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Impact of Goods and Services Tax (GST) on Sales Growth, Market Competitiveness, and Business Formalization of MSMEs

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Abstract

Goods and Services Tax (GST), which came into effect in India on July 1, 2017, was designed to streamline the indirect tax regime, improve transparency, and foster a single market for goods and services throughout the country. Since the employment generation, industrial development and economic growth is largely influenced by the contribution of Micro, Small and Medium Enterprises (MSMEs) to the economy, it is crucial to understand the effect of GST on it and its impact on MSMEs' performance and formalisation. The present study investigates the impact of GST on sales growth, competitiveness in the market, formalisation of the business and ease of doing business for MSMEs.

The study used a descriptive and analytical research design and quantitative research approach. The primary data was gathered from 280 MSME owners, managers and business operators in two districts of Madhya Pradesh namely Gwalior and Indore by using a structured questionnaire. The sampling of the respondents used the convenience sampling. Data collected were analysed with descriptive statistics and simple linear regression analysis with SPSS software.

The results show that the impact of the implementation of the Goods and Services Tax on the growth of sales and competitiveness in the market is very positive for MSMEs. The findings also indicate that GST has a positive effect on business formalization and ease of doing business as it promotes compliance, transparency, and adopting formal business practices. These relationships were also found to be statistically significant through regression analysis.

The findings of the study indicate that GST has helped in enhancing the performance and formalization of MSMEs, although there were initially compliance and technological hurdles. The findings highlight the need for continuous policy support, simplified compliance procedures, and enhanced awareness programs to maximize the benefits of GST and promote sustainable growth of the MSME sector in India.

Keywords: Goods and Services Tax (GST), MSMEs, Sales Growth, Market Competitiveness, Business Formalization, Ease of Doing Business.

Introduction

The Micro, Small and Medium Enterprises (MSMEs) are an integral part of Indian economy and play a significant role in employment generation, industrial production, exports, and inclusive economic growth. The sector is very important in creating entrepreneurship, local development and socio-economic development of the country. The Government estimates that MSMEs contribute significantly to India's Gross Domestic Product (GDP) and livelihood to millions of citizens. While MSMEs are crucial to the country's economy, various tax, regulatory, market and financial formalities are often difficult for them **(Rani, 2024).**

The Government of India implemented the Goods and Services tax (GST) from 1st July 2017 to rationalise the present indirect tax regime and establish a single national market. GST has been introduced as a replacement of various indirect taxes imposed by the Central and State governments such as excise duty, service tax, value added tax (VAT) and entry tax. The main goals of the implementation of GST were to remove cascading effect of tax, to increase tax compliance, to increase transparency and to ease of doing business. GST aimed to streamline the tax process, thereby making the business environment more efficient and competitive for businesses of all sizes, including MSMEs **(Bhuyan & Panigrahi, 2018).**

Implementation of GST has resulted in various changes in the working and financial process of MSMEs. On the other hand, GST has empowered businesses to avail input tax credit, streamline supply chain process, and extend their business operations across states. These benefits can positively contribute to the growth of sales and build a competitive position of MSMEs both domestically and internationally. The elimination of interstate tax barriers and the development of a uniform tax regime have helped goods and services move more smoothly, and thus opened opportunities for business expansion and growth in revenue **(Bhat & Singh, 2020).**

GST has also brought in some new compliance demands such as the introduction of digital tax filing, detailed records etc., and timely returns. The larger organizations might have enough manpower to cater to these needs, however, many MSMEs did have problems initially in adjusting to the new tax regime. Some small businesses have mentioned compliance costs, technical difficulties, and lack of knowledge as major issues. However, over time, GST has spurred more formalization of businesses by expanding the tax base to include businesses that were not previously registered, and by fostering clarity and good business practices **(Pandey, 2025).**

Formalization of business is an important process of economic development, because it allows companies to have access to institutional finance, government incentives, legal protection and wider market opportunities. GST has been perceived as a catalyst for formalization because it will make businesses keep proper records; and will make them part of the formal economy. In addition, the digital infrastructure connected with GST has helped in streamlining a number of business processes, thereby enhancing ease of doing business for MSMEs **(Bruhn & McKenzie, 2014).**

