

**GOVERNMENT OF INDIA
FINANCE
LOK SABHA**

UNSTARRED QUESTION NO:3348

ANSWERED ON:01.08.2014

IT REFUND

Venugopal Dr. Ponnusamy

Will the Minister of FINANCE be pleased to state:

- (a) the manner in which information about Income Tax refund is intimated to individuals and the amount disbursed thereunder during the last three years;
- (b) the details of complaints about delay, no-crediting and non-transparency received along with the action taken or proposed to be taken thereon;
- (c) the amount of fund paid in interest as excess refund during the last three years;
- (d) whether such payments have been authorised by the Government and if so, the details thereof;
- (e) the steps taken or proposed to be taken to improve efficiency in the matter of Income Tax refund?

Answer

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

(a) In case of the returns processed by the Central Processing Centre, the information about refund, if any determined, is sent to the taxpayer through e-mail and SMS; whereas in case of returns processed by the Assessing Officers, the intimation is sent to the taxpayer concerned by post. Further, if the refund is electronically credited directly to the bank account of the taxpayer, the Refund Banker sends the credit advice with details of electronic refund to the taxpayer by post as well as e-mail and SMS. However, if a paper refund is issued by the Refund Banker, the refund dispatch details are sent to the taxpayer through SMS.

The amount of refunds paid in last three years are as under:

Financial Year	Refund (in crore)
2011-12	93814
2012-13	83766
2013-14	89066#

#Provisional

(b) Grievances about refunds, if any, received, are looked into by the Assessing Officer concerned and appropriate action is taken in accordance with the provisions of the Income Tax Act 1961.

(c) The amount of interest paid on refund in last three years is as under:

Financial Year	Interest paid on Refund (in crore)
2010-11	10499
2011-12	6486
2012-13	6666
2013-14	Under compilation

(d) Interest on refund is a statutory outgo as per the provisions of Section 244A of the Income tax Act 1961.

(e) Steps being taken to improve efficiency and ensure speedy payment of income tax refunds are enumerated below:

(i) E-filed Returns are bulk processed in CPC Bangalore thereby reducing the processing time substantially.

(ii) Issuance of refunds is done through Refund Banker.

(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 Citizen's 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 to ensure prompt disposal of tax payer grievances.

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