

Government of India
Ministry of Finance
Department of Revenue
LOK SABHA
UNSTARRED QUESTIONS NO. 601
TO BE ANSWERED ON FRIDAY, JULY 20, 2018
ASHADHA 29, 1940 (SAKA)

TECHNICAL GLITCHES IN ONLINE TAX FILING

601. SHRI HARISH MEENA:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has taken notice of difficulties being faced by various tax payers for filing of online taxes like personal tax, Goods and Services Tax (GST) etc. and if so, the details thereof;
- (b) the number of complaints received by the Government over failure of website/ software during peak time of tax submission during the last three years; and
- (c) the action taken by the Government in this regard?

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

(a): Yes, the government has taken notice of difficulties being faced by various tax payers for filing of online taxes.

(b):

(i) The Online Direct Taxes are being paid through the authorized banks only. No statistics regarding the number of complaint received by the Government over failure of website/software during peak time of tax submission is being maintained by the Income-tax department.

(ii) 100 complaints were received from tax payers by NSDL around 8.00 pm on 31.03.2015 regarding difficulties faced in the online payment of Central Excise and Service Tax through EASIEST portal.

(iii) GST Portal had some hardware/software problems for six days due to which the system had become slow or unresponsive for some hours. On each of these days the problems were identified and rectified on high priority. The number of Tickets generated on these day are is under:-

Date	Total Number of Tickets
19-Aug-17	1865
05-Sep-17	9664
08-Sep-17	13159
20-Jan-18	10328
20-Apr-18	4617
19-May-18	3108

(c):

(i) With respect to Direct Taxes a complaint over the failure of website/software is received either by offline or online mode, the matter is duly considered by the department. In case, the failure is of the banks, the matter is taken up with the banks for rectification and in case, the mistake is of the assessee, the steps to be followed by the assessee are explained to him/her to resolve the difficulties.

(ii) With respect to Indirect Taxes the complaints were resolved within 30 minutes and the tax payers were able to make payments.

(iii) In respect of Goods and Services Tax, immediately upon receiving the alert of malfunctioning of the Hardware/software Component through GST System monitoring apparatus, the technical team of GSTN, MSP Infosys and OEM manufacturer were activated to diagnose and resolve the problem. Root cause was identified and after analysis it was expeditiously rectified. To prevent future incidents, additional monitoring has been established. The processes for routine maintenance of the effected Software/Hardware component has been recalibrated to ensure safeguards against similar issues in future.