With the strategic significance of MSMEs and the impact of the GST, it is important to analyse the impact GST has had on the performance and formalisation of MSMEs. The effects of GST on sales increase, competitiveness of the industry and formalization of businesses can offer a good perspective to the policy makers, stakeholders and business owners. This assessment process may help to identify the benefits being gained by MSMEs as well as the challenges that still need to be addressed to ensure their growth and development **(Harishekar & Manoj, 2021).**

Considering the above context, the present study titled "Effect of Goods and Services Tax (GST) on Sales Growth, Market competitiveness and Formulation of MSMEs" aims to analyze the impact of GST on various aspects like Sales Growth, Market competitiveness and Business Formalisation of MSMEs. The study's results will not only enrich the existing body of knowledge but also provide actionable insights for improving the effectiveness of GST in fostering the sustainable development and competitiveness of MSMEs in India.

Problem statement

Goods and Services Tax (GST) is a major amendment to the indirect tax regime in India that was implemented to streamline the tax collection process, boost compliance, and establish a single national market. Although it is thought that GST will boost the efficiency and competitiveness of businesses, there are many questions and doubts regarding its impact on Micro, Small and Medium Enterprises (MSMEs). The introduction of GST has been a boon and bane for MSMEs, as they are a small sector and are heavily impacted by changes in the regulations. On the other hand, the introduction of GST has led to the creation of input tax credit mechanism, the reduction in tax cascading, and the promotion of market integration, which can help in boosting sales and enhancing the competitiveness. However, the obligations of GST, including requirements for electronic filing of returns, keeping records and submitting periodic returns, have created extra burdens for many small businesses. Also, although it is understood that GST helps to push businesses into the formal sector, the impact on formalisation of business activities among MSMEs is not confirmed. In view of these two contrasting views, it is important to conduct empirical research to test if GST has helped MSMEs in boosting their sales growth, competitiveness of the market and formalization of the businesses. It is crucial to consider these impacts when assessing the success of GST reforms and taking steps to boost growth and sustainability of the MSME sector.

Research objectives

- To investigate the effect of GST on sales growth and market competitiveness of MSMEs
- To assess the influence of GST on formalization and ease of doing business for MSMEs

Research hypothesis

$H_0$1 (Null Hypothesis): GST implementation has no significant effect on sales growth and market competitiveness of MSMEs.
$H_1$1 (Alternative Hypothesis): GST implementation has a significant effect on sales growth and market competitiveness of MSMEs.
$H_0$2 (Null Hypothesis): GST implementation has no significant influence on formalization and ease of doing business for MSMEs.
$H_1$2 (Alternative Hypothesis): GST implementation has a significant influence on formalization and ease of doing business for MSMEs.

Literature Review

(Nikhil Patil, 2025) Goods and Services Tax (GST) in India 2017 was the objective to simplify the indirect tax regime, make it more transparent and ease business. GST has significantly affected imports for Micro, Small and Medium Enterprises (MSMEs) in Haryana, a key player in the state's industrial and agro-based economy. This study aims to examine the operational and financial impact of GST on MSMEs who depend on imports, so as to gather primary data by using structured questionnaire from 100 respondents among business owners, managers and accountants. It is observed that the key issues identified through analysis using descriptive statistics and regression include the high cost of import, clearance delays, complexity in compliance and input tax credit. The results suggest that GST has had an impact on the competitiveness of the country and its cost of imported raw materials with the most important being the cost of compliance. These problems were exacerbated by COVID-19, which caused disruptions in supply chains. The government took measures to provide relief, but stakeholders stressed the importance of simplified compliance, digital support and sector-specific guidance. The study concludes that the effectiveness of GST depends on the readiness, awareness, technological capacity of MSMEs.
(Palve, 2024) This research aims to understand the influence of Goods and Services Tax (GST) on small businesses in Dhule district, between the small businesses with turnover up to 1 Crore and 1 to 5 Crores. The primary objective was to assess if there are differences across business dimensions in perceptions of the impact of GST. A structured questionnaire was used to collect data from the 100 small businesses which were administered on a 7 point likert scale and were analysed using independent samples t-tests to determine differences between the two turnover groups. No significant differences were found in perceptions by size of company. The parameters assessed were: Simplification of the tax process, administrative workload, cash flow management, input tax credit and overall operational costs. From the results, it can be seen that small businesses (of any turnover level) have very similar perceptions about the impact of GST on their businesses. The study findings show that the impact of GST in the turnover range studied is consistent across the small businesses and size of the business does not significantly change the perception of its effect on the functioning of the business.
(Pandey et al., 2024) The present study examines the impact of Goods and Services Tax (GST) on Madhya Pradesh's inflation targeted economy with a long-term perspective, both for the rural and urban population. This paper offers a welcome attempt to fill this important gap in the empirical literature that examines the impact of GST on state-level inflation. The study analyzes the effect of GST on price stability in various regions with the help of secondary data, descriptive statistics and regression analysis. The results obtained suggest that GST has a

