

GIB/DL/Sales Tax Bar/28-11-2019/HC-4

High Court Category : GSTN-Portal

State : Delhi

Order No.: GIB/DL/Sales Tax Bar/28-11-2019/HC-4

Name of Entry :

M/s. Sales Tax Bar Association

Date : 28-11-2019

Breif Issue :

Issues Involved:

Responsibility of the Chairman and the CEO, GSTIN till the constitution of Public Grievance Committees (PGC)

Fact of the Case :

Petitioners had submitted that “IT Grievances Redressal Mechanism”, was required to deal with all kind of grievances, including individual grievances relating to the working of the GSTN. The respondents are in process of constituting Public Grievance Committees (PGC) at the local and Commissionerate level. Petitioner had also submitted that the respondents should clearly state that how and when the PGC would be constituted, what would be the structure and qualifications of the persons who would be part of the said PGC and also the mechanism that these committees would adopt to ensure that the grievances are adequately addressed and do not remain unaddressed. Petitioners had also submitted that various persons are raising tickets from time to time on issues with which they are confronted.

Decision of Advance Ruling Authority :

Consideration and Decision by High Court:

Delhi [High Court directed](#) that till the constitution of Public Grievance Committees (PGC), the Chairman and the CEO, GSTIN shall be responsible to monitor, and they shall ensure the redressal of all grievances relating to the GSTIN, including IT related grievances in the working of the GSTN networks.