APPENDIX – I - QUESTIONNAIRE

My name is Swati Athvankar. I’m a PhD student at the JJT University of Rajasthan, supervised by Dr. Subhash Desai. My research aims to evaluate and document the understanding and expectations from the proposed Goods and Services Tax (GST) to be introduced in India.

You are being invited to take part in this research because your experience with taxation and the financial services industry coupled with your knowledge of the proposed GST will greatly expand my understanding of the overall experience of GST as part of my academic study.

The data from this study will be used in the completion of my doctoral programme, and it may be included in my doctoral thesis, journal articles, and presented at conferences. Your response will be anonymous, and so anyone who takes part in the research will not be identified.

This survey will take about 5 – 10 minutes. Most questions are multiple choice and we ask that you simply provide us with your best answer.

Completion of the survey will be treated as explicit consent to participate in the research. Because the survey is anonymous, it is not possible to withdraw from the participation after the submission of questionnaire.

_________________________________________

Survey (business) - GST experiences and views
1. Name and address of the business

2. Name and contact details of the interviewee

3. Number of members in the tax team

   - □ 0-5
   - □ 6-10
   - □ More than 10

4. Whether separate indirect tax team?

   - □ Yes
   - □ No
   - □ Not Applicable

5. If yes number of members in tax team for indirect tax

   - □ 0-5
   - □ More than 5
   - □ Not Applicable

6. % of indirect tax paid to total tax paid by the business – By the business/by clients

<table>
<thead>
<tr>
<th>Financial year</th>
<th>% of IDT to total tax</th>
<th>0-10%</th>
<th>11-25%</th>
<th>26-50%</th>
<th>More than 50%</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY 2011-12</td>
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<tr>
<td>FY 2012-13</td>
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<tr>
<td>FY 2013-14</td>
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</tbody>
</table>

7. Do you agree with the following statements in relation to the existing service tax laws?
<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Statement</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Strongly Disagree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Existing Service Tax Laws are clear and plain on the timing of the payment</td>
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<tr>
<td></td>
<td>Existing Service Tax Laws are clear and plain on the value of the taxable service</td>
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<tr>
<td></td>
<td>Existing Service Tax Laws are clear and plain on the method of payment</td>
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<tr>
<td></td>
<td>Existing Service Tax Laws are clear and plain on the applicability of the tax</td>
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<td></td>
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</tbody>
</table>

8. Does the department apply the existing service tax laws fairly?

☐ Yes
☐ No

9. Have you faced practical difficulties in compliances under the current service tax requirements? If yes, give examples

☐ Yes
☐ No

Examples - __________________________________________________________
__________________________________________________________
__________________________________________________________
10. Have you ever encountered technical problems with the tax (e.g., uncertainty as to whether the service tax applied to a transaction you were involved with/your client was involved with).

☐ Yes
☐ No

Examples - ________________________________________________________________
______________________________________________________________
______________________________________________________________

11. Is the available legislation in relation to the proposed GST satisfactory or do you feel need for more clarity?

☐ Yes - Satisfactory
☐ No – Need more clarity

12. Can you comment on the following in relation to the existing provisions of service taxes impacting the financial services industry:

Whether the banking services as included in the negative list is satisfactory or not?
Whether the definition can be amended to reduce litigation? (Discount income to be specifically included – currently addressed only in the education guide)

☐ Yes satisfactory
☐ No – Needs to be amended for more clarity

Whether the exclusions to the definition of services are satisfactory or not? (Secured Debts are not specifically included – currently addressed only in the education guide)

☐ Yes satisfactory
☐ No – Needs to be amended for more clarity

Whether the definition of securities is satisfactory? (Securities as defined by Reserve Bank of India – ‘RBI’ are still not specifically covered – currently addressed only in the education guide)

☐ Yes satisfactory
☐ No – Needs to be amended for more clarity
Whether the existing definition of banking services as included in the negative list is very clear? – (Eg to add Income on securities and services provided to RBI)

☐ Yes Very clear
☐ No – Not clear

Whether taxability of financial services transactions in terms of “place of supply” is clear and unambiguous? If yes, are you clear on the state in which the financial service would be provided under the proposed GST regime and whether Rule 3/9 of the Place of Provision of Service Rules, 2012 – ‘POPS’ would apply?

☐ Yes clear on applicability of POPS
☐ No – POPS needs to be amended for more clarity

Whether it is clear that Rule 3 of place of supply rules applies to financial services?

☐ Yes clear
☐ No not clear

Whether current law is clear on the taxability of interchange income received by issuing banks?

☐ Yes
☐ No

13. Are you aware of the taxing provisions for financial services under GST regime globally? Can you suggest any provision which could be incorporate into the Indian scenario?

☐ Yes
☐ No

Comments - ______________________________________________________

_______________________________________________________________

_______________________________________________________________

14. The taxability of the interstate transaction under the proposed GST is based on the following:
Central GST ‘CGST’/ State GST – ‘SGST’ and Integrated GST – ‘IGST’
C-VAT model for interstate transactions

Which of the above do you think is a better option?

