



Ministry of Finance

Government constitutes a GST Feedback and Action Room (FAR) w.e.f. 26-06-2017 to review the information, calls, media inputs etc received from Ministries, State Governments, field formations, social media, news channels, emails etc

Posted On: 21 JUL 2017 5:36PM by PIB Delhi

To reply the queries of the taxpayers and tax officials and to deal with issues related to the implementation of Goods and Services Tax Network (GSTN), Government has constituted a GST Feedback and Action Room (FAR) w.e.f. 26-06-2017. Main purpose of FAR is reviewing the information, calls, media inputs etc received from Ministries, State Governments, field formations, social media, news channels, emails etc.

A team of officers monitor various media viz., newspapers, news channels, social media like twitter, facebook etc., emails received from various government departments and field formations and report them on Real Time Basis to the Revenue secretary (through an Officer on Special Duty to the Revenue Secretary), Chairperson CBEC (through an Officer on Special Duty to Chairperson), Member (Administration), GSTN or any other senior officer for providing the inputs. The FAR has multi-line telephone numbers which are available in the control room and these numbers have been informed to the Central and States GST officers. The emails received from the Ministries, State Governments and field formations are forwarded to the respective sections for information and feedback. This was stated by Shri Santosh Kumar Gangwar, Minister of State for Finance in written reply to a question in Lok Sabha today.

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(Release ID: 1496674) Visitor Counter : 78

