

Government of India,
Central Board of Direct Taxes
Income Tax Department
New Delhi



Technology in the service of taxpayer



Taxpayer services identified for e-delivery

Background

Government of India has chalked out the National e-Governance Action-Plan for implementation of various e-Governance initiatives. One of the key mission projects under this is e-delivery of taxpayer services by income Tax Department. Our mission is “**Technology in the service of Tax Payer**”.

The objective is to provide taxpayer services through website as a single window 24 hours a day, 7 days a week, so that a taxpayer can fulfill his routine tax obligations without visiting Income Tax Offices.

- 1.** Dissemination of tax related information
- 2.** Dissemination of taxpayer specific information
- 3.** PAN and TAN related services
- 4.** Preparation of returns of income
- 5.** e-filing of returns of income
- 6.** e-payment of taxes
- 7.** Computerised processing of returns / refunds
- 8.** e-filing of TDS returns

1. Dissemination of tax related information

Tax laws and procedures keep changing. General information about tax laws, etc. is now available on the website of Income Tax Department at

<http://incometaxindia.gov.in>



More than 2 lakh visitors look up the website every day.



▲ taxpayer can easily find and download up-to-date information about a wide range of tax related topics e.g.

Understanding Income Tax
Income Tax Act and Rules
Finance Acts, Circulars, Notifications
Computation of taxable income from Salary
House property, capital gains etc.
Admissible tax deductions and rebates
Depreciation rates
TDS Rates
Computation of tax
How to file your Return
Forms
Due Dates, Frequently Asked Questions
Return Preparation Software
Commissioner-wise Jurisdiction
International Taxation

2. Dissemination of taxpayer specific information

This facility allows taxpayers limited access to view their information relating to status of their PAN applications tax payments etc. on internet. Currently taxpayers can access following types of information-

Know your PAN

This service facilitates the taxpayer to know the PAN allotted to him. A taxpayer can enter his key parameters at website <http://efilingincometaxindia.gov.in> and check his PAN online from the department's database.



Track status of PAN applications

This service facilitates a taxpayer to know the status of his PAN application. A taxpayer can enter his key parameters at <http://tin.nsdl.com> and <http://utiisl.co.in> enter the acknowledgement number of his



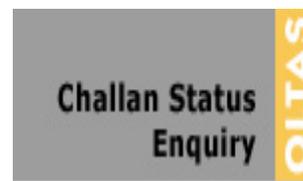
application and check the status of his application.

Download challan forms with pre-printed PAN/TAN



A taxpayer can go to the website <http://efilingincometaxindia.gov.in> enter his PAN and generate Challans forms for payment of tax preprinted with his name and PAN as appearing in department's database. Thus incorrect quoting of PAN / TAN is avoided. It ensures that the payment will be correctly accounted for in the taxpayer's name.

View of tax payments made in banks



This facility allows the taxpayer to view

whether the tax deposited by him in a bank has reached the Departments database. A taxpayer can go to the website of Tax Information Network (TIN) at <http://tin.nsdl.com> enter the Challan Identification Number and view the data.

3. PAN and TAN related services

Process for allotment of PAN and TAN has been simplified by outsourcing certain services to UTIISL & NSDL who have set up facilities in over 500 cities for receiving PAN applications. New PAN cards have been introduced with security features.



“Tatkal” allotment of PAN

If PAN application is filed on line and service charge is paid by credit card, PAN will be intimated on e-mail in 5 working days.



Online application for new PAN cards or corrections in PAN

PERMANENT ACCOUNT NUMBER (PAN)

Filing applications online



PAN applications can be filed on line at

<http://tin.nsd.com> and <http://utiisl.co.in>



Applications for new PAN cards can be filed on line at <http://tin.nsd.com> and <http://utiisl.co.in>

Tracking PAN applications

Status of PAN applications can be tracked respectively

at <http://tin.nsd.com> and <http://utiisl.co.in>



PANs allotted

PAN allotted as on 31.03.05	3,82,28,769
PAN allotted from 1.4.04 to 31.03.05	63,73,028

**TAX DEDUCTION
ACCOUNT NUMBER
(TAN)**

**Filing TAN applications
online**



Applications for TAN can be filed online at <http://tin.nsd.com>

**Online application for
correction in TAN**



Applications for correction in TAN data can be filed online at <http://tin.nsd.com>

'Know your TAN'



This service facilitates the deductor to know the TAN allotted to him.

**Call centre for grievance
handling**



Taxpayers can lodge grievances relating to PAN applications at www.utiisl.com or www.tin.nsd.com. They can also lodge telephonic grievances at 0124-24380000

4. Preparation of returns of income

Preparation of return of income is an annual obligation of all taxpayers. Since tax laws and forms of returns keep on changing from year to year preparation of returns is perceived to be a specialized task requiring a professional assistance.



