



**GST@7:**  
An insight into the  
seventh year of GST

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- Maximising impact: Using GST data and optimising facilitation/compliance
- Streamlining the GST framework: A focus on MSMEs

# Introduction



## Objective

- Comprehend the industry's viewpoint on the seven-year journey of Goods and Services Tax (GST) in India
- Understand the status of GST implementation, assess the progress made so far and gather feedback for the next stage of reforms



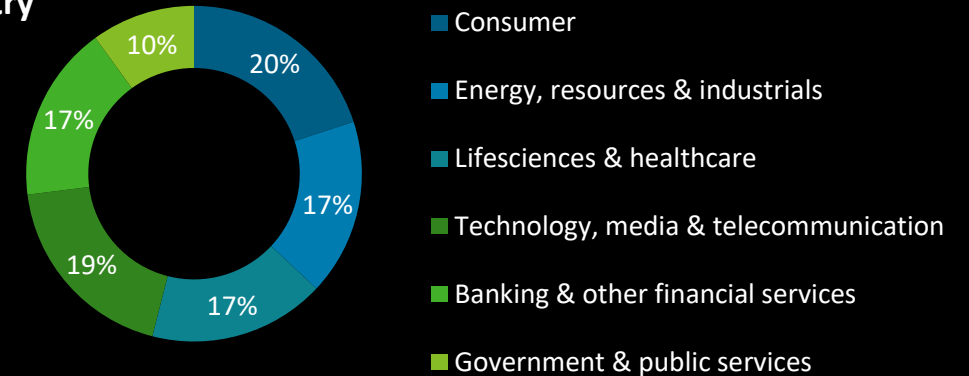
## Methodology

- Online surveys conducted with C-suite and C-1 level seniors across different industries and company size
- Survey entails 40 questions eliciting responses on different aspects of GST with multiple select and single-select questions
- A total of 760 responses were obtained from 6 industries



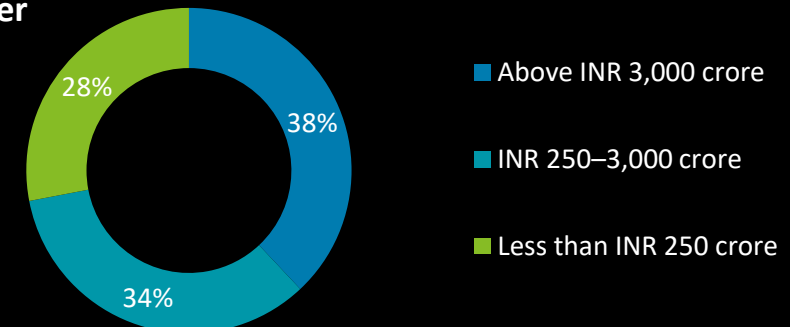
## Respondent profile

### Industry



N – 760

### Turnover



N-760

# Survey findings

01

Enhanced positive sentiment on GST implementation

02

Adoption of robust tax technology aided in improved compliance

03

Timely issuance of clarifications removed interpretational issues

04

Audit and assessment challenges on the rise

05

Awaiting a fair and efficient dispute resolution mechanism

# Industry Testimonials

How has the seven-year GST journey been for your company, starting from the transition to date?

We have been able to expand our product offerings due to the simplification of taxation and reduction of compliance burden under GST.

Banking industry



Our company expanded its market presence, opening new stores and expanding its online retail operations, facilitated by the simplified tax regime.

Consumer industry



Our company has leveraged the GST regime to invest in technology and R&D. With the operational efficiencies gained from GST, the company has been able to allocate more resources to innovation.

Government and public services



Due to GST's financial stability and growth, our company is better equipped to promote social welfare and economic advancement by increasing its contributions to community development programmes.

Lifesciences and Healthcare



The introduction of GST has encouraged the growth of domestic manufacturing by providing a fair competition.

Energy, resources and industrials



The GST journey benefits our business in number of ways. One of the major changes has been the subsuming of entertainment tax under GST. Earlier, the rate of entertainment tax varied from state to state, ranging from 15 percent to 110 percent. It has also established the rate variance and provides a uniform market.

Technology, media and telecommunications



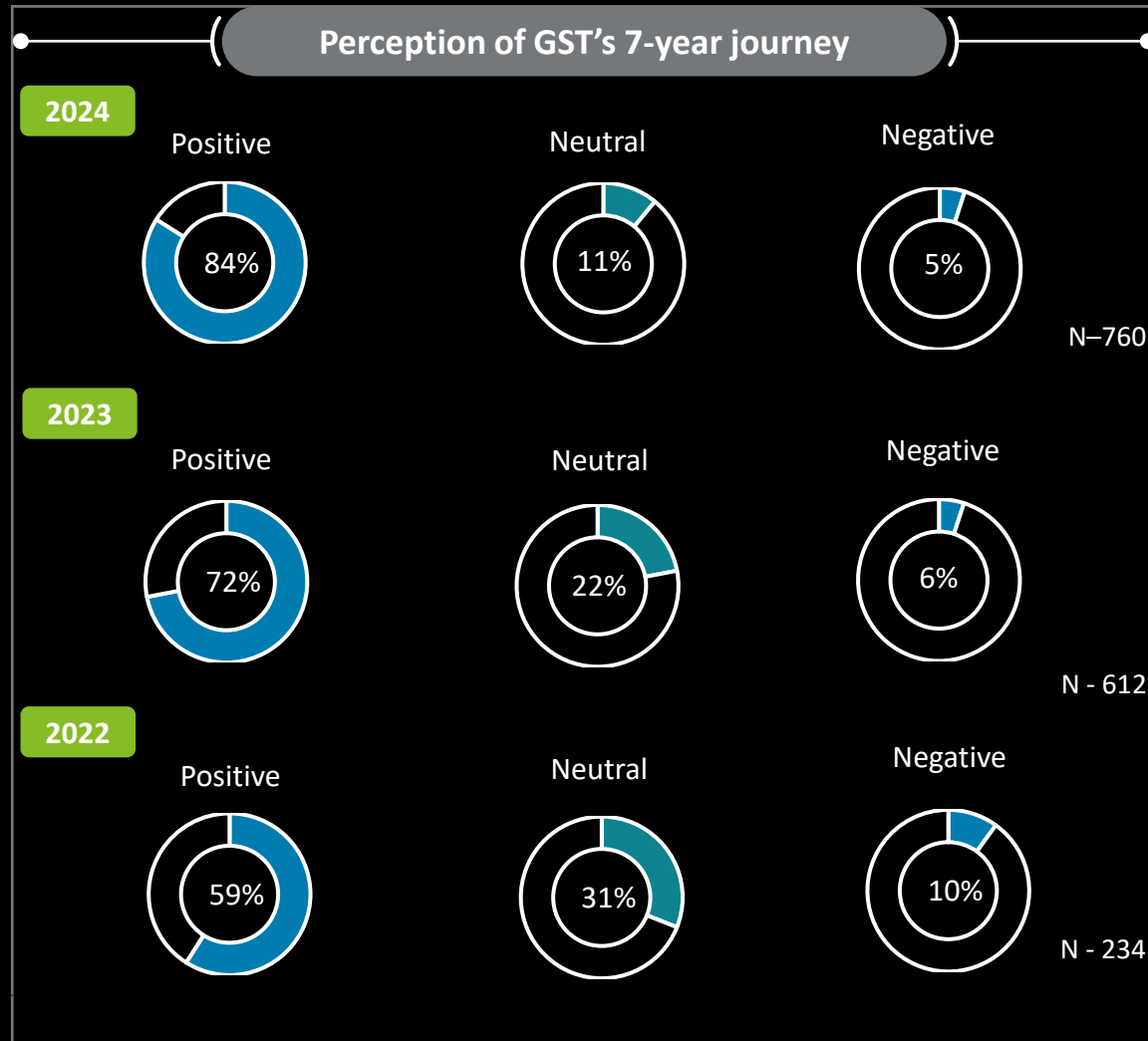
# Survey findings

- Road to GST 2.0: Charting the next phase of GST reform
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# Growing confidence: Positive perception of GST on the rise

An impressive 84 percent responded positively to GST, a notable improvement over 72 percent displaying the same sentiment in 2023



## Key drivers for positive sentiments

1. Adoption of a robust tax technology framework
2. Enhanced financial and supply chain efficiencies
3. Removal of ambiguities through the issuance of clarifications
4. Enhanced stakeholder consultation by the government
5. Clarity around regulatory guidelines

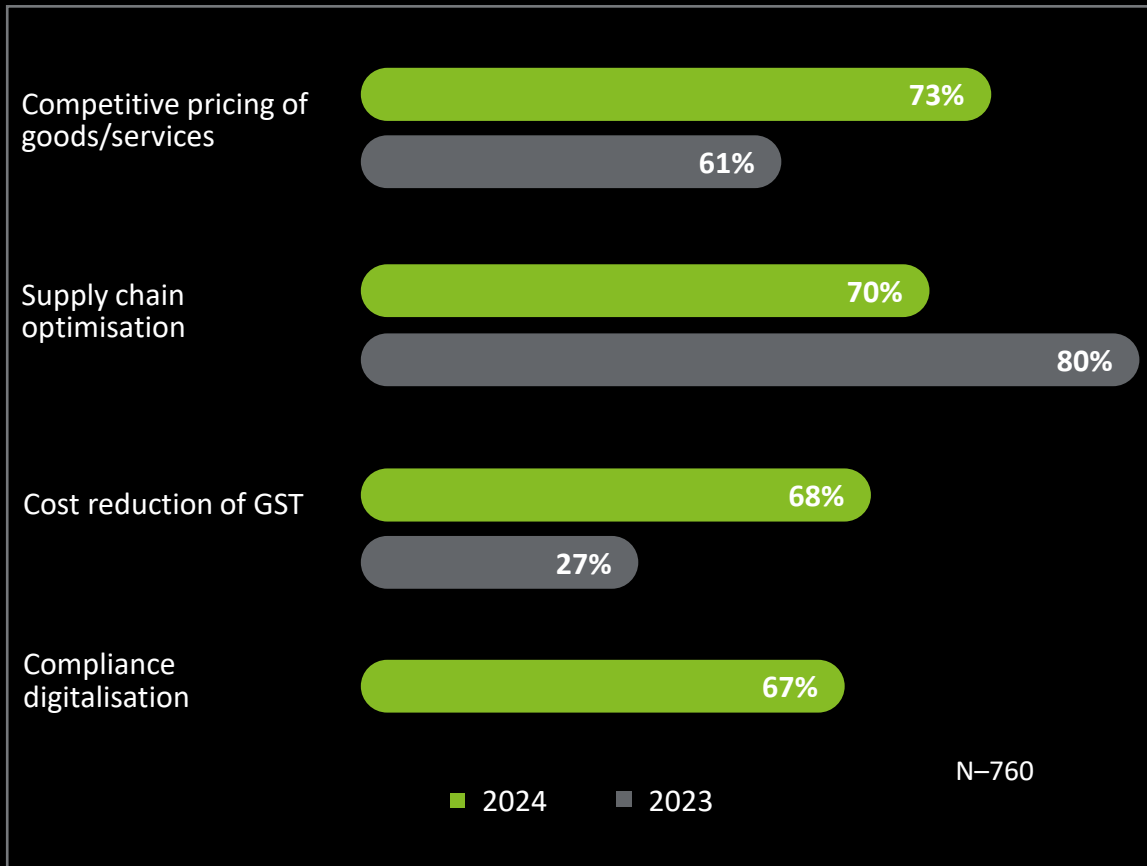




# Overall operational impact of GST: Indicative of an efficient tax environment

About 73 percent identified competitive pricing as the greatest positive impact of GST.

