

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
LOK SABHA
UNSTARRED QUESTION NO. 1252

TO BE ANSWERED ON MONDAY, DECEMBER 6, 2021/AGRAHAYANA 15, 1943 (SAKA)

INCOME TAX E-FILING PORTAL

1252. SHRI THIRUNAVUKKARASAR SU:

Will the Minister of FINANCE be pleased to state:

- (a) whether the Government has launched new Income Tax(IT) e-filing portal;
- (b) if so, the details thereof along with its features and the amount spent on its launch;
- (c) whether the said IT portal continued to face glitches for many long months during the year and the resultant problems faced by the taxpayers and if so, the details thereof;
- (d) whether any steps have been taken by the Government for resolution of those glitches; and
- (e) if so, the details thereof and if not, the reasons therefor?

ANSWER

THE MINISTER OF STATE IN MINISTRY OF FINANCE

(SHRI PANKAJ CHAUDHARY)

- (a) Yes Sir.
- (b) The Income Tax Department has launched a new Income Tax e-Filing Portal www.incometax.gov.in on 7th June 2021 as part of the Integrated E-filing and Centralized Processing Centre 2.0 Project. Some of the features of the new portal include:
 - E-filing of Income Tax Returns integrated with processing of Income Tax Returns (ITRs) to complete processing and issue refunds to taxpayers;
 - All interactions and uploads or pending actions displayed on a single dashboard for follow-up action by taxpayer;
 - Free of cost ITR preparation software available with interactive questions to help taxpayers;
 - Taxpayers able to proactively update their profile to provide certain details of income including salary, house property, business/profession which is used in pre-filling their ITR.
 - New call centre for taxpayer assistance for prompt response to taxpayer queries. Detailed FAQs, User Manuals, Videos and chatbot/live agent also provided;
 - Functionalities for filing Income Tax Forms, add tax professionals, submit responses to Notices in Faceless Scrutiny or Appeals.

The Union Cabinet gave its approval on 16/01/2019 for the project at an outlay of Rs. 4,241.97 Cr for a total period of 8.5 years including payout to the Managed Service Provider (MSP), GST, rent, postage and project management cost. Since January 2019 till date, the total amount paid to M/s Infosys is Rs 164.5 Cr under this project of which Rs 79.53 Cr is for the new Portal.

(c) Taxpayers, tax professionals and other stakeholders reported initial glitches in the working of the new portal including slowness of the portal, non-availability of certain functionalities or technical issues in functionalities.

(d) Yes Sir.

(e) The Income Tax Department has taken corrective measures through Managed Service Provider for the project – M/s Infosys Ltd based on feedback from taxpayers, tax professionals and representatives of ICAI. The Department is continuously engaged with the M/s Infosys to expedite the resolution of issues raised. M/s Infosys has informed that technical issues noticed in the functioning of the portal are continuously being resolved.
