

**GOVERNMENT OF INDIA**  
**MINISTRY OF FINANCE**  
**DEPARTMENT OF REVENUE**  
**LOK SABHA**  
**UNSTARRED QUESTION NO. 3008**

**TO BE ANSWERED ON FRIDAY THE 5<sup>th</sup> JANUARY, 2018**  
**15 PAUSHA, 1939 (SAKA)**

**“ONLINE CHAT SERVICE FOR TAXPAYERS”**

**3008: SHRI SATAV RAJEEV: DR. J. JAYAVARDHAN: SHRI DHANANJAY MAHADIK: SHRI MOHITE PATIL VIJAYSINH SHANKARRAO: SHRI P. R. SUNDARAM: SHRIMATI SUPRIYA SULE:**

Will the Minister of FINANCE be pleased to State:

- a) whether the Income Tax Department has launched an online chat service for taxpayers and if so, the details thereof and the aims and objectives behind the move;
- b) the number of persons who have availed this service till date;
- c) the number of persons filing return under Income Tax in the country, slab-wise during the last three years along with the amount of revenue received for the said period;
- d) whether the Government has taken any steps to bring more people to file their income tax return so that menace of black money could be reduced, and
- e) if so, the details thereof?

**ANSWER**

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

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- a) Yes, Madam. The Income Tax Department has launched an online chat services on 10.07.2017 for tax payers in the Tax Payer Services module on the national website of Income Tax Department [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in). The module is also accessible through a mobile application “AayakarSetu” which is available on Android phones. The “online chat services” is a part of that module. The details of the online chat services are given here under:-
- i. It can be accessed at TPS module available at [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) & through mobile app “AayakarSetu”.
  - ii. The facility is available on all working days from Monday to Friday between 10AM to 6PM.

iii. The queries that can be addressed through live chat relates to the following:-

- National website of Income Tax Department at [www.incometaxindia.gov.in](http://www.incometaxindia.gov.in).
- Income Tax e-filing portal [www.incometaxindiaefiling.gov.in](http://www.incometaxindiaefiling.gov.in).
- Traces website [www.tdscpc.gov.in](http://www.tdscpc.gov.in).
- Latest happenings related to Income Tax.
- Tax Payer Services provided by the Income Tax Department.
- Other procedural and compliance related queries like how to pay tax, how to file Return of Income etc.

The move is aimed at facilitating the taxpayer in resolving their queries. The dedicated customer support executive who is an expert in tax related matters helps the users who opt for resolution of their queries online.

b) The number of people who have availed this service from 10th July, 2017 to 31st December, 2017 are 8424.

c) The number of Individual Taxpayers filing income-tax return, slab-wise along with the amount of revenue received during the last three years is as per Annexure.

(d) & e) Yes, Madam. The Government has taken important steps to bring more people to file their income tax return so that menace of black money could be reduced.

Towards this end, Government has implemented Non-Filers Monitoring System (NMS), which prioritizes action on Non-Filers with potential tax liabilities. The IT dept carries out 'data analytics' to identify Non-Filers about whom specific information is available through various sources such as Annual Information Return (AIR) (High Value Financial Transactions Information Report), Centralized Information Branch (CIB), TDS/TCS Statements etc.

Through 'Operation Clean Money' project, e-verification of large cash deposits made between 9<sup>th</sup> November, 2016 to 31<sup>st</sup> December, 2016 is being carried out.

New provisions have been introduced in Income-tax Act, 1961('Act') through which filing of return has been mandated for certain categories of people, new reporting obligation has been introduced for collection of third party information & TDS obligation has been expanded to include new types of payments.

One-page return for ITR-1 (SAHAJ) for individual taxpayers having non-business income up to Rs. 50 lakh has been introduced which has made it convenient for small taxpayers to file income tax returns.

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## Annexure

AY 2014-15 (Individuals)	No. of Returns	Sum of Tax Liability of Taxpayer (in Crore INR)
< 0	-	-
= 0	1,74,15,475	-
>0 and <=1,50,000	1,71,79,475	43,964
>150,000 and <= 2,00,000	3,90,325	6,768
>2,00,000 and <=2,50,000	2,82,930	6,333
>2,50,000 and <= 3,50,000	3,80,599	11,248
>3,50,000 and <= 4,00,000	1,27,966	4,785
>4,00,000 and <= 4,50,000	1,01,689	4,312
>4,50,000 and <= 5,00,000	81,463	3,862
>5,00,000 and <= 5,50,000	65,530	3,435
>5,50,000 and <= 9,50,000	2,52,727	17,926
>9,50,000 and <= 10,00,000	15,582	1,519
>10,00,000 and <=15,00,000	95,087	11,508
>15,00,000 and <= 20,00,000	41,330	7,123
>20,00,000 and <= 25,00,000	22,529	5,018
>25,00,000 and <= 50,00,000	36,396	12,602
>50,00,000 and <= 1,00,00,000	16,432	11,135
>1,00,00,000 and <=5,00,00,000	7,050	12,392
>5,00,00,000 and <=10,00,00,000	305	2,038
>10,00,00,000 and <=25,00,00,000	110	1,597
>25,00,00,000 and <=50,00,00,000	25	846
>50,00,00,000 and <=100,00,00,000	6	380
>100,00,00,000 and <=500,00,00,000	3	547
>500,00,00,000	-	-
<b>Total</b>	<b>3,65,13,034</b>	<b>1,69,338</b>