## Positive impact areas of GST



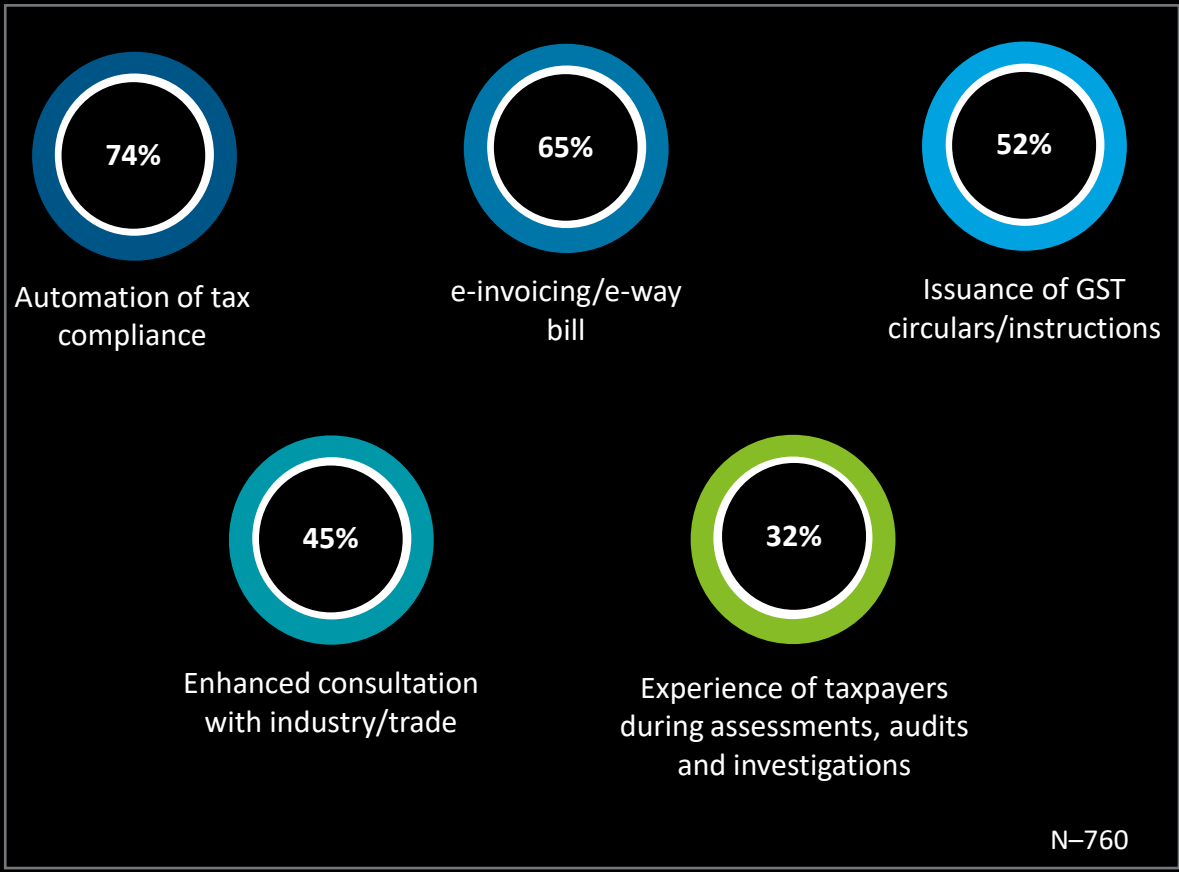
### The survey highlights the following as key GST impact areas:

1. Competitive pricing of goods/services
2. Supply chain optimisation
3. Cost reduction
4. Digitisation of compliance

# GST implementation: Top performance areas of government

Tax compliance automation, e-invoicing and timely issuance of circulars/instructions on contentious tax issues emerge as top performance areas for government

## Top areas where the government performed well



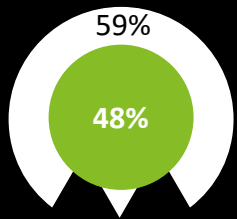
MSMEs demonstrate robust support (69 percent) for these initiatives compared with larger counterparts (60 percent for large and 65 percent for very large businesses)



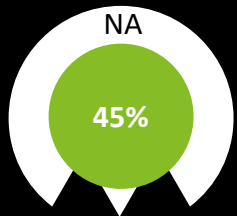
# Priority areas for GST 2.0: Trade recommendations

The need to rationalise rates, streamline dispute resolution and embrace faceless assessments remains a key demand

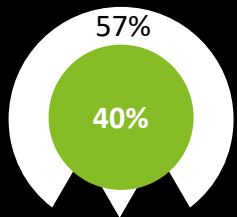
## Top recommended priorities for government



Rationalising GST rates across sectors, with a focus on the removal of inverted duty structure



Enabling an effective dispute resolution mechanism, including the efficient functioning of tribunals

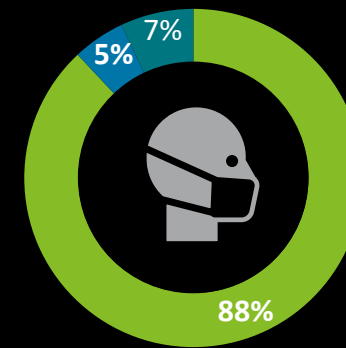


Resolving legal ambiguities on tax interpretation matters through the issuance of circulars/FAQs/on-ground training to provide relief to taxpayers

Legend: ■ 2024 ■ 2023

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## Need for faceless assessments in GST 2.0



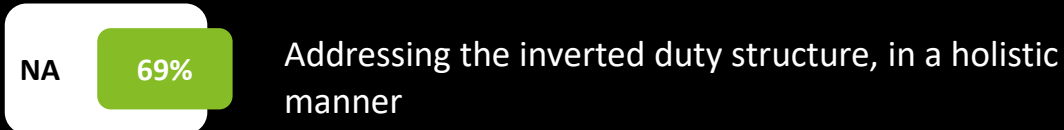
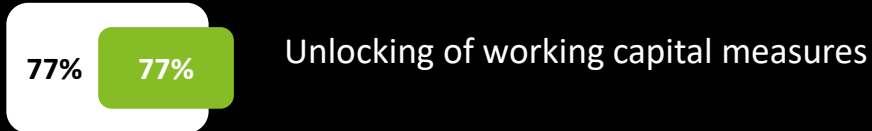
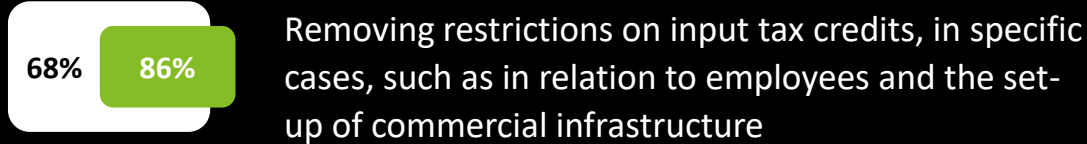
Legend: ■ Yes ■ No ■ Cannot say



# Priority areas for GST 2.0: Key initiatives for boosting sectoral growth

About 86 percent of the respondents sought the removal of credit restrictions, while 70 percent emphasised export rules liberalisation

## Measures for sectoral growth in GST 2.0



■ 2024 ■ 2023

All business sizes expressed uniformly high emphasis (very large—87 percent, large—83 percent, MSMEs—88 percent) on removing input tax credit restrictions, as a universal challenge across business topographies

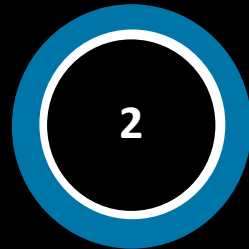
# Priority areas for GST 2.0: Enhancing operational efficiency by unlocking liquidity

Uniform responses across industries and sizes indicate the need for measures to unlock working capital. However, large corporates show a stronger preference for such measures to improve liquidity

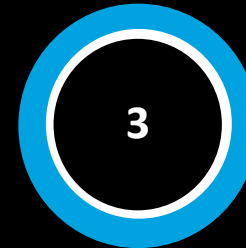
## Initiatives to unlock working capital for businesses