dual impact, it was found to push up inflation in rural areas and moderate it in urban areas. This dual effect underscores the need to have targeted policy interventions. Mitigation measures are suggested, including tax rate adjustment, targeted support measures, and raising public awareness. The study is designed to provide inputs to the policy makers, industry and business community on differential impact of GST on the inflation and suggest measures to achieve a balance in the economic outcome in Madhya Pradesh.

(Bhayani, 2024) The Goods and Services Tax (GST) in India 2017 was an attempt to simplify the indirect taxation system and boost economic growth in the country. This study critically reviews impact of GST on micro, small and medium enterprises (MSMEs) in the state of Rajasthan. The study has followed a mix method approach including survey of 200 MSMEs and in-depth interviews with 20 industry experts and government officials. The results showed that GST has introduced significant benefits for MSMEs, such as streamlined tax procedures, enhanced logistical efficiency, and decreased corruption. On the other hand, MSMEs have faced issues like increased compliance expenses, lack of familiarity with the GST rules, and input tax credit issues. The study also highlights key importance of Government efforts on educating MSMEs and making tax compliance easier. Further, it suggests a re-consideration of the GST framework to meet the requirement of small businesses. In summary, the study provides valuable insights into the impact of GST on MSMEs, identifying both its advantages and challenges.Overall, the study has shed light on the positive and negative effects of GST implementation on MSMEs, emphasizing the need for ongoing monitoring and policy adjustments to ensure their sustainable growth and development.

(Bagyalakshmi, 2023) The Goods and Services Tax (GST) was an enormous challenge for India, especially for its population of 1.33 billion people to learn the new tax regime. In some areas, however, change was opposed making it a more complex matter. Many taxpayers faced a mismatch in their returns and technical issues after the introduction of the concept, which made it difficult for dealer to file returns and avail Input Tax Credits (ITC). The World Bank has identified these as difficulties with GST. This study aims to find out the challenges faced in implementing GST. A structured questionnaire was used and convenience sampling technique was adopted to collect data from 275 business operators in and around Coimbatore District. The answers were analyzed by using statistical methods like percentages, ANOVA and T-tests. The results are designed to educate traders about various aspects of GST to minimize the chances of errors in filing monthly returns and to understand the ITC claim under various situations. The study helps to take care of these challenges and gives practitioners useful tips for optimizing compliance and a smoother transition to the GST framework.

(Gouda, 2021) Micro, Small and Medium Enterprises (MSMEs) are key contributors to economic growth in India (Gouda, 2021). In addition to creating jobs for around 117 million people, the sector also accounts for about 28.90% of the country's GDP and almost 40% of India's exports (4th MSME Census). In India's growing economy, the role of MSMEs is very important. Taxation policies are among the factors that have an impact on their growth. The Goods and Services Tax (GST) has simplified the compliance procedures for MSMEs. This paper aims to analyse the factors influencing GST payment by MSMEs and the gains and pain of GST implementation. The study offers a comprehensive understanding of the impact of taxation reforms on the performance and sustainability of MSMEs in India, both positive and negative, and the challenges of adapting to the new tax regime.

(Beemabai & Krishnakumar, 2019) The Micro, Small, and Medium Enterprises (MSMEs) sector has always been regarded as one of the largest contributors to India's economic growth. India with a positive political and economic landscape is expected to become one of the top economies of the world in the next ten years. The MSME sector has the potential to make a significant contribution to the overall trend both in terms of GDP growth as well as job creation in urban and rural areas. It plays a key role in meeting broader national goals, such as financial inclusion and sustainable industrial development. MSMEs are crucial to the creation of high-growth business opportunities that include domestic entrepreneurs and foreign investment. The study reveals the existing status of MSMEs and their contribution in different sectors like agriculture, manufacturing, service, etc., which are critical to the economic growth of the nation. In addition, the study examines the contribution of MSMEs in the various sectors to the GDP after the Goods and Services Tax (GST) was introduced. The paper aims to highlight these dynamics and emphasizes the importance of MSMEs as tools for socio-economic transformation to promote inclusive growth and enhance India's competitiveness in the global economy.

