

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:2175

ANSWERED ON:06.08.2010

‘E FACILITIES FOR TAX PAYERS’

Majumdar Shri Prasanta Kumar;Sugavanam Shri E.G.

Will the Minister of FINANCE be pleased to state:

- (a) The details of initiatives taken by the Government to receive grievances and return of Income-Tax from the assesses;
- (b) The status of functioning of such facilities and;
- (c) The further steps taken or proposed to be taken in this regard?

Answer

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

(a) & (b): In the Income-tax Department comprehensive and multilayered grievance redressal mechanism is functioning as under:

(i) A Central Grievance Cell under the Chairman, Central Board of Direct Taxes at New Delhi is looked after by an officer of the rank of a Director to the Government of India.

(ii) Regional Grievance Cells are functioning under each Chief Commissioner/Director General of income-tax. In places like Delhi, Kolkata, Mumbai and Chennai, where there are more than one Chief Commissioner, the Regional Grievance Cell functions under the Cadre Controlling Chief Commissioner. A Commissioner of Income Tax (Helpline) is also functional in these four metropolitan cities for settlement of grievance.

(iii) In all other places, where there is no Chief Commissioner or Director General, Grievance Cell functions under the Commissioner of Income Tax.

(iv) Income-tax Ombudsmen are functioning in 12 cities for speedy and independent resolution of complaints relating to public grievances against the Income Tax department.

(v) The Sevottam Scheme has been introduced under which Aayakar Seva Kendras have been opened to help tax-payers in filing income tax returns as well as to redress their grievances related to income-tax matters.

The following steps have been taken to facilitate filing of income tax returns:

(i) For receiving income tax returns, every year the Income-tax Department makes special arrangements towards the due date for filing income tax returns by setting up special counters.

(ii) The due date of filing income tax returns is extended whenever warranted. This year, the due date for filing income tax returns has been extended from 31st July to 4th August in view of the difficulties faced by taxpayers.

(iii) The website of the Income Tax department helps taxpayers in electronically filing income tax returns, electronic payment of taxes and online view of tax credits.

(iv) About 3,700 Tax Return Preparers (TRPs) have been trained to help small and marginal taxpayers comply with tax laws.

(c): Most of the grievance relates to income tax refunds. A Refund Banker Scheme was introduced to credit refunds directly to the bank account of the taxpayers. The Scheme has recently been extended to cover the entire country. A Centralized Processing Center (CPC) has been set up in Bengaluru to speed up processing of income tax returns and issue of refunds to taxpayers. Two more such CPCs are planned in Pune and Manesar.