GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE

RAJYA SABHA

UNSTARRED QUESTION NO. 1814

ANSWERED ON 04/08/2026

"Faceless Assessment Outcomes"

1814: Dr. Santrupt Misra

Will the Minister of Finance be pleased to state:

(a) whether the Government has evaluated whether the faceless assessment and appeal system in income tax has resulted in a higher proportion of disputes being decided in favour of taxpayers as compared with the earlier system;
(b) the details thereof, including data on cases decided and pendency; and
(c) whether taxpayer grievances regarding the inability to secure a personal hearing have been addressed?

ANSWER

THE MINISTER OF STATE IN THE MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

(a) , (b) and (c)

The data for the faceless assessment and faceless appeals is available, as indicated below:

FY	**Faceless Assessment - Percentage of cases where returned income was accepted during the FY**
2023-24	26.40
2024-25	24.64
2025-26	8.12

FY	Faceless Appeals charges - Percentage of appeals which were fully allowed during the FY
2023-24	17.43
2024-25	16.23
2025-26	16.33

The Standard Operating Procedure (SOP) dated 03.08.2022 for the purposes of faceless assessment, provides for opportunity of personal hearing through Video Conferencing.

Income Tax Department has made an agreement with Ministry of Electronics and Information Technology [MeitY] for providing personal hearings through Video Conferencing to stakeholders i.e. Assessees and Appellants during the course of proceedings relating to faceless assessment/appeal.

In the past, no major issues have been reported except few relating to generation of VC links. To redress such issues, necessary grievance cells have been set up in National Faceless Assessment Centre [NaFAC] as well as National Faceless Appeal Centre [NFAC], which, in coordination with MeitY and Directorate of Systems, take up these matters and resolve them expeditiously.

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