AY 2015-16 (Individuals)	No. of Returns	Sum of Tax Liability of Taxpayer (in Crore INR)
< 0	-	-
= 0	2,01,67,072	-
>0 and <=1,50,000	1,84,87,387	44,615
>150,000 and <= 2,00,000	4,16,657	7,226
>2,00,000 and <=2,50,000	3,03,491	6,794
>2,50,000 and <= 3,50,000	4,11,732	12,170
>3,50,000 and <= 4,00,000	1,38,861	5,194
>4,00,000 and <= 4,50,000	1,08,269	4,591
>4,50,000 and <= 5,00,000	86,980	4,125
>5,00,000 and <= 5,50,000	71,049	3,724
>5,50,000 and <= 9,50,000	2,80,224	19,931
>9,50,000 and <= 10,00,000	17,727	1,727
>10,00,000 and <=15,00,000	1,04,227	12,607
>15,00,000 and <= 20,00,000	47,268	8,152
>20,00,000 and <= 25,00,000	26,246	5,855
>25,00,000 and <= 50,00,000	43,212	14,965
>50,00,000 and <= 1,00,00,000	19,707	13,371
>1,00,00,000 and <=5,00,00,000	9,032	15,908
>5,00,00,000 and <=10,00,00,000	454	3,066
>10,00,00,000 and <=25,00,00,000	171	2,529
>25,00,00,000 and <=50,00,00,000	29	1,039
>50,00,00,000 and <=100,00,00,000	3	204
>100,00,00,000 and <=500,00,00,000	1	238
>500,00,00,000	-	-
<b>Total</b>	<b>4,07,39,799</b>	<b>1,88,031</b>

Tax Liability is the aggregate tax liability as computed in the "Computation of tax liability on total income" schedule of return of income. Tax, surcharge, cess & interest after giving credit u/s 115JAA and relief u/s 89/90/90AA/91 but before giving credit for taxes paid (advance tax/TDS/TCS/Self-Assessment Tax).

AY 2016-17 * (Individuals)	No. of Returns	Sum of Tax Liability of Taxpayer (in Crore INR)
< 0	-	-
= 0	1,81,31,369	-
> 0 and <= 1,50,000	2,21,11,904	54,442
> 150,000 and <= 2,00,000	5,70,194	9,875
> 2,00,000 and <= 2,50,000	3,85,779	8,624
> 2,50,000 and <= 3,50,000	5,07,835	15,025
> 3,50,000 and <= 4,00,000	1,72,562	6,453
> 4,00,000 and <= 4,50,000	1,34,636	5,708
> 4,50,000 and <= 5,00,000	1,06,154	5,032
> 5,00,000 and <= 5,50,000	85,902	4,503
> 5,50,000 and <= 9,50,000	3,33,608	23,692
> 9,50,000 and <= 10,00,000	20,740	2,021
> 10,00,000 and <= 15,00,000	1,24,285	15,055
> 15,00,000 and <= 20,00,000	55,862	9,626
> 20,00,000 and <= 25,00,000	31,485	7,020
> 25,00,000 and <= 50,00,000	49,215	17,000
> 50,00,000 and <= 1,00,00,000	22,621	15,345
> 1,00,00,000 and <= 5,00,00,000	10,239	18,220
> 5,00,00,000 and <= 10,00,00,000	549	3,759
> 10,00,00,000 and <= 25,00,00,000	197	2,889
> 25,00,00,000 and <= 50,00,00,000	40	1,390
> 50,00,00,000 and <= 100,00,00,000	11	773
> 100,00,00,000 and <= 500,00,00,000	6	742
> 500,00,00,000	-	-
<b>Total</b>	<b>4,28,55,193</b>	<b>2,27,194</b>

\* upto 15-Dec-2017 - belated ITRs of AY 2016-17 can be submitted upto 31-Mar-2018.