

Problem faced by the Taxpayer	Probable Cause	Suggested action by the tax authorities
Taxpayer has not got Provisional ID and Password	Taxpayer's PAN has not been validated and hence Prov ID was not created by GSTN.	The circle in charge should check the list from Nodal officer of the department and confirm this fact to the taxpayer. VAT Department should take steps to validate the PAN and share the VAT-TIN and PAN with GSTN so that Prov ID can be issued.
	Taxpayer has multiple VAT-TINs against one PAN in the State.	Such cases are kept on hold by GSTN awaiting decision of GST Council Secretariat. Such cases will be taken up in January 2017 when their Prov ID and password will be communicated. The taxpayers should be advised to wait till then.
Prov ID and password is not working	Taxpayer has changed his PAN after December 2015. The Prov ID was issued on using old PAN as new PAN was not communicated by VAT department to GSTN.	If any amendment application is pending with VAT Department in this regard, the same should be cleared on priority. The new PAN along with VAT-TIN be communicated to GSTN after validating the new PAN. New Provisional ID and password will be issued by GSTN and communicated to State Tax Authority.
Taxpayer is not able to access GST portal after creating User ID	Taxpayer has forgotten the password	He should answer the security questions on GST portal under forgot password option to retrieve the password.
	Taxpayer has forgotten the password as well as the answers to security questions	The mechanism is being developed to enable such taxpayers to retrieve the password. The new mechanism has to ensure that password goes to the genuine taxpayer and not to an imposter. The taxpayers who have called up the Helpdesk and got Tickets issued, will be contacted by Helpdesk soon.