(Somani, 2018) This study discusses the impact of Goods and Services Tax (GST) on Micro, Small and Medium Enterprises (MSMEs) in India. GST is a radical reform which will bring together all indirect taxes under a single roof and introduce a simplified and transparent tax regime. GST is a single tax which eliminates cascading effect of taxes and creates a single market for the country. The reform helps MSMEs to bring down tax related hassles and improves their competitiveness by removing interstate barriers and allowing them to compete with large domestic and foreign players in the market. Furthermore, the tax on goods and services as a single tax reduces the overall tax load on small businesses. But the several registrations, procedural complexity, changing tax liabilities, etc. remain a challenge for MSMEs. The government needs to address these challenges by conducting regular trainings, awareness programs, and workshops to educate MSMEs on digital and tax literacy. If implemented correctly and enacted in time, GST can provide a much-needed boost to the operational efficiency of MSMEs and help in India's gradual economic growth.

Research Methodology

Research methodology is a systematic way of gathering, analysing and interpreting data required to fulfil the goals of research. It describes the process and methodologies that have been implemented to analyse the effect of Goods and Services Tax (GST) on the productivity and the formalisation of Micro, Small and Medium Enterprises (MSMEs). The present study explores the impact of GST on sales growth, competitiveness, formalization of the business and ease of doing business by the MSMEs. A systematic approach was used to guarantee reliability and validity of the findings.

Research Design

This study was conducted using descriptive and analytical research design. The descriptive approach was utilized for interpreting the demographic and business profile of the respondents to MSMEs while analytical approach was utilized to explore the relationship between the implementation of the GST and the selected outcome variables. The data was collected using a quantitative research method which allowed for data collection to be measurable and facilitated the testing of hypotheses.

Population and Sample

The study was conducted on the target population of registered MSME owners, managers and key decision makers in the districts of Gwalior and Indore in Madhya Pradesh. These companies consisted of manufacturing, service, trading and other categories of business.

The total sample were 280. The sample size was deemed to be sufficient to provide reliable statistical results and make meaningful conclusions about the effects of GST on MSMEs.

Sampling Technique

The respondents were selected using convenience sampling technique which is a non-probability sampling method. This method was selected because of practicality which includes time constraints, ease of respondents, and availability of representatives of the MSMEs. An attempt was made to get representation from all sectors to ensure a wide representation of MSME enterprises.

Sources of Data Collection

Primary Data

The primary data was gathered directly from the MSME business owners, managers, accountants and business operators by using structured questionnaire. There were two sections to the questionnaire. The first section collected demographic and business information and the second section evaluated the respondents' perceptions about the implementation of GST, increase in sales, competitiveness of the market, business formalization, ease of doing business on a five-point Likert scale of "Strongly Disagree" to "Strongly Agree.

Secondary Data

Journal articles, books, government reports, MSME publications, GST council reports, research articles, websites and other academic sources were used to collect secondary data. The sources facilitated the theoretical framework and literature study of the research.

Method Used

The present study employed quantitative research with a descriptive and analytical research design to study the effects of Goods and Service Tax (GST) on MSMEs' business formalization, ease of doing business, market competitiveness and sales growth. Structured questionnaire was used to obtain the primary data from 280 MSME owners, managers and business operators of Gwalior and Indore districts of Madhya Pradesh. The respondents were selected using convenience sampling technique because they were readily available and willing to participate in the study. The questionnaire comprised of demographic data and a set of statements about GST and its impact on the performance of MSMEs and the formalization of MSMEs. To support the theoretical framework and literature review, secondary data was collected from research articles, journals, government reports, books and other publications.

Statistical Analysis

The data collected were coded, tabulated and analyzed with Statistical Package for Social Sciences (SPSS). Demographic and business characteristics of the respondents were summarized using descriptive statistical techniques (frequency distribution, percentages, tables and graphical representation). To test the research hypotheses and to find out the relation of implementation of the GST to the dependent variables, simple linear regression analysis was used. The impact of the implementation of GST on sales growth and level of competitiveness, business formalization and ease of doing business of MSMEs were assessed using regression analysis. The statistical significance of the relationship among variables were tested at 5% significant level ($p<0.05$) which ensured reliability and validity of the results of this study.

