

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE

RAJYA SABHA
UNSTARRED QUESTION NO. 2466
ANSWERED ON- 17/12/2024

‘Difficulties faced by taxpayers in Goa’

2466. Shri Sadanand Mhalu Shet Tanavade:

Will the Minister of FINANCE be pleased to state:

- (a) whether Government is aware of the difficulties faced by taxpayers in Goa due to faceless assessments and penalty procedures carried out by the Central Processing Centre (CPC), Bangalore, if so, the details thereof;
- (b) the steps taken to address high-pitched and baseless tax demands arising from errors in the processing of income tax returns; and
- (c) whether Government is considering establishing a dedicated grievance redressal mechanism to address the unique challenges faced by taxpayers in Goa?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

- (a) The Central Processing Centre (CPC) at Bangalore does not pass any assessment or penalty orders. CPC is only assigned the role of Processing of Income Tax Returns. As such, CPC has not come across any instance of difficulties with regard to the faceless assessment or penalty.
- (b) No cases of high-pitched assessments have been reported on account of error in the processing of returns. The processing of tax returns are based as per the inputs provided in the schedules of Income Tax Returns.
- (c) Robust grievance redressal mechanism is already in place to redress the grievances of all tax payers throughout the country including Goa. The grievance redressal mechanism in the Income Tax Department predominantly consists of e-Nivaran and CPGRAMS. Grievances related to all income tax matters, such as refunds, appeal effects, rectification, Permanent Account Number (PAN) issues, etc., are received through:

i) e-Nivaran: e-filing portal (<https://incometaxindiaefiling.gov.in>)

ii) CPGRAMS: portal (<http://pgportal.gov.in>)

iii) Grievances received by post / email/ in person are also attended by respective Grievance Redressal Officers. Upon filing of grievances through the above mentioned portals, they are directed to the concerned officer or CPC, as the case may be and the grievances are attended to and resolved.

The grievance redressal is monitored by supervisory authorities, i.e., Additional/Joint Commissioner of Income Tax, Commissioner of Income Tax, Principal Commissioner of Income Tax, Chief Commissioner of Income Tax, Principal Chief Commissioner of Income Tax, and the Central Board of Direct Taxes, as applicable. The supervisory authorities consistently monitor the e-Nivaran, CPGRAMS grievances and other grievances, to ensure their prompt resolution.