☐ IGST  ☐ C-VAT

15. Do the existing POPS need to be more clear and precise for taxability of interstate transactions?

☐ Yes  ☐ No

16. Have you /your clients been subject to audits (CERA/EA 2000/VAT etc.) from the department in relation to service taxes? If yes, were the issues raised resolved in an appropriate manner?

☐ Yes  ☐ No

Issues Resolved

☐ Yes  ☐ No  ☐ Not Applicable

17. Do you use the services of external consultants for current service tax matters

☐ Yes  ☐ No  ☐ Not Applicable

18. Do you see a rise in the demand for your services by clients?

☐ Yes  ☐ No  ☐ Not Applicable
19. If yes what is the nature of services desired – Advisory or compliance i.e. special advice or routine work? Which would you rate as more dependent on the external consultants?

☐ Advisory (including special advice)
☐ Compliance (routine)
☐ Both
☐ Not Applicable

More External consultant dependent

☐ Advisory (including special advice)
☐ Compliance (routine)
☐ Both
☐ Not Applicable

20. How much time do you currently spend on service tax compliances? Do you think this will increase or reduce in the long term with the introduction of GST?

☐ Less than 25%
☐ More than 25%
☐ More than 50%
☐ Will increase with introduction of GST
☐ Will decrease with introduction of GST

21. Do you think that the current service tax compliances are easier than the direct tax compliances

☐ Yes easier than direct tax compliances
☐ No not easier than direct tax compliances

22. Do you think the existing Cenvat Credit rules are fair? Are the exclusions valid?

☐ Yes – Fair exclusions valid
☐ No – Not Fair exclusions not valid

23. Do you think the reversal mandated for the financial service industry is fair?

☐ Yes
☐ No
24. Do you think the provisions in relation to exports are clear?

☐ Yes
☐ No

25. Do you foresee any issues arising out of the amendment to export rules whereby export to branches is not construed as exports?

☐ Yes
☐ No

Issues - __________________________________________ _____________________

___________________________________________________ ____________

26. Do you think the current exemptions provided under the existing laws are too many or too less? Any suggestions to be incorporated in relation to the same in the proposed GST?

☐ Not Enough
☐ Just Right
☐ Too many

Suggestions - __________________________________________ _____________________

___________________________________________________ ____________

27. Do you think the proposed threshold exemption limit is correct?

☐ Correct
☐ Too Low
☐ Too High
☐ No comments

28. Do you think that the provisions in relation to valuation of services are unambiguous? Specifically in relation to reimbursements of costs, financial leases and credit card transactions?

☐ Yes
29. Do you think GST will be easier to comply with or difficult?

- Easier
- Difficult
- Don’t know

30. Do you think under GST regime Centralized registration with one return for state and one for centre will work or do you envisage multiple state registrations and compliances under the proposed GST regime?

- Multiple State registrations
- Centralized registration

31. Does your business have a policy/plan in place specifically to cope with the proposed GST?

- Yes
- No

32. Is your current software system equipped to handle the proposed GST?

- Yes
- No
- Not Applicable

33. Do you have any software solutions for your client to handle the proposed GST?

- Yes
- No

34. Do you think GST is a fair tax?

- Yes
- No

35. Is the proposed rate of GST @ 27% high, low or correct?

- Too Low
36. What is the approximate percentage of working time spent by you in the last 12 months on the following?

<table>
<thead>
<tr>
<th>Function</th>
<th>Time Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>0-10%</td>
</tr>
<tr>
<td>Managing Service tax audits/Queries from the tax department</td>
<td></td>
</tr>
<tr>
<td>Managing service tax litigation (SCN, appeals etc.)</td>
<td></td>
</tr>
<tr>
<td>Service tax return preparation, monthly/quarterly compliances</td>
<td></td>
</tr>
<tr>
<td>Internal Training</td>
<td></td>
</tr>
<tr>
<td>Planning</td>
<td></td>
</tr>
<tr>
<td>Process, systems and technology</td>
<td></td>
</tr>
<tr>
<td>Others (Please specify)</td>
<td></td>
</tr>
</tbody>
</table>

37. Can you suggest any changes to the existing laws so as to reduce the compliance costs under the proposed GST?
38. Would you rate the current service tax administration as better as or worse than the direct tax administration?

☐ Indirect – Service tax administration is better
☐ Direct tax administration is better
☐ Others -

39. Do you feel that as a taxpayer you have an opportunity to raise your voice in indirect – service tax matters?

☐ Yes
☐ No

40. Do you think that the proposed GST is a predominantly compliance tax or a technically oriented tax?

☐ Compliance Tax (Focus is on filling and filing of returns etc.)
☐ Technical Tax (Focus is on the applicability or otherwise of the tax)
☐ Don’t know
☐ Both

41. Any suggestions/comments.

________________________________________________________________________

________________________________________________________________________

________________________________________________________________________