Results

This section includes data analysis and interpretation of the data collected from 280 MSME respondents of Gwalior and Indore districts. Descriptive and inferential statistical methods were used for analyzing the data to assess the impact of the GST on the sales growth, competitiveness of the market, business formalization and ease of doing business. To test the research hypotheses, regression analysis was used, and to summarize the characteristics of the respondents, descriptive statistics were used. The results offer empirical evidence on the impact of GST on the performance of MSMEs and their formalization.

Table 4.1: Age wise distribution of respondents

Age		
	Frequency	Percent
Below 25 years	31	11.1
25 – 35 years	67	23.9
36 – 45 years	64	22.9
46 – 55 years	68	24.3
Above 55 years	50	17.9
Total	280	100.0

Age wise distribution is discussed in the table above. In below 25 years, frequency is 31 and percentage is 11.1%. In 25 – 35 years, frequency is 67 and percentage is 23.9%. In 36 – 45 years, frequency is 64 and percentage is

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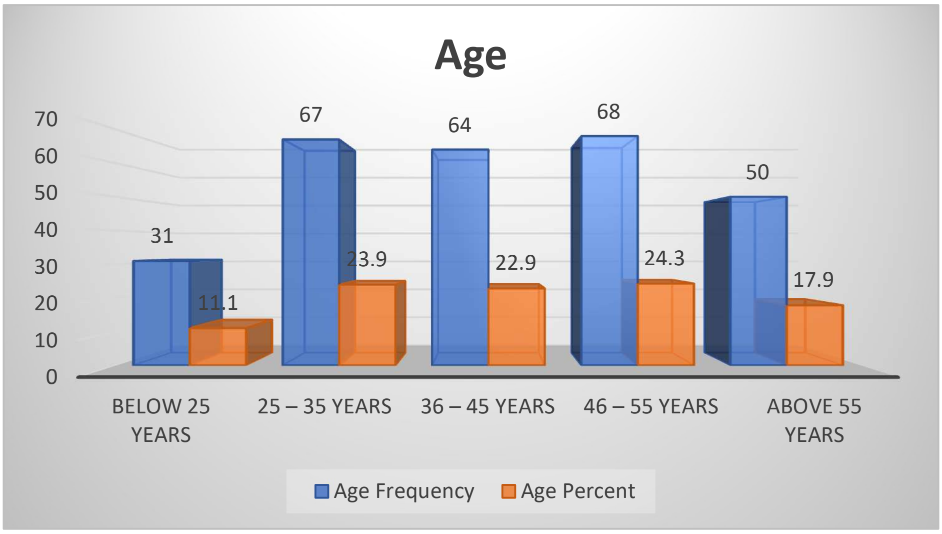
22.9%. In 46 – 55 years, frequency is 68 and percentage is 24.3%. In above 55 years, frequency is 50 and percentage is 17.9%.

