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GSTN dials taxpayers for feedback

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To make the biggest technology backbone for tax filing more convenient, the Goods and Services Tax Network (GSTN) has started conducting surveys by calling up taxpayers enquiring about their experience on the portal.

GSTN Chairman Ajay Bhushan Pandey said about 500 calls are made in a day from a full-fledged call centre seeking feedback from businesses which have

filed returns.

“In the GST system, we constantly keep on collecting feedback from the public. We also do surveys everyday and proactively call businesses which have filed returns. We ask for their experience and where they had difficulty,” Pandey told *PTI*.

GSTN, the company building the IT backbone for the biggest indirect tax reform, had in June opened a call centre and publicised the helpline number for taxpayers with enrolment-related queries.

Some staffers from this centre have been assigned to get feedback of taxpayers who are filing returns and paying taxes on the portal.

“This GSTN system is a new system and people need to get used to this. So to that extent we have to be alive to the problems faced by businesses and their experiences and how we can better their experience. At this time our whole priority is to address the current problems and make the things very smooth,” Pandey said.