1  
Allowing cross-utilisation of CGST credit across GST registrations of the same entity



2  
Conversion of accumulated input tax credit into tradable scrips



3  
Refund of accumulated input tax credit available at the end of the financial year



4  
Allowing refunds on capital goods



5  
Correction of formula in case of inverted duty structure to allow refunds for input services and capital goods



6  
Allowing payment of reverse charge liability using input tax credit



7  
Eliminating deeming fiction provisions for the import of services, where full credit is available

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# Survey findings

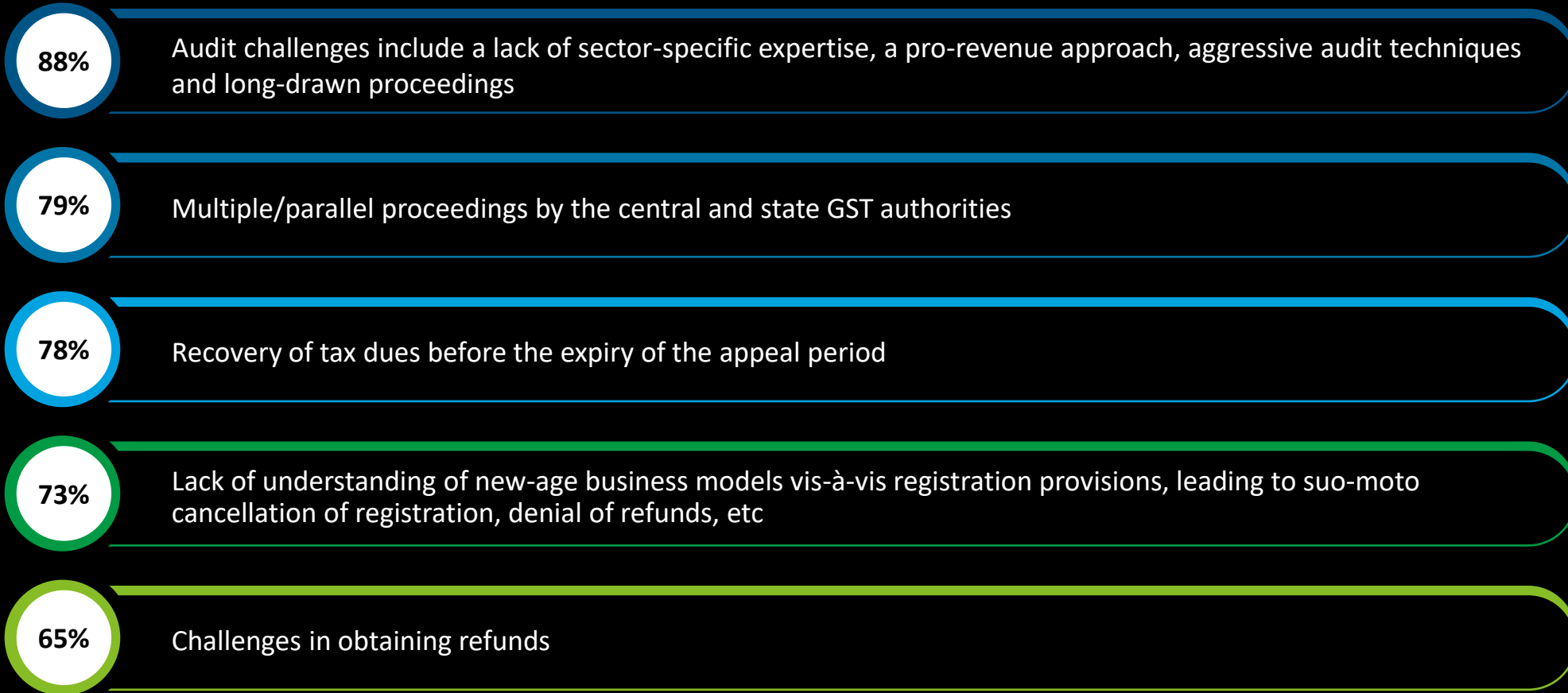
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- **Striving for excellence: Improving ease of doing business and effective dispute resolution in GST 2.0**
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# Ease of doing business: Challenges and opportunities

Nearly 88 percent report ease of doing business challenges during an audit, indicating an opportunity for simplification, technology integration, capacity building and collaboration

## Key challenges encountered in ease of doing business



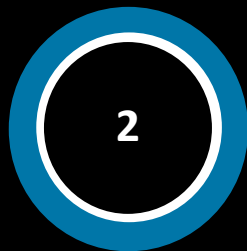
# GST dispute resolution: Need for reforms in GST 2.0

Adapting to evolving tax regulations and reporting demands emerges as the top challenge across sectors

## Key issues in GST litigation



Ever-changing tax regulations and reporting demands from tax authorities



Issuance of hasty demand orders due to the expiry of the limitation period



Parallel/multiple investigations by tax authorities/investigation agencies



Long-drawn audits and lack of timely conclusion of proceedings, with lack of oversight from senior officials



Expansive legal interpretations adopted by tax officials for taxing transactions that are pro-revenue in nature



Lack of structured audit flow, with sector expertise, particularly for services



Routine issuance of notices based on data generated by AI/ML tools or previous year's observations/demands



# GST dispute resolution

The responses indicate the continued need for clarifications on interpretational, revenue-neutral issues to reduce disputes during audits

## Key challenges of GST audit closure and scrutiny

01 Ambiguities relating to the taxation of corporate guarantees and liquidated damages

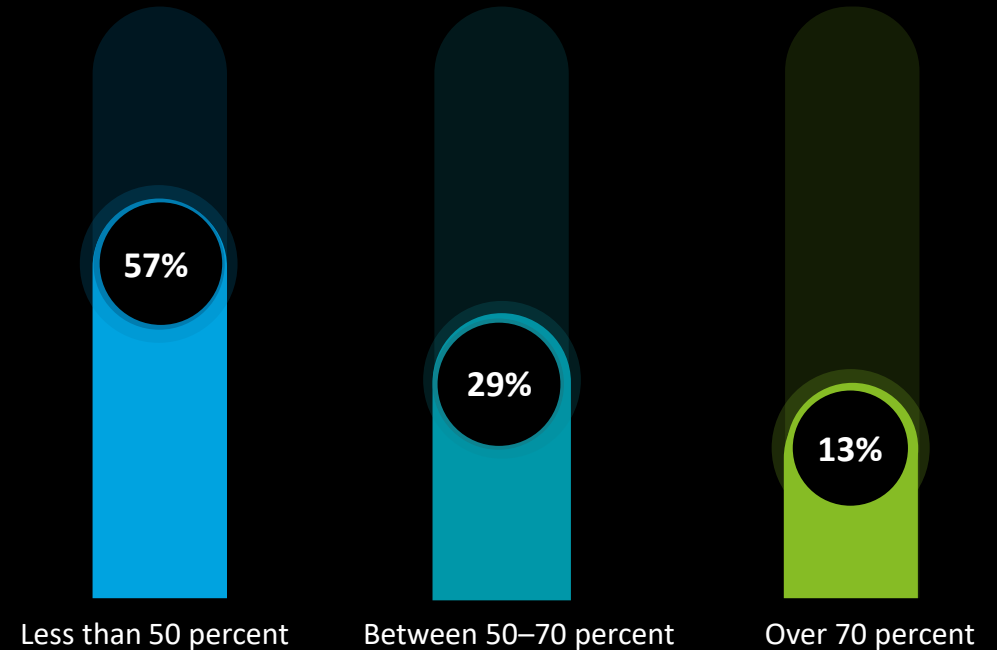
02 Denial of the export position by considering it to be intermediary /performance-based services

03 Credit eligibility with respect to GST paid for past periods under the reverse charge mechanism

04 Deemed import of services, e.g., intangibles/ESOP

05 Input tax credits are restricted/blocked in terms of Section 17(5)

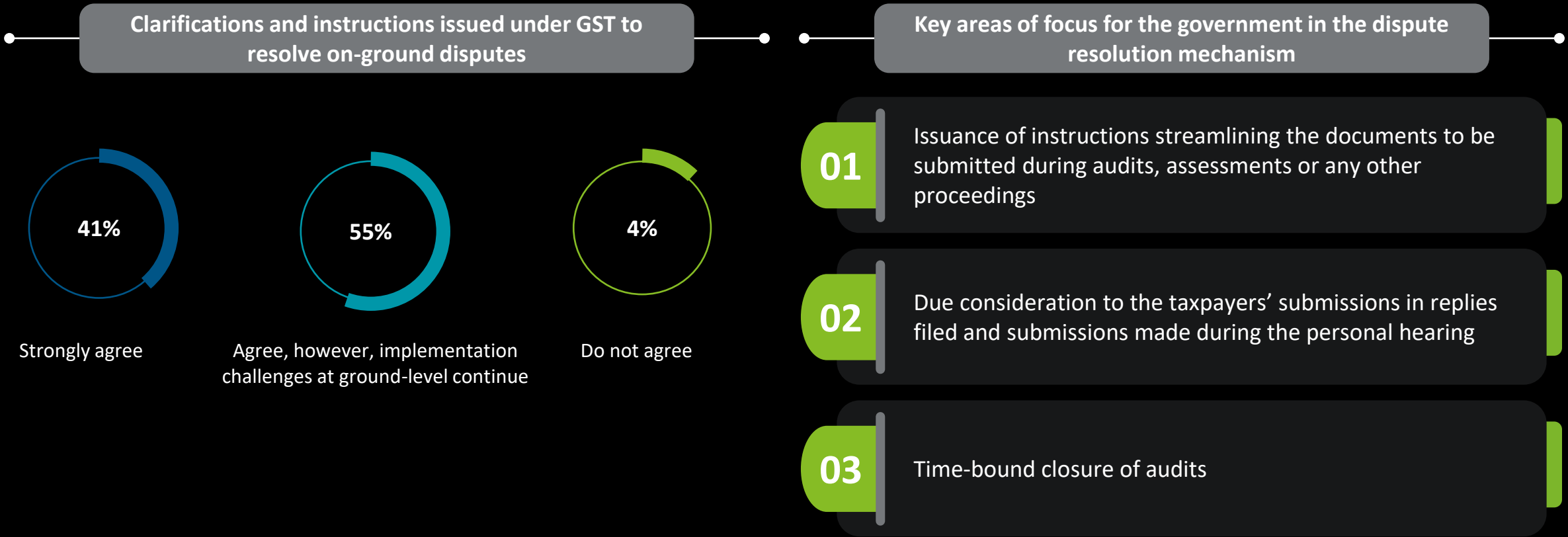
## Quantum of audits and assessments resulted in notices



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# GST dispute resolution: Continued importance issuance of clarifications/instructions

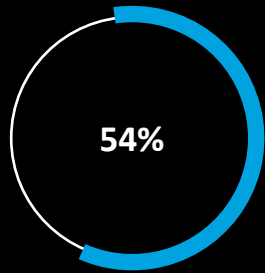
Nearly 55 percent of respondents agree that the clarifications in a timely manner help resolve on-ground disputes; however, they emphasise that implementation challenges persist



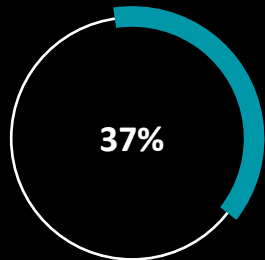
# Audit timeline extension: Industry perception

91% support extension; 54% urge optimal usage for notice reduction

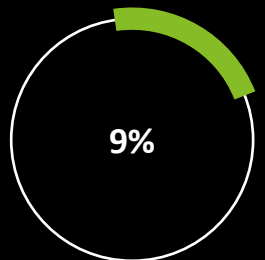
## Perception of extensions of the audit timelines



Agree, but extended timelines could have been better used to reduce matters culminating in notices



