

CAPACITY BUILDING
ON
GOODS AND SERVICES TAX

Feb. to March, 2017



Conducted by

KERALA TAXES and
NACEN, Kochi, GoI

Chapter	Contents	Page No.
1	Messages	5
2	Introduction	7
3	Structure of online training	8
4	Participation for Training Programme	9
5	Training programme	10
6	Details of training centres	10
7	Attendance details	12
8	Training Schedule	13
9	The way forward	15
10	Acknowledgment	16
11	Photos	17



MESSAGE

I am happy to note that the Commercial Taxes Department has conducted online training to all Assessing authorities during February to March, 2017 along with NACEN. This training would have done orientation to all Assessing authorities. I would urge all the staff who have undergone training to take efforts at their individual level to understand GST completely. The Department should do regular online and offline refresher trainings, MCQ sessions, audio-visual aids on training and related subjects. The Department should also cover processes to equip all officials with respect to GST.

The Officials at field level may take actions to engage with all stakeholders, trade organizations, Tax Practitioners and orient them with regard to GST Laws and Processes.

We may take continuous efforts of Capacity building to ensure that Officials, Traders, Tax practitioners, Professionals and people at large are equipped with knowledge regarding GST. If the consumers are fully aware of GST it will promote true disclosures, thereby improving tax administration by leaps and bounds.

I urge all to strive to make Kerala one of the best GST administered State.

I wish all the success to GST roll out.

Dr. T M Thomas Isaac
Finance Minister
Government of Kerala



MESSAGE

I am glad that the Commercial Taxes Department has conducted online Capacity Building Programme regarding Model GST Law along with NACEN. Such trainings shall also be provided to other officials and I hope that all of them will take further efforts to understand GST thoroughly.

Similarly, GST information System training will also be provided to all the stakeholders. The Department may conduct refresher trainings continuously.

I sincerely wish all success for the GST roll out.

P Mara Pandiyan IAS
Additional Chief Secretary
Taxes, Excise, Registration & Forest
Government of Kerala

Goods And Services Tax Training (Functional)

1) Introduction

Goods and Services Tax is a futuristic tax with the goal of making India as one market. India has witnessed major reforms in governance over the past two decades. GST is one of the biggest tax reforms in the finance sector. Conceived as a second generation tax reforms following the introduction of VAT, the dual GST system proposed will be the first of its kind in the world, if one takes into consideration the complex federal structure and sheer scale and size of the field level convergence and operations. It is planned to introduce Goods and Services Tax from July 1, 2017 and thus it is essential for all States to impart training on Model GST Law to all its Officials, especially the officials of the Commercial Taxes Department.

By December, 2016 itself, the Commercial Taxes Department, Government of Kerala along with NACEN, has provided training to 555 officials (both Trainers and field Officials mainly Assessing authorities).

As a second phase, a training on GST Model Law was organised by Kerala Commercial taxes department along with National Academy of Customs, Excise & Narcotics (NACEN) for officials mainly of Assistant Commercial Tax Officers cadre) and for those officials (of and above Assistant Commercial Tax Officers cadre who have missed the earlier training. The total number of officials estimated to be trained during this phase was 1144 officials spread over the State.

Since the financial year is nearly coming to an end, all the officials are busy with revenue mobilization works. At the department level, it would have been a trade off between revenue drive and one complete week dedicated for training including travel time to the training places. Such approach would involve loss of productive working hours, which would adversely affect the day to day working of the Department especially during the year end. Another challenge was that since the training has to be given in every districts and to complete the training within March,2017 itself, parallel batches of training has to be conducted. For such parallel batches more trainers has to be identified. The availability of venues and local arrangements were other issues to tackle.

In order to overcome these constraints and adverse negative impact on Revenue collections ,Commercial Taxes Department has taken an innovative approach of using SMART Class rooms infrastructure which is put up by the Local Self Government Department.

