

# GST and JOHNNY- UPDATE No.72

JOHNNY  
JOHNNY!!



Yes, Papa!



Are you able to track  
your grievance?



No papa



What's the  
issue?



**This papa:** - On daily basis, numerous issues are faced by the taxpayers while using GST portal. GSTN Helpdesk is the only solution provider with the taxpayers for the problems faced. However, the taxpayer has to file a grievance along with the evidence of issue on the portal to communicate the problem with the helpdesk.

Does the submission of grievance help's us on the GSTN portal?

Sometimes we receive just a response on the mail, that your grievance is resolved, without any solution. And many of the times we didn't even receive any mail from the helpdesk regarding the grievance submitted online. Additionally, the ticket generated online gets also expired after a certain period of time and we also don't have any of the information regarding the status of our grievance.

A system must be developed on the GSTN portal where we could track our grievance from the ticket no. itself. A workflow for the respective docket no. could be included with the time frame with whom the said problem is issued for solution, who has attended initially, to whom it is being assigned afterwards, and who has provided the solution (*in case it is provided*).

Fully transparent redressal forum for handling of grievances should be incorporated in the GSTN portal so that it can help each and every filer to track their respective grievance on the portal itself, and can contact the said person in case of any doubts arising out of such resolution.

*#Stay Safe & Pray for the Safety of Others*

CA Pradeep Jain