Strongly agree, extension of audit timelines reduces notices and SCNs



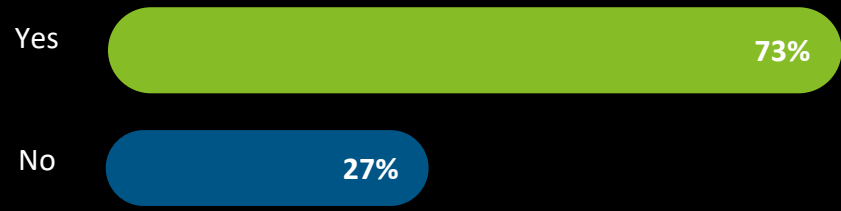
Disagree, extended timelines did not help resolve matters and were used by tax officials as an opportunity to issue more notices and SCNs

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# GST appeal pre-deposit and interest rates: Industry feedback

## Overwhelming response for re-visiting quantum of pre-deposit under GST

### Perceptions of pre-deposit requirements (GST versus pre-GST regime-central tax laws)

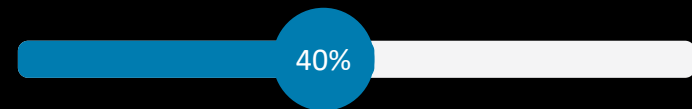


### Appropriateness of current interest rates

Yes, but the same rate should be made applicable to interest paid by the government on the return of refunds/pre-deposits



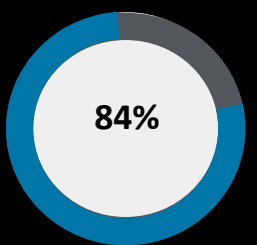
Yes, high rates of interest discourage tax evasion



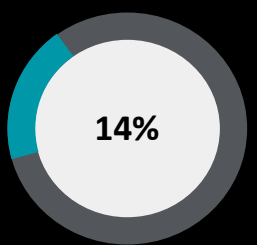
No, the rate of interest is extremely high in the nascent stages of the evolving GST law



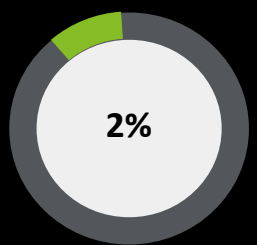
### Automating the process of paying interest on refunds/pre-deposit



Yes



Maybe



No

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# GST amnesty scheme: Need of the hour

Crucial need for one-time resolution of disputes arising from initial years of GST implementation

## Perceived significance of an amnesty scheme

01

A one-time resolution on GSTR 2A versus GSTR 3B mismatches, for the initial years of GST implementation

02

Amnesty scheme for penalty waivers on interpretational issues

03

Amnesty scheme for procedural disputes under GST

04

Amnesty scheme for revenue-neutral cases

Others

Not necessarily as it has been only seven years

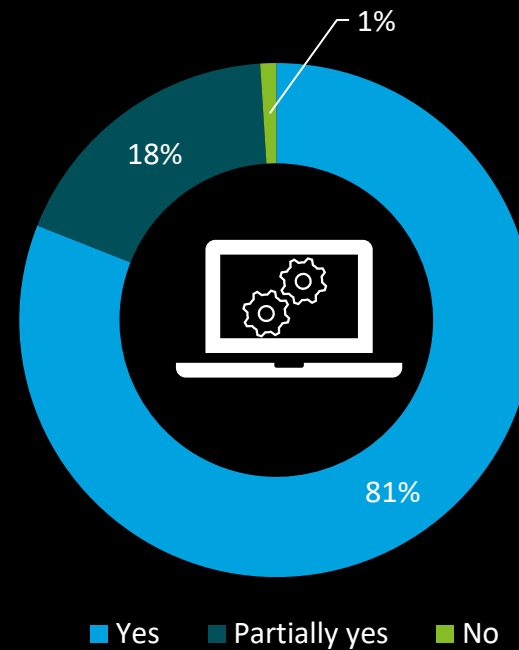
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# Tax technology: Increased adoption of tax technology indicating operational efficiencies and reduced compliance cost

Respondents' satisfaction with IT systems increased from 44 percent in 2022 to 81 percent in 2024 across industries

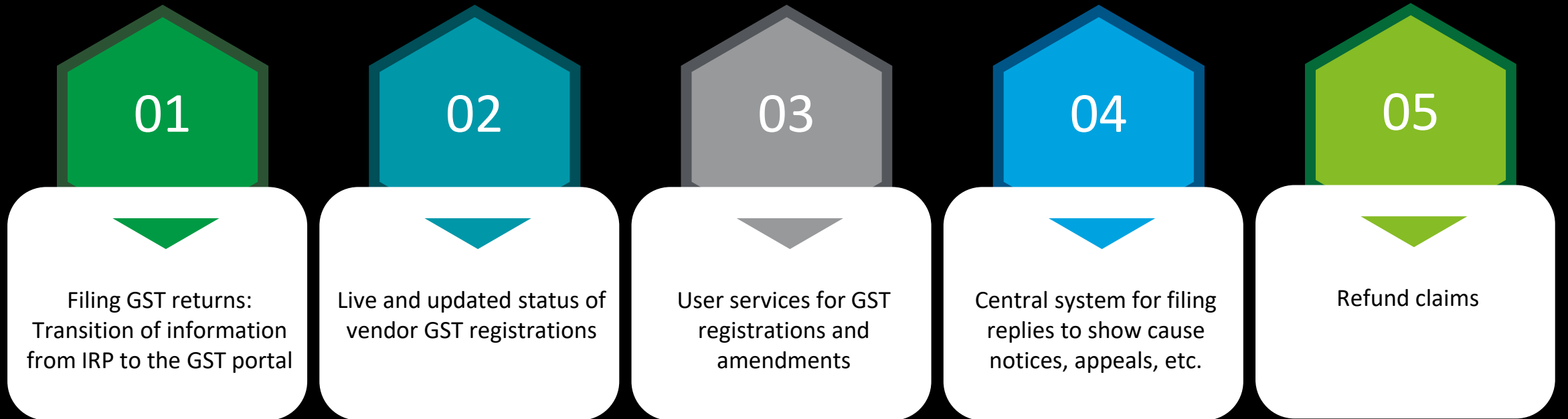
Satisfaction with the IT systems to comply with GST regulations



# GSTN portal: Useful features

Filing of GST returns emerged as the top-most user-friendly feature among other existing features of the GST common portal

## User-friendly features of the GST common portal

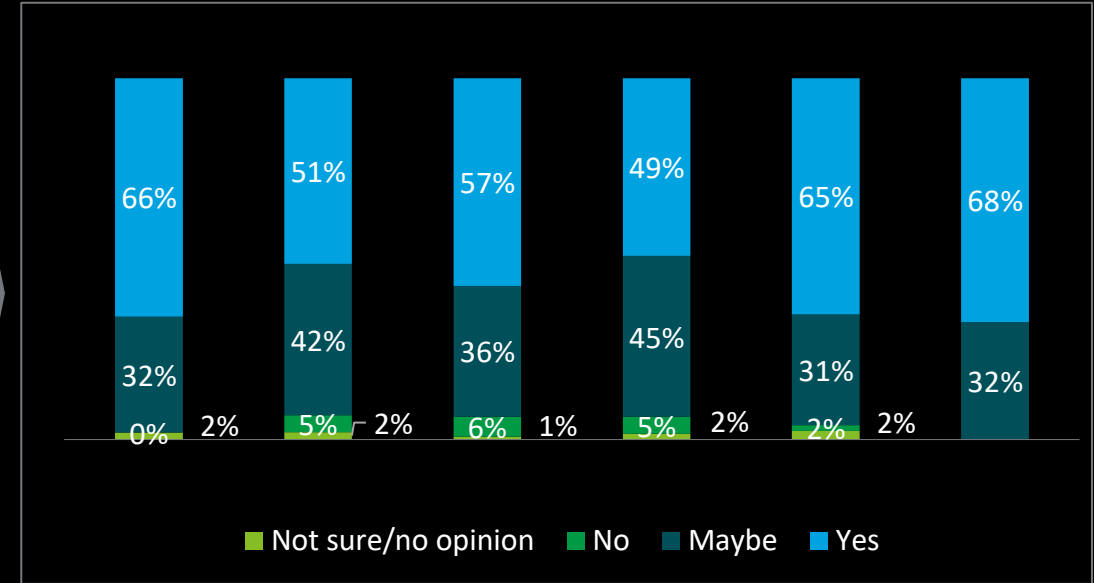
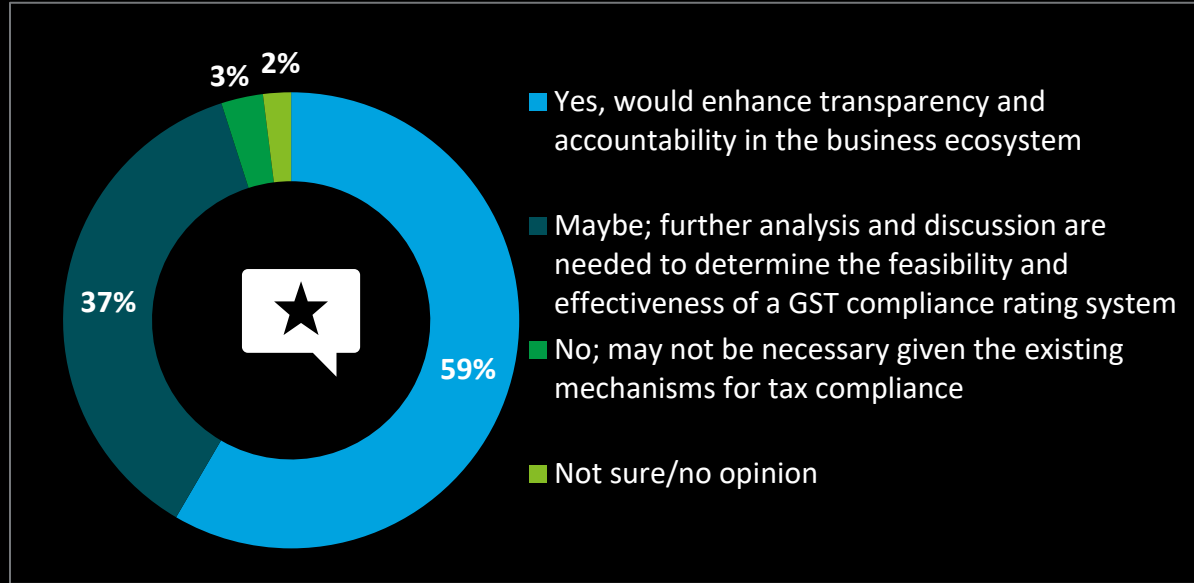




