



Ministry of Finance

User-Friendly Goods and Services Tax Network (GSTN)

Posted On: 23 MAR 2018 5:38PM by PIB Delhi

Goods and Services Tax Network (GSTN) has sought the views of the taxpayers about their experience and difficulties. A survey was conducted by GSTN on overall taxpayer's satisfaction during the months of October 2017 & November 2017. The taxpayers for the Survey were selected at random, on the basis of their most recent activity, on the GST portal. The Survey was not conducted State-wise. On the basis of the Survey/ response received, suggestions / concerns were identified. The action/ steps taken by GSTN in this regard is annexed as **ANNEXURE**.

The aforesaid steps have improved the system and made it user-friendly. Further, the following steps have been taken to make GST system simpler for tax payers:

- Edit facility is available in returns and other forms.
- Offline tools for return preparation and other functionalities have been provided.
- User manual, Video tutorials and FAQs have been provided for different functionalities which can be used by the tax payer.

Approximately 60,000 tax officers/officials of Central/State Government have been trained so that they can assist taxpayer and resolve their queries/grievances and train them on various functionalities.

									ANNEXURE
Sl.No.	Suggestions/Concerns					Action/steps taken by GSTN			

	There	were	gaps in	Video tutorials and Webinars are being conducted on	
	general understanding			regular basis by GSTN. Help on portal has also been	
	of	the	electronic	enhanced and language in text scripts are being	
(i)	processes for complying			continuously monitored and amended as the case	
	on GST Portal (Specific			may be for better understanding.	
	technical	Issues	like		
	Digital signature related				
	problems etc.)				
	Helpdesk is not able to			Trainings are arranged for all helpdesk agents by	
(ii)	respond	to	problems	GSTN regularly. Periodic refreshers are also being	
	effectively.			held.	
				Preview facility, offline tools assist the taxpayers in	
				avoiding mistakes. Reset functionality for GSTR-3B	

						was introduced in October 2017 and thereafter for	
						GSTR-4 (Composition Taxpayer Return).	
(iii)	Mistakes		in		return	Data for GSTR-1 can be amended in subsequent	
	cannot be corrected					month's GSTR-1 through amendment table.	
						GSTR-3B values of turnover, tax, and ITC can be	
						adjusted in subsequent month's GSTR-3B	
						One click nil return filing has also been introduced.	
						Multiple enhancements have been undertaken which	
						has improved the overall site performance. On 20 th	
						Feb 2018, 17.97 Lakh returns were filed along with	
	Site performance				being	6.9 lakh payment transactions on the GST portal.	
						Even at this load, server utilization was less than	
(iv)	slow	and	has	multiple		30%.	

	problems						
							The software has been further tuned to increase the
							number of logged in users and now 1,50,000
							taxpayers can transact and function on the portal at
							the same time.
	Contextual	help	not				GST System has introduced contextual help of all
							GST related transactions like Registration,
(v)	available.	Errors	are				Payments, returns etc. This however, is a continuous
	generic and non-intuitive						process.
							The number of agents has been increased to 520 and
							GSTN has also introduced a dedicated Grievance
	It is extremely difficult to						Redressal Portal that navigates a taxpayer to specify

						the problem in a focused manner. This has reduced	
		reach helpdesk. It takes					
(vi)		a long time to respond to					
		issues escalated					
						and ambiguously describe the problem. A suggestive	
						help text is also displayed on the screen when the	
						taxpayer is narrating the problem on the grievance	
						redressal portal.	

This was stated by Shri Ship Pratap Shukla, Minister of State for Finance in a written reply to a question in Lok Sabha today.

DSM/RM/KA

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