Graph 4.1: Graphical representation of age wise distribution of respondents

Table 4.2: Gender wise distribution of respondents

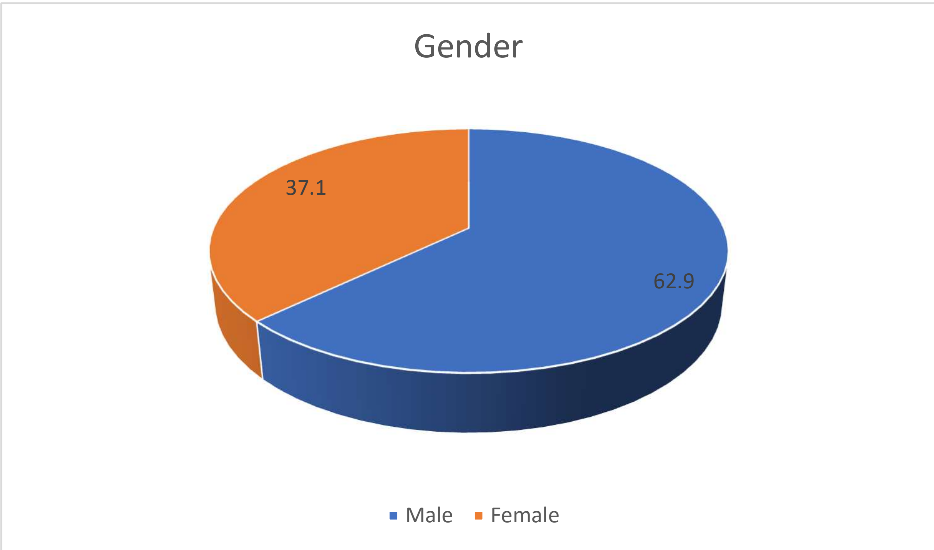


Gender		
	Frequency	Percent
Male	176	62.9
Female	104	37.1
Total	280	100.0

Gender wise distribution is discussed in the table above. There are 176 males and 104 females are participated in this study, whose percentage are 62.9% and 37.1% respectively.

Graph 4.2: Graphical representation of gender wise distribution of respondents

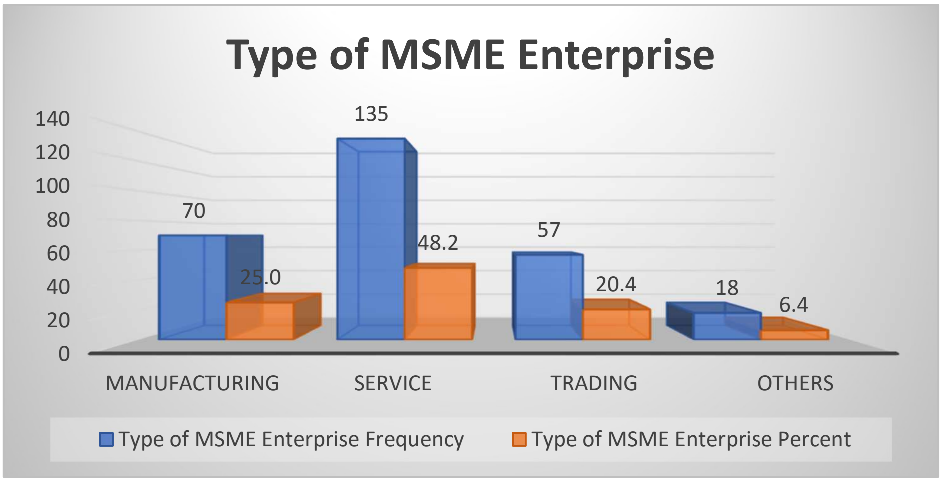
Table 4.3: Type of MSME Enterprise



Type of MSME Enterprise		
	Frequency	Percent
Manufacturing	70	25.0
Service	135	48.2
Trading	57	20.4
Others	18	6.4
Total	280	100.0

The table shows that the majority of respondents (48.2%) belong to the service sector, indicating its dominance among MSMEs in Gwalior and Indore. The manufacturing sector represents 25.0% of the sample, followed by trading enterprises at 20.4%. The others category accounts for 6.4%, forming the smallest group.

Graph 4.3: Graphical representation of "Type of MSME Enterprise"



Hypothesis wise conclusion

Hypothesis 3: GST implementation has no significant effect on sales growth and market competitiveness of MSMEs.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.774[a]	.600	.598	3.35353
a. Predictors: (Constant), GST Implementation				

ANOVA[a]					
Model	Sum of Squares	df	Mean Square	F	Sig.

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1	Regression	4682.528	1	4682.528	416.366	.000[b]
	Residual	3126.439	278	11.246		
	Total	7808.968	279			
a. Dependent Variable: Sales Growth and Market Competitiveness						
b. Predictors: (Constant), GST Implementation						

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	6.620	.944		7.013	.000
	GST Implementation	.723	.035	.774	20.405	.000
a. Dependent Variable: Sales Growth and Market Competitiveness						

The regression analysis was performed to study the impact of GST on the sales growth and competitiveness of MSMEs. The model results show that there is high positive correlation (R = 0.774) between the GST implementation and sales growth and market competitiveness. The R Square value of 0.600 indicates that 60.0% of the variance in sales growth and market competitiveness can be attributed to the effects of the implementation of the GST, which is high in explanatory power. The adjusted R^2 value (0.598) also indicates the reliability of the model. The ANOVA results show the F value is 416.366, and the significance value is 0.000 (< 0.05). This indicates a statistical significance for the regression model. The coefficient results highlighted that introduction of GST had a positive and significant effect on sales growth and market competitiveness with B = 0.723 and β = 0.774 respectively. The t-value (20.405) is also highly significant (p = 0.000), further strengthening the relationship. The p-value is less than 0.05 and the null hypothesis is rejected. Hence, it can be concluded that implementation of GST has a significant and positive effect on the sales growth, on market competitiveness of MSMEs.

