

Commissionerate of CT and GST, Odisha (At Cuttack)
(Finance Department, Government of Odisha)

No. III-33/1/2015-Policy / 7495 /CT Dated 6 / 6 /2019

To,

Heads of all CT & GST Territorial Ranges

Heads of all CT & GST Enforcement Ranges & Units

Heads of all CT & GST Territorial Circles & AUs

CIRCULAR

Subject: Setting up Help Desks & regular interaction with dealers – Reg.

Madam/Sir,

For smooth management of transition to GST regime, the existing help desks set up in every circle offices were adopted as GST Help Desks (GST Seva Kendra) and a state of the art Central Help Desk was set up in the Head Quarter at Cuttack. One officer from each of the Circle offices was nominated as the nodal officer and was trained on the GST front office functionalities to render handholding support to the taxpayers in the matters such as Migration, Registration, Return Filing, Payment and Refund etc.

Now, as is evident from significant drop in number of calls at the Central Help Desk, GST has almost stabilized. Still there are challenges ahead in the form of filing of **Annual Return**, the last date of which is **30th June 2019** and the **new Return filing process** which is likely to be rolled out in the month of July. There is already clamouring among taxpayers that they are struggling to file the Annual Return. In this regard, GSTN has published a video tutorial containing step by step instructions and it is available for free. A press release has been issued clarifying the doubts raised by the tax payers (copy enclosed).

It is therefore impressed upon all concerned that the nodal officers and other staff manning the Circle Help Desks are to understand the process of filing the Annual Return and the New Return Process so as to be able to extend handholding support to the taxpayers in filing the Annual Return and understand the new return filing process.

Receipt No : 76301/2019/Policy Section

In case of any difficulty, the Help Desk personnel may contact the policy/IT section of this office for any clarification or support. The endeavour should be to help the taxpayers in filing the Annual Return and understanding the new return process. Success in the regard will be measured from the percentage of Annual Return filing and number of queries on the new return process.

Bishnupada Sethi
(Bishnupada Sethi, I.A.S)
Commissioner of State Tax
Odisha, Cuttack