# GST compliance rating system: Incentivising compliance

Need for immediate implementation for better vendor management and reduction in GST costs

## Perception of GST compliance rating system in GST 2.0



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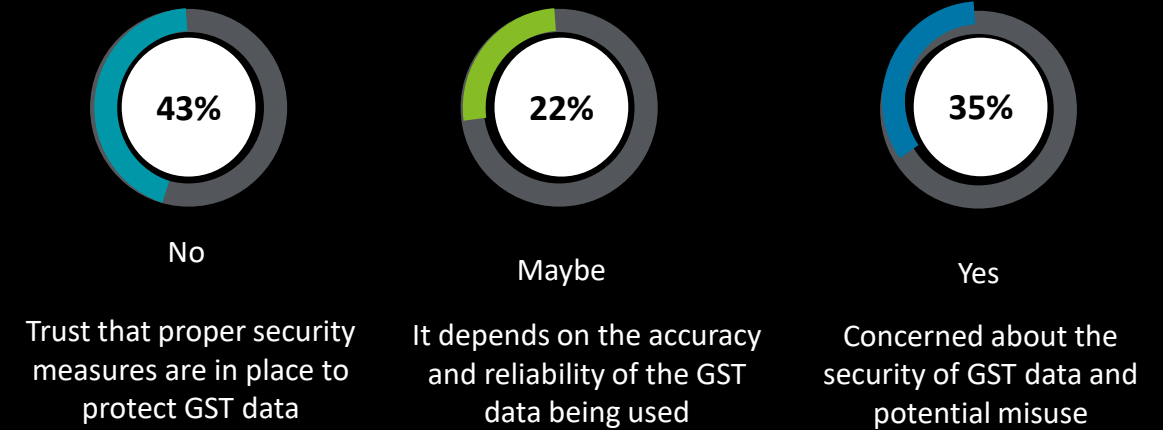
# GSTN of the future: Facilitating business analytics and data security

## Role of GSTN in optimising capabilities and trust

### Role of GSTN in facilitating business analytics

- 01 Offering insights into sales trends, customer behaviour and market dynamics
- 02 Providing customisable analytics dashboards tailored to specific business needs
- 03 Enabling predictive analytics to forecast demand and optimise inventory management
- 04 Integrating with third-party analytics tools for deeper analysis and visualisation of data

### GST data security concerns



• 65 percent respondents felt that the security measures by GSTN are sufficient to facilitate enhanced business analytics for operational insights.

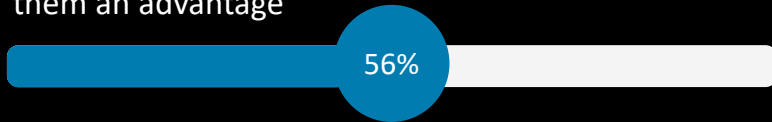
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# GST data analytics: Unlocking business insights

## Comparison of benefits to large versus smaller businesses

### Benefits of GST data for analytics (large versus smaller businesses)

Yes, larger businesses have more resources to ensure GST compliance, giving them an advantage



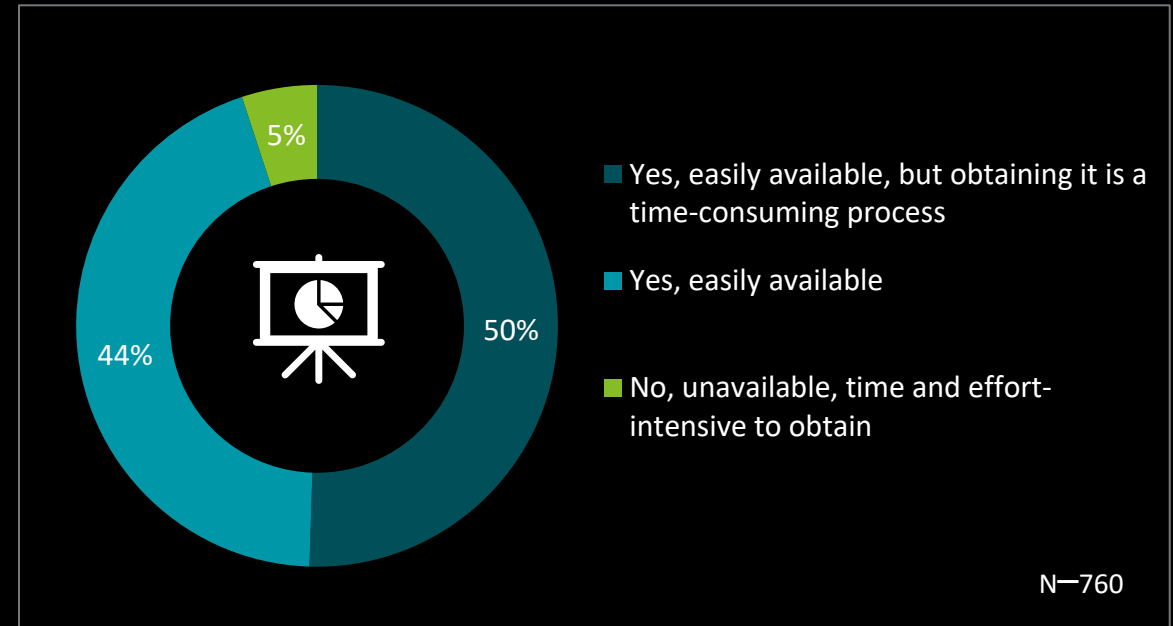
Maybe, smaller businesses will face challenges with GST compliance, but the benefits of using GST data can still outweigh the challenges



No, using GST data benefits businesses of all sizes by providing transparency and accountability



### Suitability of system design for availability of real-time data access to small sellers for compliance



# Simplifying GST registration process: Embracing new-age businesses

## Embracing efficiency and clarity through uniform documentation and virtual visits

### Preferred approach for simplifying GST registration process

1

Implement a PAN India-level and uniform list of documentation for obtaining or amending GST registrations

2

Virtual visits for on-site premises verification

3

Guidelines on registration requirements for co-working spaces

4

Operationalising the addressal of registration-related grievances in a time-bound manner

5

Allowing the filing of multiple simultaneous registration applications

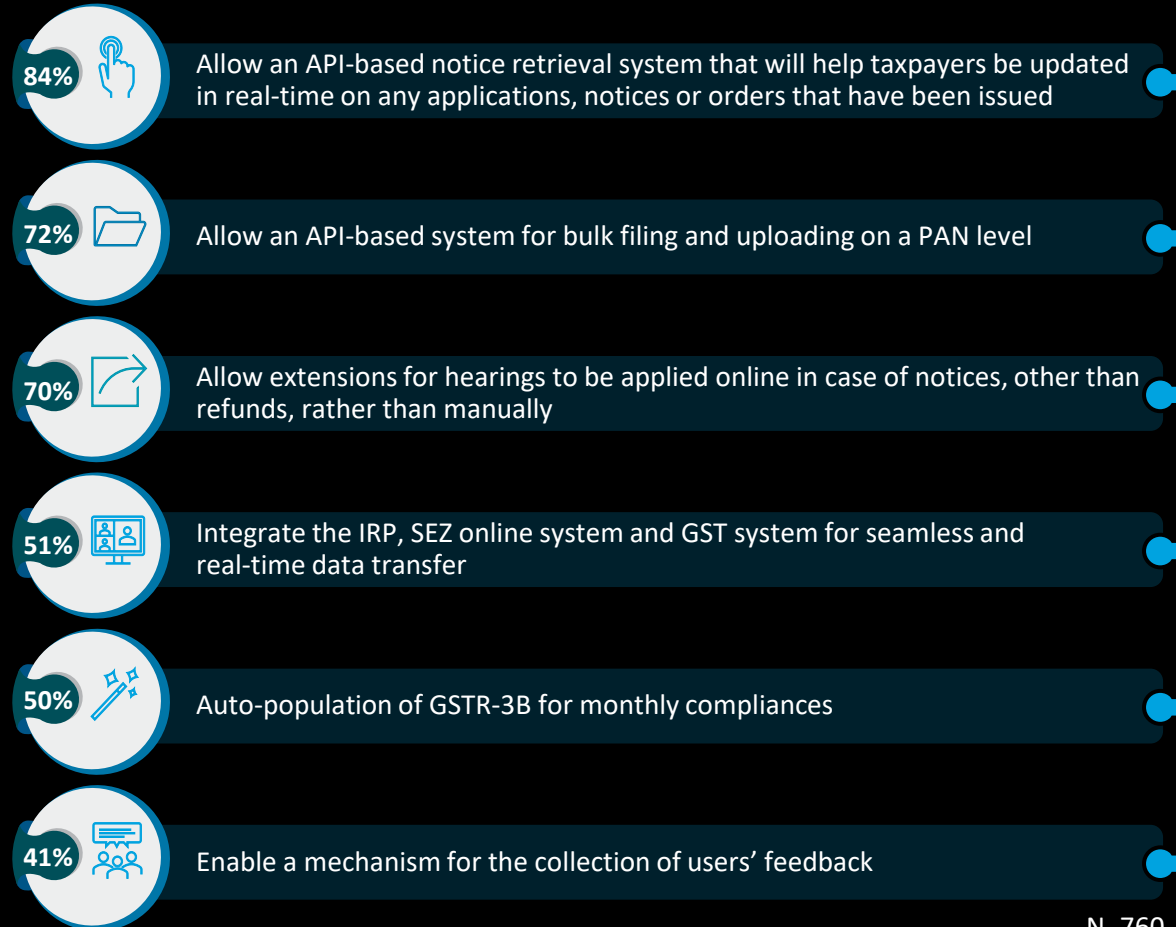
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Mandatorily providing an opportunity to be heard before rejection of registration applications

# GSTN features: Strategic initiatives and measures against tax evasion

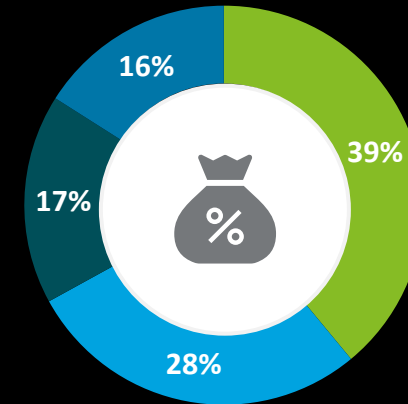
API-based notice retrieval, bulk filing and integrated systems are key industry requirements

## GSTN portal features for better compliance and tracking



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## Measures for plugging tax evasion



