

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:2553  
ANSWERED ON:25.07.2014  
PAN CARD APPLICATION  
Singh Shri Pashupati Nath

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

- (a) the number of applications for issue of PAN card pending as on date, State/region-wise;
- (b) the reasons for delay in issue of PAN card and the action taken or proposed to be taken by the Government in the matter; and
- (c) the measures being taken by the Government for early issuance of PAN card to genuine applicants?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF FINANCE: (SHRIMATI NIRMALA SITHARAMAN)

(a) 46, 61,069 applications for issue of PAN card are pending. Work is in progress in case of 11, 34,745 PAN applications. In the remaining 35, 26,324 cases deficiency letters have been issued to PAN applicants. State/region-wise details of pending applications are as under:-

State	Pending applications	State	Pending applications
Andaman and Nicobar Islands	2164	Andhra Pradesh	353223
Arunachal Pradesh	4750	Assam	103609
Bihar	214146	Chandigarh	15418
Chhattisgarh	72787	Dadra and Nagar Haveli	5896
Daman and Diu	3607	Delhi	290238
Goa	11513	Gujarat	277401
Haryana	149520	Himachal Pradesh	29591
Jammu and Kashmir	35658	Jharkhand	67139
Karnataka	319891	Kerala	78129
Lakshwadeep	457	Madhya Pradesh	192109
Maharashtra	747302	Manipur	8501
Meghalaya	6263	Mizoram	1111
Nagaland	3839	Odisha	81061
Pondicherry	6796	Punjab	117590
Rajasthan	191013	Sikkim	2487
Tamil Nadu	354809	Tripura	7750
Uttar Pradesh	542578	Uttarakhand	46378
West Bengal	226778	Others (Defence and foreign cases)	89567
Total	4661069		

(b) A. PAN allotment work consists of following activities/processes :-

(i) Receipt of PAN application by facilitation centres of PAN Service Providers i.e. NSDL/UTIITSL.

(ii) Digitization of details given in the PAN application form by the PAN Service Provider.

(iii) On receipt of digitized information from PAN Service Provider, the Income-tax department detects the presence of any existing PAN against the PAN application by running of a process called "Duplicate PAN resolution process".

(iv) Once the duplicate PAN resolution process is completed, the Income-tax department allots the PAN and sends the information to PAN Service Providers for print & dispatch of PAN card to applicant.

B. The Income-tax department normally resolves the PAN application details within two days and sends information to the Service Providers for printing and dispatch of PAN card. The Service Provider has been given time of 15 days to complete all the assignments / activities in the PAN allotment process.

C. Some of the reasons for the delay in issue of PAN card are:-

(i) defective information provided by the PAN applicant;

(ii) particulars of two or more applicants match and resolution takes time;

(iii) non-receipt of required documents / photographs/ signatures for an on-line PAN applicant;

(iv) non-delivery of PAN card due to incorrect address.

(c) Timely issuance of PAN card is monitored regularly with PAN Service Providers. PAN card is normally dispatched to the applicants within 15 days. On allotment of PAN, applicants are informed through SMS and e-mails. In order to handle grievance of non-receipt of PAN card, a proper grievance redressal mechanism has been put in place, at the level of PAN Service Providers as well as at the level of Income-tax department. Timely resolution of grievances is undertaken so that PAN cards are issued within the committed time frame to genuine PAN applicants.