



JUNE 27, 2017

GST in the age of Twitter!

The Government has started a new Twitter handle (@askGST_GOI) to answer Trade & Industry queries related to GST. The description of the handle states "**Official twitter handle of the GOI for queries on GST. Tweets for educational purposes only and not applicable to any legal proceedings.**" By the morning of 27th June 2017, the handle had about 1235 tweets already. With social media, accessibility of information has become much easier. But with this ease has come a sense of casualness. The replies given by the @askGST_GOI are in many cases not upto the mark and at times, are outright controversial and shocking....! When a large section of Trade & Industry which otherwise has no accessibility to the professional guidance, look forward to such initiative on part of the Government to guide them on the finer nuances of GST, the least that was expected was the managing of the handle by the competent and well trained officers. Unfortunately, the content and quality of some of the replies leave much to be desired and the taxpayers may be easily misguided while relying on the same. Significantly, the Government has given an upfront disclaimer about the non-binding nature of replies via Twitter. In such circumstances, it is recommended to rely on such replies with caution.

USEFUL LINKS

TWITTER PAGE OF @ASKGST_GOI - https://twitter.com/askGST_Goi?lang=en

COMPILATION OF REPLIES ON TWITTER BY CBEC - <http://www.cbec.gov.in/resources/htdocs-cbec/gst/tweet-faq.pdf>