

**GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE**

**RAJYA SABHA
UNSTARRED QUESTION NO.3557**

**TO BE ANSWERED ON TUESDAY, THE 27TH MARCH, 2018
6 CHAITRA, 1940 (SAKA)**

"IMPACT OF SHORTAGE OF STAFF ON TIMELY REFUND OF TAXES"

3557: SHRI C.M. RAMESH:

Will the Minister of FINANCE be pleased to State:

- a) the sanctioned strength in CBDT, Income Tax and other Departments which are dealing with tax related issues;
- b) the details of in-position strength of above Departments, Department-wise;
- c) how the staff is able to manage with information that is so collected about cash remittances between November and December, 2016 during demonetization;
- d) the steps taken by Government to process information and how they are going to do it with limited staff;
- e) whether refund to the assesseees are not given on time and is delayed abnormally; and
- f) whether it is due to shortage of staff strength or due to other reason, details thereof?

ANSWER

**MINISTER OF STATE IN THE MINISTRY OF FINANCE:
(SHRI SHIV PRATAP SHUKLA)**

- (a) to (b): Details of Sanctioned and Working Strength of officers and employees of Income Tax Department are given below:

Sl. No.	Group	Sanctioned Strength	Working Strength
1.	A	4921	4397
2.	B	8377	7607
3.	C	63023	33250

(c) and (d) : Central Board of Direct Taxes (CBDT) used analytics and technology to augment departmental capability in analyzing large volume of cash deposit data and tracking the compliance status of taxpayers during demonetisation. The cash deposit data was analysed to identify persons whose cash transactions did not appear in line with the tax payer's profile. Online verification of cash transactions was enabled and the information in respect of the identified cases was made available in the e filing window of the PAN holder (after log in) at the portal <https://incometaxindiaefiling.gov.in>. The taxpayer was able to submit online explanation without any need to visit Income Tax office. Email and SMS alerts were also sent to the taxpayers for submitting the online response on the e-filing portal. Around 11 Lakh persons submitted online response. High risk cases related to demonetisation were made available to the field formations using an internal online portal for effective monitoring and follow-up action at their end.

(e) No Sir, Income-tax Department is able to ensure timely issuance of refunds as more than ninety-seven percent of the returns filed during the year are processed electronically in an automated manner by the Centralised Processing Centre (CPC-ITR), Bengaluru. This has enabled the Income-tax Department to process the returns and issue refunds expeditiously within the time prescribed Under Section 143(1) of the Income-tax Act, 1961. During the F.Y. 2017-18, the average time taken by CPC-ITR for issuance of refunds from the date of receipt of return is sixty-five days. In this year, fifty-three percent of refunds have been issued within thirty days from the date of receipt of return.

(f) Doesn't arise in view of reply to part (e) above.

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