SMART Classroom

Every department including Local Self Government Department is heavily engaged in capacity building. The training load of the LSGD is few lakhs mandays per year. In order to bring efficiency in capacity building efficiency the Department has put up state -of-the-art SMART Classroom with Training nodes at 5 different places Thiruvananthapuram, Kottayam, Kottarkara, Thrissur and Kannur and 28 other peripheral nodes. Out of 5 training nodes, 3 are fully functional and to these 3 training nodes all the 28 field units are attached. At all these nodes there is a sitting capacity of at least 30 personnel. That means one can take a session from any Training Node for all the peripheral units. At any given point of time it is possible to interact or conduct training sessions for around 1000 people.

At Commercial Taxes Department level, it was decided to use this infrastructure. The whole GST system is modern system with IT enabled tax administration. Therefore a thought of using modern methods of training fructified into doing meticulous planning of training for all the remaining staff of the department.

II) Structure Of Training Through Smart Class Rooms

The LSGD has two ordinary training centres in fourteen districts and 3 Special training Centres throughout Kerala. The Special training centres were located at the following places.

Sl.No.	Training Centre	Districts
1	Swaraj Bhavan	Thiruvananthapuram
2	SIRD,	Kottarakkara
3	Kaduthuruthi	Kottayam

All these nodes are mutually connected through WAN. It was so designed that classes will be taken from the above three specialised training centres and the other four or five ordinary nodes will be connected to each of these specialised training nodes. The advantage of this online training was that classes could be simultaneously taken from these three specialised nodes throughout Kerala and interaction between trainers and trainees are also possible. Moreover, trainees can attend the training at training Centres located at their own districts. Since LSGD has agreed to provide all the classrooms free of cost, the training hall rent expenses and related expenses like rent for mike, speakers etc could be saved.

III) Preparation For The Training Program

As, it is a modern methodology to use SMART Classrooms for imparting training to the attendees who are in the remote station, it was essential to orient the Trainers regarding the usage of SMART class room. Therefore one session to orient the trainers was conducted. Even though officials were sceptical at the beginning, as they understood the utility, convenience and effectiveness , they got acquainted with the methodology and use of equipments.

IV) Training Programme

The training programme , as similar to that of first phase, was also for Four days . In order not to disturb the revenue mobilization of the Department during the fag end of the Financial year , the training was so designed that the four days training will be completed in four weeks ie. One day training per week. As the participants come to the nearest places in the same district, it was possible for them to come in the morning and go back in the evening and the next day continue their important works.

The details of online training is provided hereunder.

A) Details Of Training Centres

Sl.No	Special Training Node	Connected Ordinary Training Nodes	Districts
1	Swaraj Bhavan, Thiruvananthapuram.	Adhiyannoor	Thiruvananthapuram
		Vamanapuram	
		Elanthur	Pathanamthitta
		Chengannur	Alappuzha
		Kanjikkuzhy	

	Swaraj Bhavan, Thiruvananthapuram.	Pambakuda	Ernakulam
		Alangadu	
		Idukki	Idukki
		Azhutha	
2	SIRD, Kottarakkara	Mukhathala	Kollam
		Anchal	
		Thalikkulam	Thrissur
		Wadakkancherry	
		Mannarkad	Palakkad
		Alathur	
		Kunnummel	Kozhikode
		Kunnamangalam	
3	Kaduthurity,Kottayam	Erattupetta	kottayam
		Vengara	Malappuram
		Vandoor	
		Payyannoor	Kannur
		Koothuparambu	
		Sulthanbatherry	Wayanad
		Kasargod	Kasargod

B) Attendance details

Training centres		No. of officials attended the training
Swaraj Bhavan, Thiruvananthapuram	Adhiyannoor	118
	Vamanapuram	
	Elanthur	42
	Chengannur	52
	Kanjikkuzhy	
	Pambakuda	91
	Alangadu	
	Idukki	52
	Azhutha	
SIRD, Kottarakkara	Mukhathala	101
	Anchal	
	Thalikkulam	57
	Wadakkancherry	
	Mannarkad	80
	Alathur	
	Kunnummel	80
	Kunnamangalam	
Kaduthurity, Kottayam	Erattupetta	83
	Vengara	49
	Vandoor	
	Payyannoor	67
	Koothuparambu	
	Sulthanbatherry	41
	Kasargod	40
Total		953

