



भारत सरकार / Government of India

वित्त मंत्रालय राजस्व विभाग / Ministry of Finance, Department of Revenue

कार्यालय आयुक्त / Office of the Commissioner

सी.जी.एस.टी एवं केंद्रीय उत्पाद शुल्क

Central Goods Service Tax and Central Excise (CGST & CN)

२९, भरतपुरी प्रशासनिक क्षेत्र,

29, Administrative Area, Bharatpuri

उज्जैन (मप्र)-४५६०१०/Ujjain (MP)-456010,

F.No. I (Gen)19-01/CEX/Trade Notice/2017-18/

Ujjain .Date. 15.11.2017

Public notice No. 29/2017-18

Ujjain dated 15.11.2017

Subject: - Standard Operating Procedure for Reporting GSTN Issues.

Attention of the Trade and Industry is invited to the procedure to be followed by taxpayers for reporting GSTN related issues . The contents of the aforesaid Public Notice may please be brought to the notice of members of your association in particular and public in general.

In light of several representations being received by the office of the DG SYSTEMS regarding technical issues faced by taxpayers on the GST Common Portal (operated by GSTN), the following Standard Operating Procedure has to be followed for resolution of the technical/ network related issues:

1. Taxpayer shall first approach the GSTN Helpdesk directly, by calling 0120-4888999 or emailing helpdesk@gst.gov.in. A "Service Request Number" would be issued to the taxpayer, and GSTN will take up resolution of the issue reported.

2. If the first step has not resulted in resolution of the issue, taxpayer can quote the Service Request Number and escalate to CBEC jurisdictional office / GST Seva Kendra. An email describing the issue faced by the taxpayer, also quoting the Service Request Number obtained by the taxpayer on GST helpdesk, may be emailed to GSTN_state_issues@infosys.com. GSTN have requested that the subject line should be as per below format to clearly identify the issues reported by CBEC:

Subject format: CBEC | State/Zone | Service Request Id | Description of the Issue

Example Subject: CBEC | Chennai | SR 201710241555721 | Returns - Error in Filing Return

3. Mr. Sheik Dawood has been designated by GSTN as the "Resident Engineer"

o/c

Example Subject: CBEC, Chennai: SR 201710241555721 | Returns - Error in Filing Return

3. Mr. Sheikh Dawood has been designated by GSTN as the "Resident Engineer" to address taxpayer issues being reported by CBEC officers. He may be contacted directly at +919043853381 / sheikdawood.kamal@infosys.com.

4. In case the issue remains unresolved despite the above measures, the matter may be escalated to "gstn-escalations@gst.gov.in" with a copy to "dgschennai@icegate.gov.in".


(Neeraj Kumar Mallick)
Commissioner CGST & CEX Ujjain

Copy to:

1. The Chief Commissioner CGST & CEX, Bhopal Zone, Bhopal
2. The Deputy / Assistant Commissioner CGST & CEX, Ujjain-I, II, Pithampur-I, II, III IV, Ratlam, Khandwa.
3. The Deputy / Assistant Commissioner of Customs, ICD Pithampur, ICD Ratlam, ICD Kheda.
4. Deputy Commissioner (Systems) . Ujjain for uploading on official website
5. Notice Board
6. Guard File


Omesh Bhilware
Superintendent (Tech.)
Superintendent (Tech.)
CGST & CEX Ujjain