



Ministry of Finance

Government sets up two call centres to cater to the queries relating to GST

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Government has set up two call centres being run for the purpose of catering to queries of taxpayers and stakeholders in GST.

i. Call centre on GST Application software prepared by GSTN, is being run by GSTN. Phone number is 0120-4888999 and email id is helpdesk@gst.gov.in

ii. CBEC Mitra Helpdesk for replying to queries related to GST is being run by CBEC. Phone number is 1800-1200-232 and email id is cbecmitra.helpdesk@icegate.gov.in

The call centres are replying to queries of taxpayers and also providing information regarding guidelines and FAQs issued by CBEC from time to time.

The GSTN helpdesk and the CBEC Mitra Helpdesk have been contracted for a period of five years and seven years respectively.

This was stated by Shri Santosh Kumar Gangwar, Minister of State for Finance in written reply to a question in Rajya Sabha today.

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