

DGTS, Mumbai Zonal Unit Participates in GST Samvaad Roundtable in Mumbai

DGTS Engages with MSME Stakeholders at GST Samvaad Roundtable in Mumbai

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The Directorate General of Taxpayer Services (DGTS), Mumbai Zonal Unit (MZU), participated in the GST Samvaad – Roundtable Consultation held in Mumbai on April 17, 2026. The event provided a platform for interaction between GST authorities and stakeholders, particularly from the MSME sector to deliberate on issues related to GST compliance, policy developments and facilitation measures.

Shri Sumit Kumar, Principal Additional Director General, DGTS, MZU along with officers of the unit actively engaged with stakeholders during the roundtable. Their participation reflects DGTS's continued commitment to strengthening taxpayer outreach and fostering constructive dialogue with industry.



The consultation was organised by India SME Forum, a leading organisation representing MSMEs across the country. The initiative aims to bridge the gap between taxpayers and policymakers by facilitating discussions on practical challenges and policy interventions under the GST framework.

Key discussions during the session focused on recent GST developments, including compliance-related challenges, procedural simplifications, and facilitation measures for MSMEs, especially those operating in digital, e-commerce, and multi-state environments. Participants also deliberated on emerging areas such as the GST Appellate Tribunal (GSTAT), rate rationalisation, refund mechanisms, registration processes and technological systems like the Invoice Management System (IMS).



DGTS officers shared insights on taxpayer services, grievance redressal, and the importance of awareness initiatives in improving compliance. Shri Sumit Kumar addressed queries and concerns raised by participants and encouraged collaboration with trade bodies for organising taxpayer education programmes. He also highlighted an upcoming outreach programme scheduled for April 24, 2026, in collaboration with CII, Western Region, on the Duty Deferment Facility and AEO Scheme under Customs.

The roundtable concluded with a shared emphasis on simplifying procedures, reducing compliance burden, and improving ease of doing business for MSMEs. The feedback received is expected to contribute to strengthening the GST ecosystem.

DGTS, under CBIC, plays a key role in taxpayer awareness and grievance redressal. During FY 2025-26, DGTS, MZU conducted 62 outreach programmes. Recent initiatives include sessions on GST awareness, grievance redressal, and sector-specific education.

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