

# GST Seva Kendras resolve complaints related to GST

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CBECMITRA, a pan-India helpdesk, a national toll-free number and “GST Seva Kendras” have been established to resolve taxpayer grievances relating to Goods & Service Tax (GST).

This was stated by Shri Anurag Singh Thakur, Union Minister of State for Finance & Corporate Affairs, in a written reply to a question in Lok Sabha today.

The Minister further stated that Goods and Services Tax Network (GSTN) has a helpdesk to redress taxpayer grievances regarding the GST portal, which can be accessed through telephonic calls or through Self-Help Grievance Redressal portal (GRP) <https://selfservice.gstsystem.in>.

Various retail institutions overcharging the customers and producing inflated bills were reported. The details of the complaints reported are as follows:

S. No.	Nature of supply / Sector	Number of cases
1.	FMCG (Fast Moving Consumer Goods)	42
2.	Restaurant Services	14
3.	Sanitary Wares	2
4.	Entertainment Services / Press / Cinematography	6

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