

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE

**RAJYA SABHA**  
**UNSTARRED QUESTION NO. 382**

TO BE ANSWERED ON TUESDAY THE 06<sup>TH</sup> FEBRUARY, 2024/ 17 MAGHA, 1945  
(SAKA)

**Faceless tax assessment**

382. SHRI S. KALYANASUNDARAM:

Will the Minister of FINANCE be pleased to state:

- (a) the amount of tax collected before and after the introduction of faceless assessment and the details thereof;
- (b) the benefits of the faceless system and the details thereof; and
- (c) the steps taken by Government to redress the grievances of taxpayers in faceless assessment and the details thereof?

**ANSWER**

MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

- (a) By virtue of the provisions of section 144B of the Income-tax Act, 1961, the scheme of faceless assessment was introduced w.e.f. 01.04.2021. The net direct tax collection since last three financial year before the introduction of the said scheme till the financial year 2022-23, is as under:-

(Rs. in Crores)

<b>Financial Year</b>	<b>Net Direct Tax Collection</b>
FY 2018-19	11,37,718
FY 2019-20	10,50,681
FY 2020-21*	9,47,176
FY 2021-22	14,12,422
FY 2022-23#	16,63,686

Source: Pr. CCA (CBDT)

\* Relates to Covid-19 pandemic

# Provisional

- (b) The Faceless System is in respect of assessment, penalty and appeals to bring greater efficiency, transparency and accountability in tax administration process. It has eliminated the physical interface between the tax officer and the assessee in the course of proceedings by leveraging technology. All communications between the taxpayer and the tax authorities take place either through a dedicated e-filing portal or electronic means, ensuring a paperless and efficient process. Personal hearing through video conferencing (VC) is an integral part of this system.
- (c) Grievances pertaining to handling of faceless processes are received through various channels including CPGRAMS and designated email ids [faceless.samadhan.assessment@incometax.gov.in](mailto:faceless.samadhan.assessment@incometax.gov.in), [faceless.samadhan.penalty@incometax.gov.in](mailto:faceless.samadhan.penalty@incometax.gov.in), [faceless.samadhan.appeals@incometax.gov.in](mailto:faceless.samadhan.appeals@incometax.gov.in), dak/emails etc.

The grievances are handled by a dedicated team of officers and are monitored to ensure that these are resolved in an effective and timely manner. Regular analysis of grievances is done to identify the issues and to address such issues in a time-bound and systematic manner. Systemic improvements are carried out wherever required to minimize the grievances of taxpayers.

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