Department has simplified the



return forms for salaried and other non corporate taxpayers.

Naya Saral (Form 2E) is a simple one page return form meant for salaried taxpayers.



▲ **free Return Preparation Software called Sampark is available on department's website since 2003.** This enables an online preparation of return of income for non business taxpayers through a question answer session.



Taxpayers have the option of preparing their return online using the above software and take a printout or downloading the program itself and preparing the return offline.

5. e-filing of returns of income

Taxpayers need not wait in queues at Income-Tax offices for filing returns.

Taxpayers can file returns through e-Return Intermediaries or directly through internet.



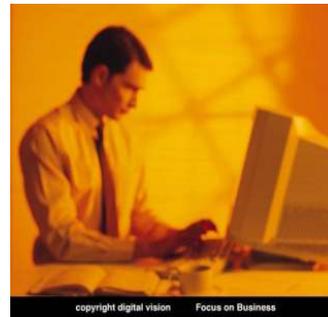
A Utility has been provided to convert data of returns of income to specified XML format will simplify the process of digitizing the paper return information for taxpayers and e-Return intermediaries.

e-filing of returns of income through e-Return Intermediaries



Eligible categories of Financial service providers can register as e-Return Intermediaries. For details visit <http://incometaxindiaefiling.gov.in>

e-filing of Returns of income directly by salaried taxpayers



Direct e-filing of returns of income by salaried taxpayers on internet under digital signatures will be available for eligible taxpayers from June 2005.

Details may be seen at <http://incometaxindiaefiling.gov.in>



e>Returns will be processed on priority basis.

6. e-payment of taxes

Procedure for payment of tax has been simplified by introduction of On Line Tax Accounting System (OLTAS)



New simplified challans (ITNS 280, 281 and 282) have fewer columns and are to be filled in single copy instead of four copies needed earlier.

Banks give the taxpayers a counterfoil with rubber stamp containing the Challan Identification Number (CIN) by which the Challans is identifiable across all systems.

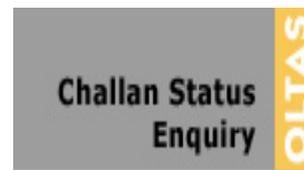
Banks transmit the data electronically to the department.



Tax payments can also be made through internet using net banking facility of designated banks.

No need to personally visit the bank

Bank will process the transaction online and issue acknowledgement indicating CIN details.



Taxpayers can go to the website of Tax Information Network (TIN) at <http://tin.nsd.com> enter the Challan Identification Number and view the tax payment data.

7. Computerised processing of returns/refunds

All returns are being processed on computers within 4 months of filing. More than 2.03 crore returns were processed on computers in F.Y. 2003-04 resulting in issue over 56 lakh refund cheques.



Computerised processing of returns has enabled faster processing of refunds, improved taxpayer service, and lower interest outgo on refunds.

Facility for electronic credit of refunds directly to the bank account of taxpayers has been introduced in 12 cities for salaried taxpayers in March 2004.

Computerised processing of returns has created databases needed for selection of cases for scrutiny, identification of stop filers and supporting data for decision making on tax policy issues.



A system of **Computer Assisted Selection of cases for Scrutiny (CASS)** has been developed to introduce transparency to eliminate discretion in selection of cases for scrutiny.

8. e-filing of TDS returns

Scheme for electronic filing of TDS returns was notified in September, 2003.



Corporate deductors mandatorily file their TDS returns in electronic format.

The earlier 16 TDS return forms have been integrated into 3 forms (Form 24/ 26/ 27)

TAX INFORMATION NETWORK
of Income Tax Department

Free TDS returns preparation software has been provided for generating e-TDS returns.

Over 600 Facilitation Centres have been set up in 235 cities for receipt of e-TDS returns.

Filing procedure has been simplified through TIN-Facilitation Centers (TIN-FCs) and improved Service Quality.



A web-based facility for online filing of e-TDS returns under digital signatures is available at [http:// tin.nsdl](http://tin.nsdl).

Over 4.35 lakh electronic TDS returns have been filed during 2004. These contain data of more than 12 crore transactions.

e-filing of TDS returns has brought the benefits of lower cost of compliance for corporate deductors through cost savings in preparation of documentation and paper handling.

9. Other services under development

Following are some of the services that would be rolled out soon:

- 'PAN Query in Batch Mode' for registered institutional users



- 'Grievance filing through Web'
 - e-filing of Annual Information Returns
- Demat of TDS certificates
- Information on status of processing of Returns/ refunds on web



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