

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:750
ANSWERED ON:25.02.2009
IT RETURNS PROCESSING CENTRES
Tripathy Shri Braja Kishore

Will the Minister of FINANCE be pleased to state:

- (a) Whether the Government has set up income tax return processing centres in the country;
- (b) if so, the details in this regard; and
- (c) the manner in which such centres provide assistance to income tax payees in the country?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE:(SHRI S.S. PALANIMANICKAM)

(a) Yes Sir.The Income Tax Department is in the process of setting up a "Centralized Processing Centre" (CPC) at Bengaluru. The work for establishing and operating has been awarded to a consortium led by M/S Infosys Technologies Ltd, Bengaluru. The CPC is expected to be commissioned during the first quarter of the financial year 2009-10.

(b) The CPC at Bengaluru is expected to process income tax paper returns of Bengaluru in the first year along with all electronic returns received by the Income Tax Department. The work load will be incrementally raised.

(C) The CPC will enable following benefits/assistance to the taxpayers of the country.

CPC would result into faster processing leading to speedy delivery of refunds and reduced grievances of the taxpayers.

Tax payers would have little or no interface with Income Tax Offices for refunds/processing of returns.

It would allow the department to bring in speedy processes and citizen centric services similar to the ones offered by the best tax administrations across the globe.

It will have a dedicated call center to address tax payer grievances.