

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2139
ANSWERED ON:06.08.2010
STRIKE AGAINST OUTSOURCING
Pandey Shri Ravindra Kumar

Will the Minister of FINANCE be pleased to state:

- (a) the details of the works executed through outsourcing in the Department of Income Tax during the last three years along with the amount of expenditure incurred thereon;
- (b) the details of each outsourcing agency appointed for the said work;
- (c) whether strike and bandh has been called by Group B, C and D officials of the Department of Income Tax against outsourcing; and
- (d) if so, the details thereof?

Answer

MINISTER OF STATE FOR FINANCE(SHRI S.S.PALANIMANICKAM)

(a) & (b) The details are given in the statement enclosed

(c) & (d) The Income Tax Employees Federation and Income Tax Gazetted Officers Association had served a notice of one day token strike on 15/7/2010 to press for their demands including the demand against outsourcing at Central Processing Centre, Bangalore.

STATEMENT REFERRED TO IN REPLY TO PARTS (a) & (b) OF LOK SABHA UNSTARRED QUESTION NO.2139 TO BE ANSWERED ON 06/08/2010

(a) & (b): Directorate of Systems have informed that the following works were executed through outsourcing during the last three years:

- i. Receipt and digitization PAN application.
- ii. Printing and dispatch of PAN cards.
- iii. Receipt & digitization of paper TDS return.
- iv. Upload of e-TDS return.
- v. Payment Gateway for e-payment.
- vi. Upload of AIR returns.
- vii. Upload of OLTAS data by Banks.
- viii. Upload of Refund Banker data by SBI.
- ix. Data entry of Paper return by AOs is outsourced.
- x. Development of Application/Software.
- xi. Managing data center
- xii. Managing help desk.
- xiii. Digitization, scanning & storage of paper returns at CPC.
- xiv. Maintenance of dedicated TAXNET.
- xv. Maintenance of e-filing infrastructure.
- xvi. Hosting & Maintenance of Website

xvii. Videoconferencing

xviii. Data Centre Space

xix. Management of Refund Banker Scheme

Total amount spent on above services in last 3 Financial Years is as under:-

(all figures in crore)

FY:2007-08 134

FY:2008-09 105.81

FY:2009-10 81.35

Total 321.16

Services mentioned above were provided by following service providers:-

1. NSDL

i. Receipt and digitization PAN application.

ii. Printing and dispatch of PAN cards.

iii. Receipt & digitization of paper TDS return.

iv. Upload of e-TDS return.

v. Payment Gateway for e-payment.

vi. Upload of AIR returns.

vii. Upload of OLTAS data by Banks.

viii. Upload of Refund Banker data by SBI.

2. Various agencies engaged by A.O.s

i. Data entry of Paper return.

3. TCS

Development and maintenance of Application/Software

4. IBM

1. Managing data center

ii. Managing help desk.

5. Infosys

Digitization, scanning & storage of paper returns at CPC, Bangalore.

6. Bharti

Providing dedicated n/w and bandwidth.

7. H.P.

Maintenance of e-filing infrastructure.

8. ERNET

Video conferencing.

9. Tata Communication India Ltd. TCIL (erstwhile VSNL)

Data center space.

10. Quintegra and Taxmann

Hosting and maintenance of web site.

11. SYBAX, BLACK COBRA, MUSKAN

House keeping and security.

12 S.B.I

Management of Refund Banker Scheme.