

**MINUTES OF THE GRIEVANCE REDRESSAL MEETING FOR MSME  
SECTOR AND OTHER GST REGISTRANTS/ TAXPAYERS  
THROUGH VIDEO CONFERENCE FOR THE MONTH  
OF SEPTEMBER, 2024 HELD ON 19.09.2024**

In accordance with letter F. No. GEXCOM/TECH/PN/14/2022-TECH dated 19.03.2024 issued by the Chennai North GST, Hqrs. Office, the Grievance Redressal Meeting for MSME Sector and other GST Registrants / Taxpayers for the month of September, 2024 was held on 19.09.2024 at 4:00 PM through video conference under the leadership of Dr. J.M. Kennedy, Principal Commissioner, Chennai North Commissionerate.

2. In this regard, it is submitted that the meeting was successfully organized by Thiruvottiyur Division and coordinated by Royapuram Division. The meeting was conducted through virtual mode on Webex on 19<sup>th</sup> September 2024 from 04:00 PM onwards. The meeting was chaired by Principal Commissioner, Chennai North Commissionerate.

3. The meeting was attended by the following officers and taxpayers/ Representatives of the Trade Associations. The details are as under:

S/Shri/Smt.

1. Dr.J.M. Kennedy, Principal Commissioner;
2. P.A.L. Mahita, Additional Commissioner;
3. V. Pandiraja, Additional Commissioner;
4. Jitender Kumar Nagi, Deputy Commissioner, Thiruvottiyur Division;
5. Latha Leelakrishnan, Assistant Commissioner, Royapuram Division; and
6. Taxpayers/ Representative of the Trade Associations namely M/s. Eicher Motors, M/s. SRF, M/s. Toyo Springs, Jessie Impex etc.

4. The meeting was also attended by the officers of Thiruvottiyur and Royapuram Division.

5. Dr.J.M. Kennedy, Principal Commissioner, Smt. P.A.L. Mahita, Additional Commissioner, Shri Jitender Kumar Nagi, Deputy Commissioner and Ms. Latha Leelakrishnan, Assistant Commissioner interacted with officers and representative of trade and addressed their queries. The program was intended to address the grievances of the business and Industry, especially those in the MSME Sector and to receive suggestions/ feedback from them.

6. During the meeting, taxpayer/trade representatives expressed satisfaction regarding GST law and compliance procedures. The taxpayers namely M/s. Eicher Motors and M/s. SRF also provided positive feedback and expressed satisfaction with the co-operation from department and

departmental officers in resolving their problems and queries.

7. The query/ grievance raised by the taxpayers were addressed, as reported below:

Query: A representative from M/s. Eicher Motors wanted to know about the newly introduced “Invoice Management System (IMS)”.

Reply : Smt. P.A.L. Mahita, Additional Commissioner informed the taxpayer that IMS is a newly designed system which is still in pre-implementation stage; it is likely to go-live as a pilot project some time during October 2024. Details of the IMS will be made known to the taxpayers, once the project goes live.

8. The meeting ended with a note of thanks to all and taxpayers were advised that in case of any further doubt or queries, they can contact the GST Seva Kendra or send an email to their jurisdictional Division Office email id.

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