

# GST and JOHNNY- UPDATE No.66

JOHNNY  
JOHNNY !!



Yes, Papa!



Are you able to make  
correspondence with the  
department presently?



No Papa



What's the  
Issue ?



**This papa: -**

In this present COVID-19 circumstances which has compelled everyone the physical distancing and reduced visits to offices to all the jurisdictional department offices and the taxpayer has only a remedy to contact to the concerned departmental officers is through their respective e-mail id's. However, portal does not give any particular space to send e-mail. If the officer is communicated on their personal e-mail id's then there is no authenticity of the same. The official icegate e-mail ids of officers are not available to trade at large.

The department must provide a platform or a release a list of directory of the jurisdictional officers with their contact number or their mail id's. So that proper correspondence can be done by the taxpayers.

We should appreciate that Chennai commissionerate has given a whatsapp number 9444402480 for redressal of their Grievances and resolution of Queries. The query should be brought to the notice of the office of Principal Chief Commissioner of GST and Central Excise, any issues relating to GST.

It is good suggestion ad it should be provided to taxpayers by all commissioners. The assessee can drop their information which will be communicated with the respective official person of the taxpayer.

Even SGST department should also be covered and state government should order all SGST offices to provide such facility on a uniform basis in all the jurisdictions for the ease and to determine the issue of GST faced by them for quick solution.

*#Stay Safe & Stay Updated with us*

**CA Pradeep Jain**