team was on participating in the India International Trade Fair (IITF 2018) at Pragati Maidan. During the fair, GST pavilion was organized by CBIC and GSTN operated a special helpdesk in that pavilion for the taxpayers. GSTN facilitated on-the-spot registrations and query resolution of the taxpayers, who visited the pavilion during the fair. GSTN also conducted two Open house sessions for taxpayer's query resolution. GSTN team consisted of members from Technology, Services and Customer Care teams.*

*Next month we have planned trainings for Model 2 States/UTs for BackOffice modules like Appeal, Assessment and Recovery in the GSTN office.*

*We look forward to continue our efforts for information dissemination with all stakeholders in GST Portal related aspects.*

*Rajeev Agarwal*

*SVP - OCB*

### Webinars during the Month

Webinars were conducted in November 2018 on following topics:

1. Filing of Form GSTR-8 using Offline tool for Tax Collectors. (English)
2. Filing of Form GSTR-10 on GST Portal (Hindi)
3. Provisional Assessment and Taxpayer Dashboard on GST Portal (Hindi & English)

Recording of the webinars is available on the GSTN YouTube channel.

<https://www.youtube.com/c/goodsandservices-taxnetwork>

The webinars can also be accessed through the YouTube channel of Digital India learning.



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## **INDIA INTERNATIONAL TRADE FAIR (14-27<sup>th</sup> Nov 2018)**

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GSTN provided helpdesk services at GST Pavilion, set up by CBIC, at India International Trade Fair (IITF) held at Pragati Maidan, New Delhi during 14<sup>th</sup> November to 27<sup>th</sup> November 2018. Apart from GST helpdesk executives, the members of GSTN Training/Services and Technical Team were also present for resolving the queries of the taxpayers. The GSTN Officers were there to guide the taxpayers, regarding various processes, like Registration, Returns, Payments, Refunds & Appeals to be undertaken by them on GST portal.

A guidance note was made and circulated for Casual Tax Payers/Non Resident Taxable persons having stalls at IITF on Registration, Return filing and payment processes. It was also sent via mail to all embassies & consulates for information. The facility of on-the-spot registration and guidance on how to make payment were provided to the stall owners of IITF. Many foreign nationals especially from Thailand, Indonesia, Iraq and Turkey availed the facility of on-the-spot registration by GSTN Helpdesk Team.

The Helpdesk Team members actively attended the visiting taxpayers and resolved their queries. In case of issues concerning technical glitches, the respective ticket numbers were escalated to the concerned for expeditious resolution. The special initiative was very well appreciated by the visitors, including other senior officials visiting the pavilion.

The helpdesk operations were personally supervised and guided by Shri Prakash Kumar, CEO, Kajal Singh, EVP Services and other Senior Officials of GSTN, during their visits at the pavillion. Two special interactive sessions were held for the taxpayers by GSTN, which was attended by many taxpayers for on the spot resolution and clarification on their issues. IITF – Special Helpdesk by GSTN received good feedback from the visitors.

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## REFRESHER TRAINING

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The training for officers from CBIC was held at NACIN Center (National Academy of Customs, Indirect Tax and Narcotics) in Kochi and Bhubaneswar this month. Officers of CBIC were trained as master trainers on the topics like, Returns filing, Refund, Taxpayer Dashboard and amendment of registration etc. These trainers are expected to further cascade the trainings in their respective jurisdiction.

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## GST CONCLAVE

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Sh. Sarthak Saxena, represented GSTN at the seminar on GST Annual Return, Reconciliation and Audit organised by ACAE Chartered Accountants' Study Circle at Bengal Chamber of Commerce & Industry, Netaji Subhas Road, Kolkata on 30.11.2018.

Queries from the practicing Chartered Accountants were related to the workflows on GST portal and the notified Forms, which were addressed.

### Updates about Help Section

As per the changes in functionalities on GST Portal, amendments were done in following artefacts:

1. Refund of Excess Amount from the Electronic Cash Ledger
2. Tax collected but not deposited with Government || Taxpayer's perspective
3. Instalment Calendar || Taxpayer's Perspective
4. Instalment Calendar || Taxpayer's Perspective
5. Refund on Account of Excess Payment of Tax
6. Scrutiny of Returns || Taxpayer's perspective
7. Refund on Account of Export of Services (With Payment of Tax)

User manual and FAQs can be accessed by taxpayers at GST portal by following the path mentioned below:

<https://www.gst.gov.in/help/helpmodules/>



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If you wish to give suggestions on the newsletter or contribute, please mail us at [neera.tamta@gstn.org.in](mailto:neera.tamta@gstn.org.in).  
Subscribe to our social media handles for regular updates about GST Portal: