

GST and JOHNNY- UPDATE No.74

JOHNNY
JOHNNY!!



Yes, Papa!



Have you observed
technical faults on GSTN
while saving data?



Yes papa



What are they?



This papa: Many times we have observed that we are unable to save data on the portal and many times, saved data automatically disappears while filing returns or refund etc. The saved data automatically got lost which compelled the members /assessee to fill again all the details but still the data is not saved and does not reflect on the main page.

Coming to the filing of GSTR 9 is concerned many a times the error shows that "return is already under process if error persists quote error RET0009 when you contact to the customer care for quick resolution", but no such resolution is being provided on the customer care also.

Moreover, the taxpayers face errors like checksum validation while offsetting GSTR 3B error or Unable to save data to portal and site showing -"Received but pending" and the only solution to remove this error is refreshing the page multiple times. The repeatedly errors are shown with no explanation about the problem/rectification which needs to be done by assessee.

Till time, reliable solution is provided by neither by the government nor the helpdesk. It is high time now for the government that such minor bugs should be removed from the portal and competency of the portal should be improved for the mental well being of assessee.

The maximum time of the taxpayers is consumed in waiting for the data to get uploaded properly on the site or generating the data or GSTR 2A.