

National Conference on GST

Organised by GST & Indirect Taxes Committee

Hosted by Pune Branch of WIRC of ICAI

28th-29th June 2024

Panel Discussion on "How to Manage office between recent updates, technologies, compliance, consultancy & litigation" featuring expert panelists sharing their knowledge and strategies.



Recent Updates in GST

1

Staying Updated

How do you keep yourself updated with the regular updates in GST laws? How do you keep track of GST council decisions and subsequent notifications?

2

Client Education

How are clients updated on day-to-day changes? What strategies do you use to educate clients on new GST provisions?

3

Staff Training

How are office staff updated on day-to-day changes?

Technology in GST Practice

1 GST Software

Which softwares are used by you in office for GST?

3 Monthly GST Workings

How monthly GST workings are done at your office? Whether any software / excel / macros? How do you ensure accuracy of filing?

2 GSTR-2B Automation

Is there any software available which directly sends GSTR-2B to your clients?

4 Notice Tracking

How do you keep track of online notices issued to clients?

AI in GST Practice

AI Implementation

How will AI help improve your office with respect to GST practice?

Current Actions

What actions have you taken to impart AI in your office work?



Dispute Resolution

How do you prevent compliance related mistakes or disputes with the clients and how to handle them once made?

1

Compliance Management

How do you keep track of compliance practices and ensure everything is up to date? How do you ensure that all replies are filed within the due date? How do you manage Appeal hearings and various department audit hearings?

2

Data Security

With Personal data protection act introduced, what measures do you take to ensure data security and confidentiality in your office? How do you handle data breaches or security incidents?

3

Practice Management

Work Allocation & Performance Measurement

How do you allocate work to your team and measure their performance? Do you use any specific software for these processes?

Invoicing & basis of charging

What is your basis for charging GST consultancy and litigation services, and how do you ensure that invoices for services provided are raised on time?

Quality Control

How do you ensure control over quality of work done by staff ?

Client Feedback and Service Improvement



Feedback Collection

How do you gather feedback from clients regarding your services?



Analysis

How is client feedback analyzed to improve services?



Implementation

What steps are taken to implement improvements based on feedback?



Thank You