

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE

**LOK SABHA**  
**UNSTARRED QUESTION NO.1371**

TO BE ANSWERED ON FRIDAY, THE 9<sup>th</sup> FEBRUARY, 2018  
20 MAGHA, 1939 (SAKA)

**AAYKAR SETU**

1371. SHRIMATI POONAM MAHAJAN;

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has launched Aaykar Setu an online platform to simplify income tax, if so, the details and salient features thereof;
- (b) the number of users that have downloaded and utilized the App since its launch and the plans of the Government to expand usage especially in rural areas; and
- (c) whether the Government will expand the App to provide information about other tax related queries and services, if so, the details thereof ?

**ANSWER**

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

- (a) Yes Madam, the Income Tax Department has launched Aaykar Setu, an online platform for facilitating access to various key services provided by the Department. The salient features of “Aaykar Setu” are as under :-
  - (i) Tax Return Preparer (TRP) at your doorstep: For locating/contacting the nearest TRP and registering a request for home visit of TRP.
  - (ii) ASK-IT: Chat tool based upon artificial intelligence for resolving tax payer’s queries.
  - (iii) Return preparation ‘Made easy’: Assistance for filing IT Return.
  - (iv) Tax Tool : For facilitating computation of Tax & for filing ITR.
  - (v) TDS/TRACES: Assistance for Tax Deductor/collector and Tax Deductee.

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- (vi) Got a problem: It consists of link of various services provided by the IT Department such as Refund Status, Register Grievances etc.
- (vii) Paying tax online, applying online for PAN.
- (viii) Tax Gyan: To enable users to learn about Income Tax through mobile enabled game.

(b) The number of users that have downloaded and utilized the App since its launch on 10.7.2017 till 06.02.2018 is 2,09,179. The Income Tax Department is popularizing the use of application through various channels of publicity i.e. electronics and print media. The Mobile app is also accessible in rural areas.

(c) The App already provides extensive information about tax related queries & services. No proposal to further expand the App is currently under consideration.

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