

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:427

ANSWERED ON:06.12.2013

IT REFUND

Azad Shri Kirti (Jha)

Will the Minister of FINANCE be pleased to state:

- (a) Whether claim of Income tax refund involving huge amount are pending with the department and if so, the details of such pending claims as on 31 March, 2013;
- (b) Whether e-refund scheme has been launched for the immediate disposal of Income tax refund;
- (c) If so, the details thereof; and
- (d) The other measures being taken for the immediate disposal of income tax refund in a time bound manner?

Answer

MINISTER OF STATE IN THE MINISTRY OF FINANCE (J.D. SEELAM)

a) Data of refunds pending in paper returns not entered into the ITD System is not maintained centrally. However, the refund claims pending as on 31.3.2013 from all the e-filed returns and paper returns whose data has been entered into the system by the Assessing Officers is 27.88 lakhs, out of which, 25.11 lakh refund claims pertain to the returns filed during the F.Y. 2012-13.

b) & c) E-refund scheme was launched under the Refund Banker Scheme in 2007 initially on pilot basis in Delhi and Patna. Presently it covers all locations and income tax charges (except Large Taxpayer Units and TDS refunds). Under the Refund Banker Scheme, the entire delivery process for refunds is automated without any manual intervention and sent to the taxpayer in electronic and paper mode through SBI, Mumbai. Taxpayers can track the dispatch and delivery status of the refund through website and call centre facilities under the scheme. In F.Y 2012-13, more than 85 lakh refund vouchers were issued through the Refund Banker.

d) Other measures being taken to expedite disposal of income tax refund are enumerated below:

(i) Promoting e-filing of the returns for speedy processing. From A.Y. 2013-14, e-filing has been further mandated for an individual or HUF, if total income exceeds ₹ 5 lacs.

(ii) E-filed Returns are bulk processed in CPC Bangalore due to which the processing time has substantially reduced.

(iii) TDS deductors are required to compulsorily e-file their TDS returns on quarterly basis. CPC(TDS) has been set up at Ghaziabad to expedite processing of the same.

(iv) Through Citizens' Charter and other press releases/advertisements issued by the Department, tax payers are requested to carefully mention the relevant particulars in return of income.

(v) Facility of viewing individual Tax Credit Statement in Form 26AS is made available to tax payers so that they can verify the TDS details before filing their return of income and take proper steps with the deductor(s) to rectify mistakes, if any.

(vi) Online viewing of status of taxpayers refund is available for better information dissemination.

(vii) Income Tax Ombudsman has been created across the country to ensure prompt disposal of tax payer grievances.

(viii) Aayakar Seva Kendras (ASK) have been set up by the Department at various locations which promptly deal with the refund related grievance of the assesseees.