- Use of data analytics to identify missing links in the supply chain
- Integration of income tax and MCA with the GST database
- Simplification of GST provisions and rate rationalisation
- Issuance of notices on identification of variance in data reported

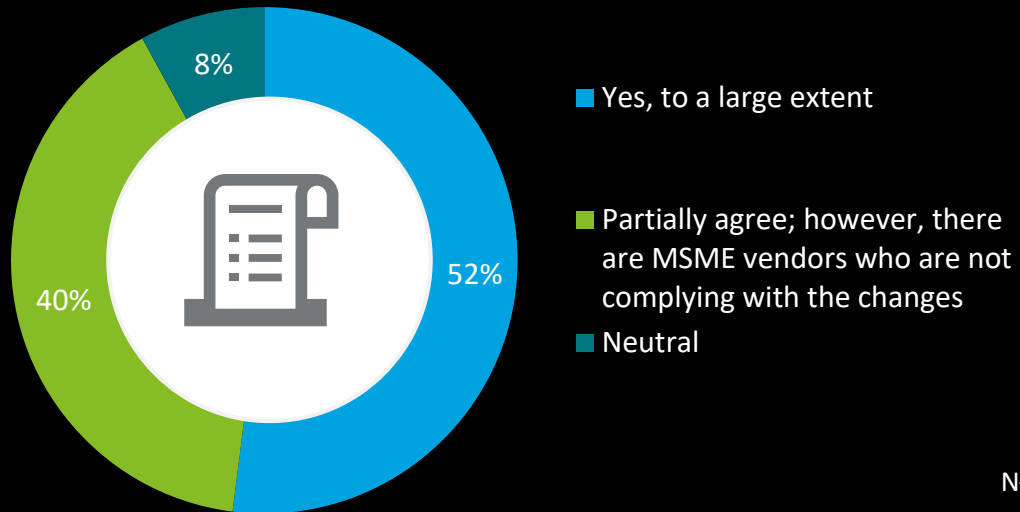
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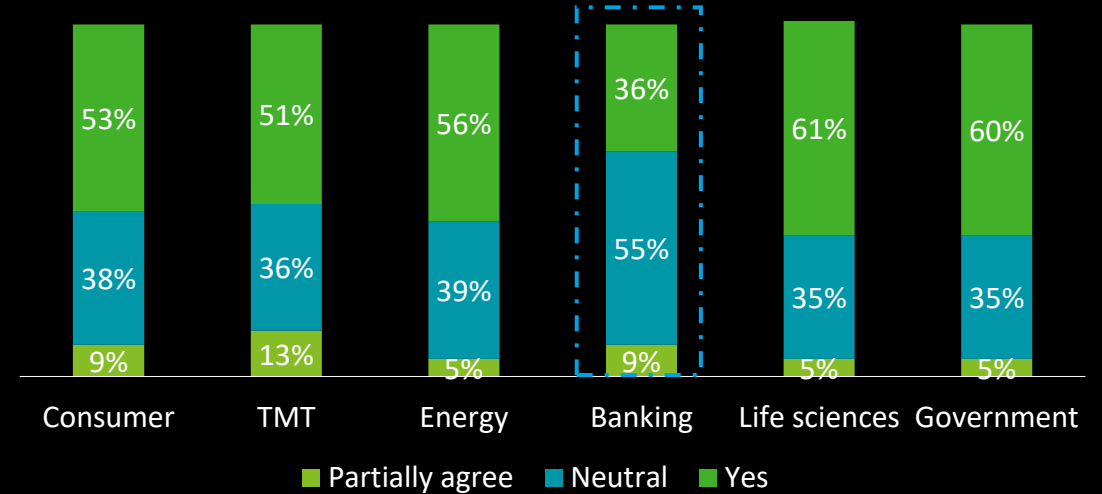
# E-invoice: Threshold reduction for increased compliance, data accuracy and future-readiness

Overall support for lower threshold limits is positive and encouraging

## Need to reduce the threshold limit for generating e-invoices



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# Paperless invoicing: Facilitator for MSME growth

Paperless invoicing is perceived as effective in streamlining vendor compliance

Does paperless invoicing facilitate the growth of the MSME sector?

Yes, to a large extent

48%

Partially agree; however, there are MSME vendors who don't comply with the changes

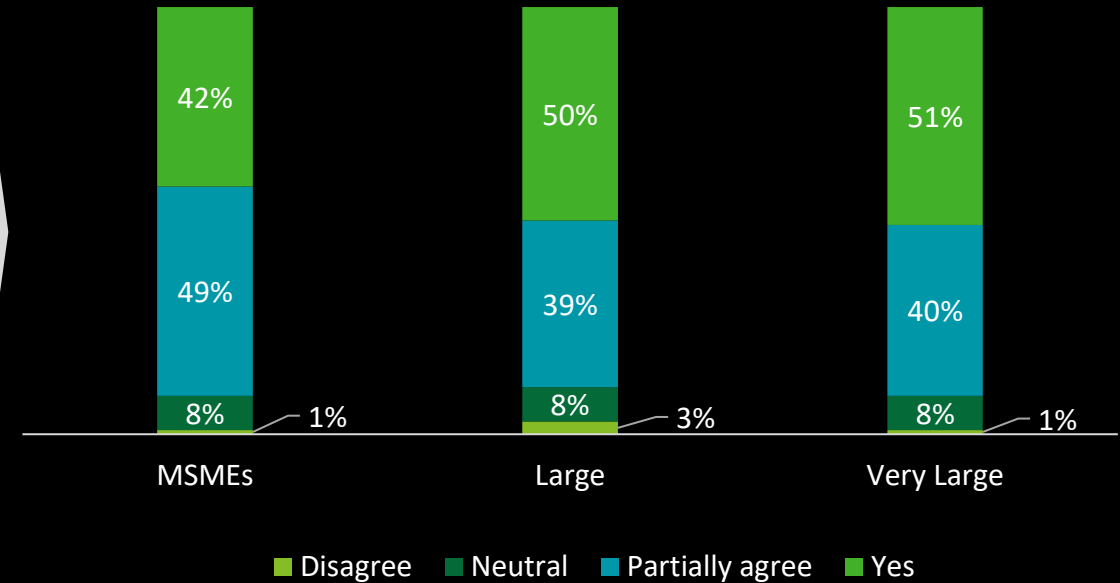
42%

Neutral

8%

Disagree, the cost of implementing paperless invoicing is a burden to MSME vendors

2%



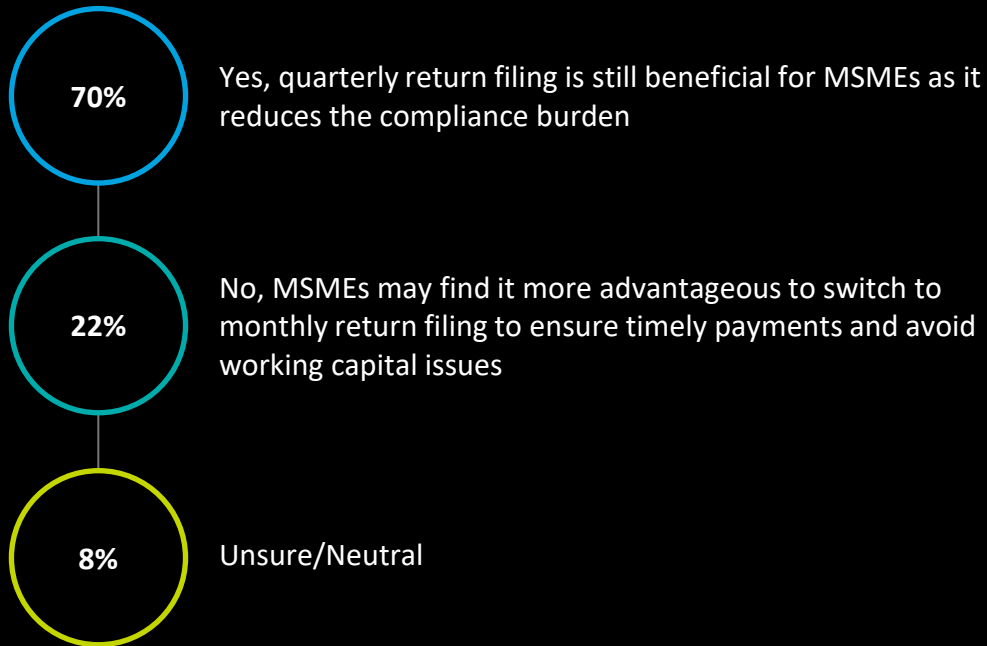
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# Focus on MSMEs: Relief measures

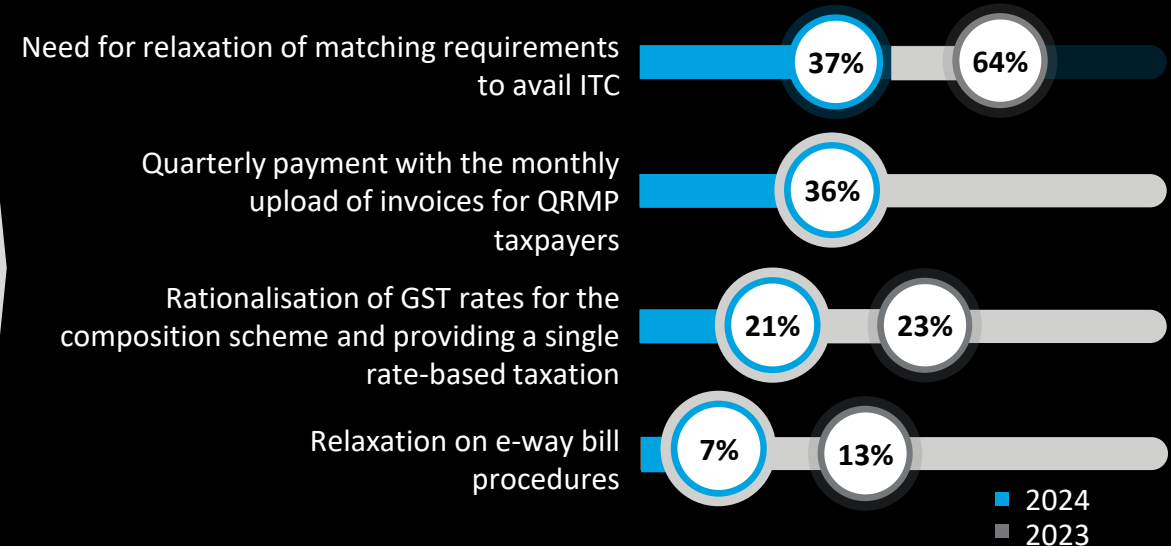
Availing ITC and quarterly payments with monthly invoice upload are the top-ranked relief measures for MSMEs

