

GOVERNMENT OF INDIA
MINISTRY OF FINANCE
DEPARTMENT OF REVENUE
LOK SABHA
UNSTARRED QUESTION No. 3374
TO BE ANSWERED ON FRIDAY, THE 5th AUGUST, 2016
14, SRAVANA, 1938 (SAKA)

E-GRIEVANCE REDRESSAL SYSTEM

3374. SHRI BALKA SUMAN:

Will the Minister of **FINANCE** be pleased to state:

- (a) whether the Income Tax Department has launched a special electronic grievance redressal system 'e-nivarah' in order to fast track taxpayers complaints for early resolution; and
- (b) if so, the details thereof?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF FINANCE
(SHRI SANTOSH KUMAR GANGWAR)

- (a) Yes, Madam.
- (b) I.E-Nivaran is a Unified Grievance Management System with an objective of fast-tracking taxpayers grievance redressal. The salient features of the E-Nivaran Systems are:
- i. Grievances will be received electronically or physically at any Income Tax Department's offices at Aayakar Seva Kendra (ASK) or through CPGRAMS, e-Filing website or through Centralized Processing Center at Bengaluru or with service providers responsible for Permanent Account Number applications (NSDL or UTITSL) or for generation of refund cheques (State Bank of India).
 - ii. A standardised E-Nivaran form of one page has been designed for the taxpayer to submit his or her grievance.
 - iii. On receipt of the same, a unique Grievance ID is generated, which can be used to track the grievance status at e-filing portal and at Income Tax Offices.
 - iv. Each grievance will be acknowledged through e mail and SMS.
 - v. Each Grievance will be routed based on the category to the appropriate Income Tax Authority responsible for resolution electronically.
 - vi. It will be possible to transfer grievance internally to any Income Tax authority electronically for faster resolution where multiple actions are involved.
 - vii. Once the grievance is resolved, a resolution letter will be generated and same will be sent through e mail and post and an SMS will also be sent to the filer.
 - viii. The system will also act as centralized system for monitoring and analyzing the functioning of the grievance redressal system and the nature of the grievances, so that the department can take corrective action to prevent recurrence of the grievance in future.
2. The E-nivaran system enables the tax payer to file grievances at his convenience and to track the progress from anywhere anytime with an objective for early mitigation of the grievance and better communication with the taxpayer.
3. The E-nivaran system is being rolled out in phases and is expected to be completely functional in FY 2016-17.