



(भारत सरकार) GOVERNMENT OF INDIA
(रेल मंत्रालय) MINISTRY OF RAILWAYS
(रेलवे बोर्ड) RAILWAY BOARD

RBA No. 165/2017
GST Circular No. 74/2017

No. 2016/ACII/01/Misc./GST


New Delhi the 21st November, 2017

General Managers,
All Zonal Railways and Production Units

Sub :- Problems faced in uploading of data in GSTN portal.

It has been brought out by various nodal officers that while uploading of data in GSTN portal, difficulties are being experienced while uploading the data at the time of filing of GSTR1/GSTR3B GST returns and many a time the uploaded data is being rejected by the portal and 'error' message is received. In such cases, the nominated principal officer of Zonal Railways needs to raise a token on the GST website for resolution of the technical issue. For this purpose, IR may visit Central Government's GST website (www.gst.gov.in) and use the 'Help' tab to submit the query or complaint online or through the option provided inside the CBEC GST back-end application (www.cbec.gov.in). The principal officer would get a token number for the complaint lodged which can also be quoted for future reference. Further, in case of any system error, an e-mail application can also be made by writing at helpdesk@gst.gov.in. Subsequently, record of the above may be maintained along with the screen shot of the error log.

It may be noted that highlighting and bringing on record the technical issues faced in GSTN Portal will help in establishing the bona-fide intention of Indian Railways. All the Principal Officers may scrupulously follow the above procedure.


(V.Prakash)

Joint Director/Accounts
Railway Board

Copy to :-

1. PFAs All Zonal Railways/PU
2. All EDs of ED level Empowered Committee in Railway Board
3. All Directors of GST Cell, Railway Board
4. MD, CRIS, Chanakyapuri, New Delhi.
5. Mr. Tejas Desai, CFO, NSDL, Mumbai