## Attractiveness of quarterly return filing for MSMEs



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## Relief measures for MSMEs under GST



# GSTN features: Automation of loan processes

Using GST data received strong approval across industries and business sizes; this is attributable to the potential benefits of automation that includes improved efficiency and reduced processing time

## Automation of loan application processes using GST data

Yes, automation with GST data significantly improves efficiency and reduces processing time



Maybe, it depends on the accuracy and reliability of the GST data being used



No, automation may not necessarily improve efficiency and could lead to errors in processing



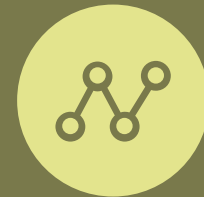
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# Executive summary



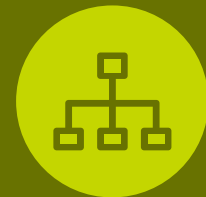
## • Enhanced positive sentiment on GST implementation •

- **Growing confidence in GST:** About 84 percent of respondents recognised GST's positive perception (up from 59 percent in GST@5 and 72 percent in GST@6) paving the way for reforms in GST 2.0.
- **Operational impact:** 73 percent cited competitive pricing as GST's greatest business operational benefit (up from 56 percent in GST @5 and 61 percent in GST@6).
- **Top performance areas:** Automation of tax compliances and e-invoicing/e-way bill initiatives continue to be voted as top performance areas, followed by issuance of circulars/instructions.



## • Key structural recommendations •

- **GST 2.0 priorities:** Rationalising GST rates, enhancing dispute resolution and resolving legal ambiguities
- **Measures to boost sectoral growth:** High emphasis on removing input tax credit restrictions (very large: 87 percent, large: 83 percent, MSMEs: 88 percent)
- **Unlocking liquidity:** Unanimous response across sectors on the need for cross-utilisation of CGST credit for multi-state businesses



## • Ease of doing business •

- **Need for increased focus on EoDB:** 88 percent report ease of doing business challenges during an audit, indicating an opportunity for simplification, technology integration, capacity building and collaboration. Nearly 79 percent faced multiple audits by both central and state authorities, while 78 percent reported tax recovery initiated before their appeal period ended.
- **Key challenges:** Adapting to evolving tax regulations and reporting demands emerge as the top challenge across sectors.
- **Reforms in GST 2.0:** The need for redressal of challenges around parallel/multiple audits, long-drawn audits and expansive legal interpretations continues.



## • Dispute resolution •

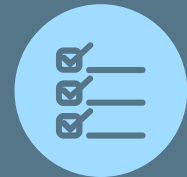
- **Specific clarifications:** Respondents indicated the need for clarification on related party corporate guarantees, export of services (intermediary and performance-based), deemed import transactions and credit eligibility, including for past periods.
- **Extension of audit timelines:** About 91 percent support extending audit timelines to resolve issues and enhance compliance.
- **Alignment of pre-deposit percentages with the pre-GST regime-central tax laws:** Over 70 percent emphasize aligning pre-deposit requirements for GST appeals with the pre-GST regime.
- **Faceless assessments:** Nearly 88 percent support faceless assessments in GST 2.0.
- **Amnesty scheme:** It is viewed as crucial for resolving procedural disputes for initial years under GST.
- **API-based notice retrieval:** About 84 percent support an API-based notice retrieval system as a top priority for the GSTN portal.





## • Adoption of robust tax technology aided in improved compliance •

- **IT system readiness:** Nearly 81 percent of respondents feel their IT systems are GST-ready and capable of meeting compliance requirements (up from 44 percent in 2022).
- **Government efforts:** Close to 67 percent appreciated government efforts in compliance digitisation.
- **Top performance areas:** Tax compliance automation, e-invoicing and e-way bills continue to top the charts on key performance areas.
- **E-invoicing benefits:** Nearly 92 percent expressed satisfaction with e-invoicing.
- **MSME Support:** About 69 percent of MSMEs support e-invoicing and e-way bills (higher than large and very large businesses).



## • Leveraging GST data •

- **Compliance rating system:** Strong support with over 95 percent of respondents across sectors and business sizes rooting for the implementation of compliance rating systems.
- **Top-ranked benefits of insights from GST data:** Sales trends, customer behaviour, market dynamics and customisable analytics dashboard.
- **Additional features on GSTN:** API-based notice retrieval system, API-based system for bulk filing and uploading on a PAN level, end-to-end dispute resolution management online and complete integration (of the IRP, SEZ online system and GST system) receive more than 50%.
- **Curbing tax evasion:** About 39 percent believe data analytics helps identify missing links in the supply chain.



## • Optimising facilitation and MSME measures •

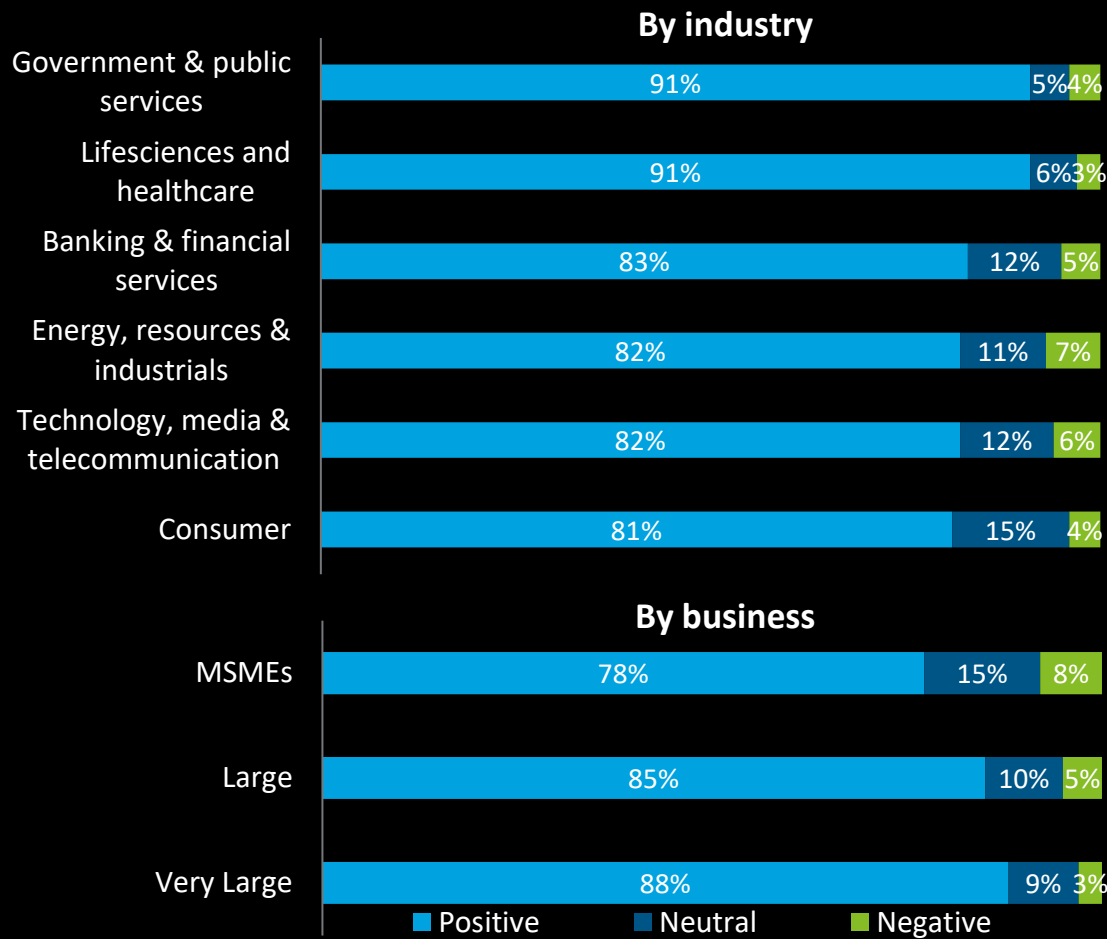
- **E-invoicing expansion:** About 92% of respondents acknowledge the benefits of e-invoicing and agree that a further reduction in threshold would enhance data accuracy and future-readiness.
- **Paperless invoicing:** About 90 percent support the introduction of B2C e-invoicing although, 42 percent of these acknowledge the need for MSME to embrace the initiative for its success.
- **Simplification of registration process:** PAN India-level uniform list for GST registrations followed by virtual visits for on-site verification and clear guidelines for co-working spaces emerge as key initiatives to be implemented for simplification of registration processes.
- **Relief measures for MSMEs:** Nearly 70 percent of respondents continue to believe that the quarterly filing mechanism for MSMEs is beneficial and improves compliance.



# Growing confidence: Perception of GST on the rise as we move towards GST 2.0

## Sectoral insights

### Perception of GST's 7-year journey



- Very large and large businesses expressed higher levels of optimism for GST than MSMEs indicating ongoing challenges in GST adoption and implementation for smaller firms.
- The positive perception is particularly stronger for the lifesciences and government industries with a significantly high majority (91 percent) of respondents conveying satisfaction.



