NIC – GST Systems

Process of blocking of E-way Bill and E-invoice generation to tax payers due to large number of erroneous hits

To facilitate seamless integration with the existing ERPs or financial accounting applications, the GST E Way Bill and GST eInvoice systems of NIC are providing the services through Application Programming Interfaces (API). Using these facilities, many businesses have integrated their systems directly or through GSPs or ERPs.

NIC has also facilitated the tax payers to test the integration of their ERP systems with NIC – GST systems on testing environment, SANDBOX. It has been informed to all the tax payers to test the integration on sandbox with all types of APIs before going for the production.

In spite of following of all these measures, it is being observed that many tax payers' applications generate large number of erroneous hits to the GST E Way Bill and GST eInvoice Systems. In case of any error due to validation of data or data type or format or otherwise, appropriate error codes and error messages are provided in response to such requests by GST system. The tax payer application has to capture these error codes and facilitate to take action in correcting the issue, either in software or data and only then re-send the requests. Distinct error codes with detailed descriptions are provided in response for various types of failures, so that the tax payer application can take appropriate measures to correct the request payload. But many tax payer applications are ignoring the response error codes but continue to send the same erroneous request payloads multiple times, sometimes, lakhs of times.

For example, when the request payload has issue with total taxable value, the following error code and description is responded with. Unless the values are corrected and sent, even if the same payload is sent lakhs of number of times, the same error is responded with. This is due to not handling or testing of these cases in the tax payer application.

Error Code	Error Message
2182	Taxable value of all items is not equal to total taxable value

These large number of unproductive hits consume the network and server resources not only of the business entities but largely affect the GST infrastructure hosting these API services. This will directly impact the performance of the GST system and hence causes inconveniences to other users of the system across the country. It may result in Denial of Service (DoS) attack also.

To bring awareness to the users on large erroneous API calls, NIC has taken several measures such as providing detailed description of the errors, the relevant help on the causes and resolutions for the errors etc. NIC has been sending the summary of errors through mails every day to the users as well.

In spite of best of efforts by NIC, the issue of large number of errors exceeds unacceptable range at times and affects the performance of the whole system. The same could have been controlled through technology but there will be chances of genuine hits getting affected.

Hence the following process or measures are being taken to control these erroneous hits.

1. The automated mails will continue to be sent to the authorized signatory's mail id. This can be treated as the first notice.
2. To start with, if the number of errors is more than 20,000 per GSTIN or more than 1 lakh for a client Id, a mail will be sent from the support / help desk team to the same mail, id intimating about the errors and 2 days' time will be provided to correct the issue and report back.
3. If the issue repeats more than 2-3 days continuously, the automated mail itself may be treated as the prior intimation and the access to all the API of e-way bill and e-invoice will be blocked.
4. If the GSTIN or the client id are blocked, following error messages will be responded with,

Error Code	Error Description	Resolution
3095	e-Invoice operations are temporarily disabled for the CLIENT - {0} as large number of erroneous requests have been received from the client for quite sometimes.	Pl analyse the error responses received from the portal and troubleshoot your system and rectify the issue and contact the help desk for enabling.
3096	e-Invoice operations are temporarily disabled for this USERNAME/GSTIN - {0} as large number of erroneous requests have been received from the USERNAME/GSTIN for quite sometimes	Pl analyse the error responses received from the portal and troubleshoot your system and rectify the issue and contact the help desk for enabling.

5. It is the responsibility of the end user (GSTIN) as well as the service provider like GSP/ASP/ERP etc. (client id) to take care of the number of error generated on the system to avoid any inconvenience.
6. Once the tax payer resolves the issue, he will communicate the same to the helpdesk, then blocking will be revoked and tax payers will be allowed to continue. If it repeats, the blocking will not be revoked till the tax payers does the thorough testing of integration on the sandbox for 2-3 days.
7. Gradually, the limit on the number of errors for GSTIN and Client Id will be reduced.