Hypothesis 4: GST implementation has no significant influence on formalization and ease of doing business for MSMEs.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.680[a]	.462	.460	4.42359
a. Predictors: (Constant), GST Implementation				

ANOVA[a]						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	4672.058	1	4672.058	238.759	.000[b]

	Residual	5439.939	278	19.568		
	Total	10111.996	279			
a. Dependent Variable: Formalization and Ease of Doing Business						
b. Predictors: (Constant), GST Implementation						

Coefficients[a]						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.848	1.245		4.697	.000
	GST Implementation	.722	.047	.680	15.452	.000
a. Dependent Variable: Formalization and Ease of Doing Business						

The regression analysis was used to investigate the effect of the implementation of GST on formalization and ease of business for MSMEs. As shown in the model summary, the implementation of the GST and its ease of doing business and formalization is positively correlated (R = 0.680). Formalization and ease of doing business are determined by the GST implementation, which R Square value is 0.462, meaning that 46.2% of the variation in the measures of formalization and ease of doing business is explained by the GST implementation. The adjusted R^2 value (0.460) is very near to R^2, which indicates consistency and reliability of the model.
The ANOVA result shows that F value is 238.759 and the significance value is 0.000 (which is less than 0.05). This means that the regression model is statistically significant. The coefficient result indicates formalization and ease of doing business has been positively and significantly affected by the implementation of GST (B = 0.722, β = 0.680). The t-value (15.452) is also very significant (p = 0.000), which further validates the relationship strength. The p value of less than 0.05 means that the null hypothesis is rejected and the alternative hypothesis is accepted. Thus, it can be concluded that the impact of implementation of GST is having positive and significant effect on the formalization and ease of formalization on MSMEs.

Conclusion

The present study analysed the effect of Goods and Services Tax (GST) on MSMEs of Gwalior and Indore districts of Madhya Pradesh in terms of their sales growth, market competitiveness, business formalisation and ease of doing business. The results show that GST has made considerable contribution in bringing about the performance and operating environment of MSMEs.
The regression analysis results have shown that the impact of implementation of GST on sales growth and market competitiveness is positive and significant. The findings indicate that the consolidated tax regime, input tax credits and better market integration have aided in boosting business performance and competitiveness of MSMEs. The study also revealed that ease of doing business and business formalization are significantly affected by GST. Digital compliance systems and uniform tax processes have made formal business arrangements more appealing and increased transparency in business operations.
MSMEs have encountered difficulties in complying with the rules of the game, adapting to technology and procedures, but the overall effect of GST seems to be positive for MSMEs. The results highlight the impact of GST on fostering a more organized and competitive business landscape, empowering MSMEs to extend their market presence and bolster their growth potential.

To sum up, GST is a significant policy reform that benefits the development and formalisation of MSMEs. The government should continue to streamline compliance processes, offer training and digital assistance, and tackle the issues faced by small businesses to further boost the success of GST and foster the sustainable expansion of the MSME sector in India.

Suggestions

1. GST should be made more business-friendly by making the compliance easier for MSMEs, especially micro and small businesses.
2. Organize regular training and awareness programs for owners on GST awareness and training to enhance the understanding of tax regulations, filing process and input tax credit among MSME owners.
3. Strengthening digital support initiatives to ensure MSMEs can easily use online GST filing systems and technological demands.
4. The GST return filing process should be simplified to reduce the possibility of errors and compliance burden for small businesses.
5. Acceleration in processing of input tax credit claims and GST refunds must be guaranteed to facilitate MSMEs' cash flow management.
6. Incentives and subsidies should be offered to MSMEs in order to incentivize them to shift to digital accounting and tax management systems.
7. Sector specific GST guidelines should be created to specifically meet the challenges posed by manufacturing, service and trading firms.
8. Government should provide dedicated GST help desks and support centers for MSMEs to help them promptly resolve tax issues.
9. There should be a periodic review of the GST policies to detect practical problems being faced by MSMEs and make appropriate changes in the policies.
10. The cooperation among government agencies, industry associations, and MSME development organisations should be improved to raise awareness, compliance and business growth prospects under the GST regime.

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