# Operational impact

## Sectoral insights

MSMEs reported skewed perception of GST's impact on competitive pricing than large and very large corporates indicating the need to optimise the current GST framework for streamlining cost structures of smaller businesses

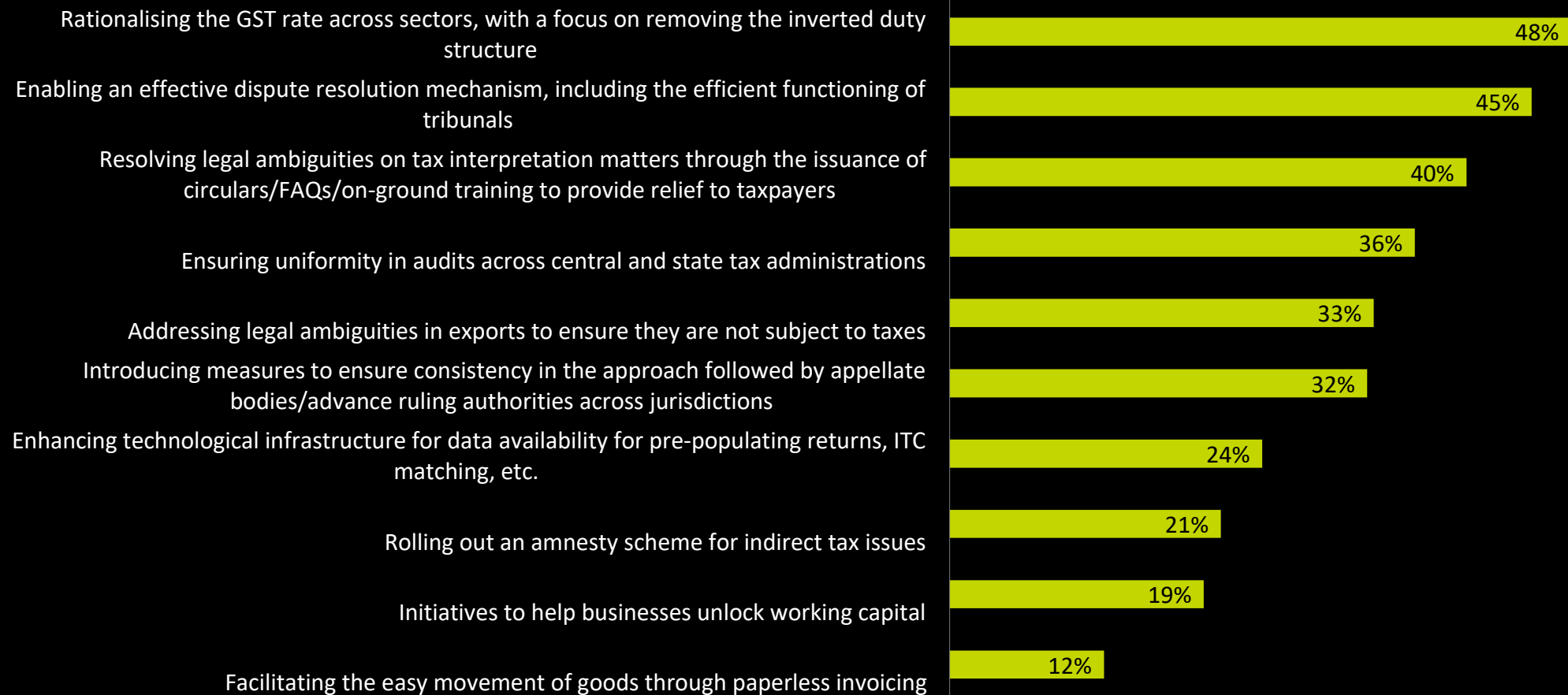
Measures	Consumer	Technology, media & telecommunication	Energy, resources & industrials	Banking & financial services	Lifesciences & healthcare	Government and & public services	MSME	Large	Very Large
Competitive pricing of goods/services	75%	69%	68%	75%	75%	75%	69%	72%	75%
Supply chain optimisation	75%	60%	73%	53%	83%	78%	70%	69%	70%
Reduction in the GST	75%	59%	72%	55%	76%	71%	66%	69%	68%
Compliance digitalisation	63%	72%	61%	72%	60%	77%	64%	67%	69%

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# Priority areas for GST 2.0: Recommendations for the government

## Areas for improvement

**Top recommended priorities for the government**





# Boosting sector growth: Key initiatives

## Liberalising Input Tax Credits and rationalising GST rates across supply chain

Measures	Consumer	Technology media & telecommunication	Energy, resources & industrials	Banking & financial services	Lifesciences & healthcare	Government & public services	MSME	Large	Very Large
Removing restrictions on input tax credits in some cases, such as in relation to employees and the set-up of commercial infrastructure	91%	93%	81%	83%	83%	82%	88%	83%	87%
Rationalising GST rates for the entire supply chain	81%	76%	83%	77%	82%	77%	79%	81%	77%
Unlocking of working capital measures, e.g., trading GST credit as scripts	72%	75%	79%	78%	80%	82%	74%	80%	76%
Promoting exports by liberalising export rules under the GST law	70%	68%	68%	61%	80%	77%	69%	64%	76%
Addressing the inverted duty structure in a holistic manner	67%	65%	74%	70%	69%	70%	73%	69%	66%
Expanding the GST net to include electricity and petroleum products	63%	57%	66%	57%	56%	65%	54%	65%	61%
Removing disparities and inconsistencies in respect of services where aggregator tax under Section 9(5) of the CGST/5(5) of the IGST Act applies	46%	54%	48%	66%	50%	48%	54%	52%	51%

# Audit and assessment proceedings: Challenges and opportunities for improvement

## Sectoral insights

Measures	Consumer	Technology, media & telecommunication	Energy, resources & industrials	Banking & financial services	Lifesciences & healthcare	Government & public services	MSME	Large	Very Large
Audit challenges include a lack of sector-specific expertise, a pro-revenue approach, aggressive audit techniques for non-fraud cases and long-drawn proceedings	86%	88%	88%	89%	88%	94%	87%	87%	91%
Multiple/parallel proceedings by the central and state GST authorities	82%	81%	74%	79%	79%	77%	77%	82%	78%
Recovery of tax dues before the expiry of the appeal period	78%	78%	80%	84%	73%	74%	79%	81%	75%
Lack of understanding of new-age business models vis-à-vis registration provisions, including invocation of powers by GST authorities for registration suspension (without an opportunity to be heard), suo-moto credit blocking	71%	72%	75%	75%	73%	77%	74%	72%	74%
Challenges in obtaining refunds	69%	68%	65%	63%	60%	61%	70%	62%	64%
Increased reporting throughout the compliance and audit/scrutiny proceedings	58%	68%	62%	69%	65%	66%	63%	66%	64%



Key themes	Consumer	Technology, media & telecommunication	Energy, resources & industrials	Banking & financial services	Lifesciences & healthcare	Government & public services
<b>Perception of GST's 7-year journey</b>	Positive – 81% Neutral – 15%	Positive – 82% Neutral – 12%	Positive – 82% Neutral – 11%	Positive – 83% Neutral – 12%	Positive – 91% Neutral – 6%	Positive – 91% Neutral – 5%
<b>Positive impact areas</b>	Competitive pricing of goods/services	Compliance digitalisation	Supply chain optimisation	Competitive pricing of goods/services	Supply chain optimisation	Supply chain optimisation
<b>Key areas of government's performance</b>	Automation of tax compliance	Automation of tax compliance	Introduction of e-invoicing/e-way bill facility	Automation of tax compliance	Automation of tax compliance	Automation of tax compliance
<b>Key priorities of government</b>	Rationalising the GST rates	Effective dispute resolution mechanism	Effective dispute resolution mechanism	Rationalising the GST rates	Rationalising the GST rates	Rationalising the GST rates
<b>Growth measures in GST 2.0</b>	Removing input tax credit restrictions	Removing input tax credit restrictions	Rationalising GST rates for entire supply chain	Removing input tax credit restrictions	Removing input tax credit restrictions	Removing input tax credit restrictions
<b>Challenges in ease of doing business</b>	Audit challenges including lack of sector-specific expertise and aggressive audit techniques					
<b>User-friendly features of GST portal</b>	Filing GST returns, information transition from IRP to GST portal	Filing GST returns, information transition from IRP to GST portal	Filing GST returns, information transition from IRP to GST portal	Filing GST returns, information transition from IRP to GST portal	Live and updated status of vendor GST registrations	Live and updated status of vendor GST registrations



Key themes	Consumer	Technology, media & telecommunication	Energy, resources & industrials	Banking & financial services	Lifesciences & healthcare	Government & public services
<b>Key challenges in GST law compliance</b>	Increased regulations and reporting demands	Increased regulations and reporting demands	Increased regulations and reporting demands	Increased regulations and reporting demands	Denial of refund and/or demands on export revenue	Increased regulations and reporting demands
<b>Key focus areas in dispute resolution mechanism</b>	Due consideration to taxpayers' submissions	Due consideration to taxpayers' submissions	Instructions to streamline submission of documents	Instructions to streamline submission of documents	Instructions to streamline submission of documents	Instructions to streamline submission of documents
<b>GST data security concerns</b>	No – 21% Yes – 54% Maybe – 25%	No – 45% Yes – 33% Maybe – 22%	No – 44% Yes – 31% Maybe – 24%	No – 49% Yes – 30% Maybe – 20%	No – 51% Yes – 32% Maybe – 17%	No – 61% Yes – 19% Maybe – 19%
<b>Measures to plug tax evasion</b>	Use of data analytics to identify missing links in the supply chain					
<b>GSTN portal features to improve tracking and compliance</b>	Allow an API-based notice retrieval system to update taxpayers in real-time on applications or orders that have been issued					
<b>Need for a GST compliance rating system in GST 2.0</b>	Yes, implementing a GST compliance rating system would enhance transparency and accountability in the business ecosystem					



Key themes	Very large (Above INR 3,000 crore)	Large (INR 250-3,000 crore)	MSME (less than INR 250 crore)
Perception of GST's 7-year journey	Positive – 88% Neutral – 9%	Positive – 85% Neutral – 10%	Positive – 78% Neutral – 15%
Positive impact areas	Competitive pricing of goods/services	Competitive pricing of goods/services	Supply chain optimisation
Key areas of government's performance	Automation of tax compliance, including filling out returns		
Key priorities of government	Rationalising the GST rate across sectors, with a focus on removing the inverted duty structure		
Growth measures in GST 2.0	Removing restrictions on input tax credits in some cases, such as in relation to employees and the set-up of commercial infrastructure		
Challenges in ease of doing business	Audit challenges including lack of sector-specific expertise and aggressive audit techniques		
User-friendly features of the GST portal	Filing GST returns, information transition from IRP to GST portal	Filing GST returns, information transition from IRP to GST portal	Live and updated status of vendor GST registrations
Key challenges in GST law compliance	Increased tax regulations and reporting demands from tax authorities		
Key focus areas in dispute resolution mechanism	Issuance of instructions streamlining the documents to be submitted during audits, assessments or any other proceedings		



Key themes	Very large (Above INR 3,000 crore)	Large (INR 250-3,000 crore)	MSME (less than INR 250 crore)
<b>GST data security concerns</b>	No – 44% Yes – 36% Maybe – 20%	No – 44% Yes – 32% Maybe – 24%	No – 42% Yes – 37% Maybe – 22%
<b>Measures to plug tax evasion</b>	Use of data analytics to identify missing links in the supply chain		
<b>GSTN portal features to improve tracking and compliance</b>	Allow an API-based notice retrieval system to update taxpayers in real-time on applications or orders that have been issued		
<b>Need for a GST compliance rating system in GST 2.0</b>	Yes, implementing a GST compliance rating system would enhance transparency and accountability in the business ecosystem		





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