

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
LOK SABHA

UNSTARRED QUESTION NO. 2809

TO BE ANSWERED ON MONDAY, MARCH 21, 2022/PHALGUNA 30, 1943 (SAKA)

TECHNICAL ISSUES IN INCOME TAX E-FILING PORTAL

2809. SHRI HIBI EDEN: SHRI RATTAN LAL KATARIA:

Will the Minister of FINANCE be pleased to state:

- (a) the details of income tax collection during the last three years and the current year, year-wise along with the details of e-portal made by the Government to collect income tax;
- (b) whether the Government has noticed that website glitches have been delaying income tax refund processing and if so, the details thereof along with the other technical difficulties like login problem and past income tax returns being faced by the taxpayers;
- (c) whether the officials have asserted that the technical problems in the newly designed website had badly hit the process of income tax assessments as they were not able to smoothly access the data from back end and if so, the details thereof along with the measures taken to resolve the said technical issues; and
- (d) whether the Government or the service provider is answerable for the said website glitches if the service provider has failed to deliver the project for development of new website for income tax returns and if so, the details thereof along with the accountability fixed/action taken in this regard?

ANSWER

THE MINISTER OF STATE IN MINISTRY OF FINANCE
(SHRI PANKAJ CHAUDHARY)

- (a) Tax payments are made online through the tax payment portal maintained by NSDL on behalf of the Income Tax Department at the following address:
<https://onlineservices.tin.egov.nsd.com/etaxnew/tdsnontds.jsp>

The details about tax collections during last three years and the current year are as under:

Financial Year	Direct Tax Collection (Net)
2018-19	1137718.48
2019-20	1050680.56
2020-21	947176.37
2021-22 (up to 8.03.2022)	1191112.88

- (b) Glitches were observed since the launch of the e-filing portal on 7th June 2021 and the Department has taken corrective measures through service provider, Infosys, based on feedback from taxpayers, tax professionals and representatives of ICAI. As a result of the same, the filing of ITRs has steadily increased. As on 15.03.2022 over 6.63 Cr ITRs have been e-filed by taxpayers.

Processing of filed ITRs is done by Centralized Processing Centre (CPC) Bengaluru as a separate process. Duly verified valid ITRs are processed by CPC for determining the tax payable and amount of refund due, if any, to the taxpayer, and an electronic intimation is sent by e-mail to this effect. For AY 2021-22, CPC has processed more than 5.17 crore ITRs out of the 6.01 crore verified ITRs on the new system.

- (c) The new e-filing portal www.incometax.gov.in is the interface for the taxpayer to view and respond to assessment notices issued by Departmental officers. E-proceeding notices may pertain to assessment, penalty or appeal etc. Till 13.03.2022, more than 29 lakh notices were posted on the e-filing portal by the department to taxpayers and around 15.62 lakh response to these notices were received through the e-filing portal.
- (d) There are specific provisions laid down in the Request for proposal (RFP) for Integrated E-filing and CPC 2.0 project and the contractual agreement between ITD and the Managed Service Provider (MSP) for failure to deliver the services as per agreed standards and timelines. Appropriate action is taken as per the provision of RFP and Contract between the department and MSP.