C) Training Schedule

Day	Topic
Day-I 21-03-2017	Overview of GST and Model GST Law (CGST & SGST)
	Levy of and exemption from Tax
	Registration
	Filing of returns, ITC & Matching of ITC, Law and Business process. Transitional provisions
Day-I 1-03-2017	Payment of Tax
	ISD – Cross utilization of IGST and funds transfer, transitional provisions
	Overview of IGST Act
	Meaning and scope of supply of goods and service. Place of supply
	Commissioners Statewide Address to trainees.
Day -III 7-03-2017	Time and valuation of supply of goods and service
	Assessment, provisional Assessment and Audit

Day -III 7-03-2017	Demand and Recovery
	Inspection, search, seizure and arrest
	Offences and penalty, prosecution and compounding
Day -IV 14-03-2017	Refunds
	E - Commerce and job work; transitional provisions for job work
	Overall Transitional provisions
	Front-end business processes on GSTN

V) Challenges and benefits:

This was the first time in the history of Commercial Taxes department, online training Programme was conducted to train the officials, which was very challenging. Perhaps CTD Kerala may be the only Department in the country to use such modern technology like SMART Classroom and conducted training for 953 officials. Both trainers from Commercial taxes Department, NACEN and CBEC took classes in the training sessions.

- Acceptance of methodology took time.

- Initially Participants had some complaints regarding audio and visual clarity, however second session onward they were more adaptive and interactive
- In some of the centres, unforeseen events such as power failure disrupted training. For those batches one more session was conducted.
- Some of the nodes, due to disruption of WAN connectivity in video clarity and audio lag issues were experienced there but they were not insurmountable.
- After 9 day's training there was a scope for participants to solve MCQ or reading the text provided to them to get further clarity regarding GST Law.
- LSG Department may think of solving some of these technical issues to improve the SMART CLASSROOM facility
- Commercial Taxes Department can put up such nodes and get connected to this network.

VI) The Way Forward:

The capacity building is an ongoing process. To the remaining Officers, (those who missed the training due to leave or checkpost or Intelligence Squad work), training need to be imparted to them.

The Department will go for 'Peer led' approach. Therefore the trainers in the district will keep on doing mop up rounds for those who want to know more about any particular themes.

Now the draft laws are finalised and hence a refresher course also has to be imparted.

Out of the total themes, services will be focused as the VAT authorities do not have experience of handling services. These refresher courses should also be completed before July, 2017. Deputy Commissioners of all districts were given instructions to identify and create a pool of faculties in each district so that district wise training can be swiftly given. Over and above, a specific module with participation from Source Trainers will be arranged.

VII) Acknowledgements

We sincerely express our gratitude for the coordination and arrangements made by Shri Jayachandran, Team Leader RGPSA, LSGD, Shri. U. Mahesh Kumar, Assistant Director, NACEN, Cochin and Shri. Subramaniam, Assistant Director, NACEN, Cochin for their guidance and excellent support in completing the training successfully.

We appreciate the ground work, coordination, facilitation done by Shri Jayakumar, AC GST Cell and Shri Vijayachandran, CTO GST Cell. I thank all Deputy Commissioners, Deputy Commissioners (Intelligence), Deputy Commissioners (AA), Deputy Commissioners (IA), Deputy Commissioners (Law), all district co-ordinators who worked sincerely to coordinate various activities of the training. We appreciate the preparation done by the trainers who put their hard work in preparing notes and slides to make the class more interesting and content rich.

We also appreciate the assistance given to the teams while conduct of training at respective places by technical team of LSGD, Shri. Dinilkumar.S, MIS Specialist and other technical persons.







