

GOVERNMENT OF INDIA  
MINISTRY OF FINANCE  
DEPARTMENT OF REVENUE

**LOK SABHA**  
**STARRED QUESTION NO. †\*251**

TO BE ANSWERED ON 3<sup>rd</sup> AUGUST, 2018  
12<sup>th</sup> SHRAVANA, 1940 (SAKA)

**‘AAYKAR SETU’ APP**

†\*251: SHRI RATTAN LAL KATARIA

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has launched ‘Aayakar Setu’ app under Digital India and if so, the details thereof;
- (b) the facilities/information which can be easily accessed by the tax payers through this app;
- (c) the total number of users of this app so far, State/UT-wise including Haryana;
- (d) whether the Government is taking any steps to increase the number of its users; and
- (e) if so, the details thereof?

**ANSWER**

FINANCE MINISTER  
(SHRI PIYUSH GOYAL)

(a) to (e): A Statement is laid on the Table of the House.

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**STATEMENT REFERRED TO IN REPLY TO PARTS (a) TO (e) of LOK  
SABHA STARRED QUESTION NO. †\*251 FOR ANSWER ON 3<sup>rd</sup> AUGUST  
2018 REGARDING ‘AAYKAR SETU’ APP.**

(a) & (b) 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” App are as under :-

- (i) Return preparation made easy: Assistance for filing IT Return.
- (ii) Tax Tool : For facilitating computation of tax & for filing ITR.
- (iii) Paying tax online, applying online for PAN/TAN.
- (iv) TDS/TRACES: Assistance for tax deductor/collector and tax deductee.
- (v) Got a problem: Link to various services provided by the IT Department such as Refund Status, Register Grievances etc.
- (vi) Tax Return Preparer (TRP) at your doorstep: For locating/contacting the nearest TRP and registering a request for home visit of TRP.
- (vii) Locate Aayakar Seva Kendra/TPS officer. The nearest ASK centre and Tax Payer Services (TPS) offices can be located by the general public/taxpayers.
- (viii) Tax Gyan: To enable users to learn about Income Tax through mobile enabled game.
- (ix) ASK-IT: Chat tool based upon artificial intelligence.
- (x) Live Chat – For answering queries of taxpayers.

(c) The total numbers of users of this app since its launch on 10.7.2017 till 25.07.2018 is 2,76,000. The State/UT-wise statistics of users are not captured.

(d) & (e) The Income Tax Department is popularizing the use of the application through publicity in print media and setting up exclusive counters in Trade Fairs participated by the Department. Since the launch of the app in July 2017, the Department has been highlighting the availability of the app in its various media advertisements/ campaigns.

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