

GST and JOHNNY- UPDATE No.44

JOHNNY
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Yes, Papa!



Have you taken help
of GST Helpdesk?



Yes Papa?



How was
your
experience?



This papa: - GST helpdesk does not provide any solution regarding the problem asked by the assessee most of the time. Different solutions are provided by attendees of help desk for the same question; every time when the assessee calls them.

They even don't reply to the emails in time. The only solution for every query asked is that "Please send an email to helpdesk@gst.gov.in." In reply, they will give you a ticket id, but didn't give proper solution in time.

Moreover, they do not provide any clarification on any error occurred in the website. You may faces several errors in the portal. For example, most of the Composition taxpayer are facing problems while trying to upload their GSTR-4 JSON file in the portal. But any method for generation of json file hasn't been provided on GST portal for ease of taxpayers.

We are not pin pointing the deficiencies of GST helpdesk. But even after 3 years of implementation, Government comes up with new update every another day. It is very difficult for the assessee and the accountants to keep them updated every second about the new law.

Helpdesk was introduced with the motive to provide solution in respect of issues arising on GST portal for return filing, json uploading and related technical glitches of portal.

The introduction of Helpdesk was like a "SANJIVANI BOOTI" for taxpayers as it was the only way which can reduce their pain faced while filing returns.

However, due to such issues faced by the taxpayers, the idea behind the introduction of helpdesk seems defeating. Hope that government recruits helpdesk attendees having wide knowledge of GST related provisions and matters. It is important that a supervising authority should be appointed that keep an eye on the smooth working of the helpdesk.

Stay Home & Pray for the Safety of Others

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