

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:2285

ANSWERED ON:12.08.2011

IMPROVING IT PROCEDURE

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

(a) whether the Union Government has made attempts to find out whether the Income Tax assesseees, especially the senior citizens, have difficulties with the existing dispensations like returns filing procedure, limits of exemption and reliefs, obtaining Permanent Account Number, network of IT service centres, etc;

(b) if so, the details thereof; and

(c) the steps taken or proposed to be taken to improve the IT procedure for convenience of the assesseees?

**Answer**

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

(a) & (b): Although no formal study has been conducted by the Central Board of Direct Taxes to evaluate these areas, suggestions, complaints, feedback and recommendations received from tax payers, professional bodies, various trade organizations and other stake holders provide inputs from time to time, for evaluation and consequent improvement in various procedures and tax payer services. This has culminated in formulation of a Citizens Charter, which contains details of services provided by the Department, performance standards of service and grievances redressal mechanisms.

(c): The steps taken to simplify procedure and redress difficulties faced by the assesseees include making provision for E-filing of returns and E-payment of taxes from any destination across the country, Refund Banker Scheme for quick credit of refunds, Tax Return Preparer Scheme to facilitate filling up of return forms, streamlining the allotment of Permanent Account Number, launching of the Departmental website, publishing of Tax Payer Information booklets and brochures and setting up of Facilitation Centres and Aayakar Sampark Kendras for providing integrated taxpayer services. 'Sevottam' scheme adopted by the Department is an integrated model for excellence in delivery of various services. The Income Tax Department has launched projects at select stations wherein three modules of Sevottam i.e. (i) Implementation, monitoring and review of Citizens' Charter (ii) Receipt, redressal and prevention of public grievances and (iii) Service delivery capability have been put in place. Return forms have also been simplified and new forms 'Sahaj' and 'Sugam' have been notified for A.Y 2011-2012 for the benefit of salaried assesseees and small businessmen. The salaried tax payers having income not exceeding five lakhs have been exempted from filing of income tax returns for A.Y 2011-2012 if their tax liability has been discharged by deduction of tax at source. Special Camps for receipt of returns and awareness campaigns for facilitation and education of the tax payers are also regularly organized. The institution of the Ombudsman has also been set up to look into Income tax grievances. It is thus seen that the Department is constantly trying to improve various procedures and taxpayer services for the convenience of assesseees including senior citizens.