

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:3441
ANSWERED ON:13.08.2010
E-FILING OF TAX RETURNS
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Will the Minister of FINANCE be pleased to state:

- (a) whether the Union Government has assessed the user friendliness of the facility of e-filing of income tax returns;
- (b) if so, the details of advantages and disadvantages of the facility for the tax assesses as well as for the Government; and
- (c) the steps proposed to be taken thereto ?

Answer

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

(a) & (b) Yes, the Department of Information Technology, Ministry of Communications and Information Technology has authorized a survey and the report was published in October 2008. The major findings of the survey were:

- (i) Waiting time reduced by one-third and there is a significant reduction in total elapsed time for corporate users from 10 days to 6 days.
- (ii) Corporate users experienced a significant improvement in both the quality of service and the quality of governance.
- (iii) Individual users of the facility were very small in number for Assessment Year 2006-07 covered in the survey.
- (iv) E-filing eliminates date entry requirement and therefore allows faster processing.
- (v) For the Government. The e-filing data is a comprehensive source of data for tax policy decisions and for taking various administrative decisions.

(c) The e-filing facility is being constantly improved and for the Assessment Year 2010-11, the free tax returns preparation software included tax and interest computation. Further, the processing of e-filed returns is being completed expeditiously by the Centralized Processing Center at Bangalore.