

How to get your ITR related queries answered by income tax officers

By Navneet Dubey, ET Online | Updated: Oct 09, 2019, 05.59 PM IST

If you have any query related to ITR filing, you can directly approach the I-T department.

Many people have been posting queries related to their income tax returns, refunds, etc., on the Income Tax department's official Twitter handle. In response to this, a few days ago, the Income Tax department tweeted the link to an online form that can be filled in by the taxpayer with their queries which will then get answered by the department.

"We are here to help you! Please write to us with your details at <https://bit.ly/2YgCyk3> . Our team will get in touch with you," the Income Tax Department tweeted.

The Income Tax Department stated this on its official Twitter handle while responding to a taxpayer's query on not getting a tax refund before 60 days even though he filed his ITR on time.

How to fill the online form

So, if you have any query related to ITR filing, processing, etc., you can directly approach the income tax department by filling up a simple online form. This way not only will your query get answered on time from a tax expert, your queries will also remain confidential, unlike asking a query via the Department's Twitter handle.

While filling up the form, you are required to enter your name, Permanent Account Number (PAN), assessment year, mobile number, email ID, your query concern, and social media user ID.

Once you have entered all the details correctly, you need to click on 'Submit' tab. You will then get a ticket ID (reference code) on the screen. You will also receive an SMS on your mobile phone which you have entered in the online form.

Be careful!

The income tax department also tracks your IP address so make sure you do not enter any wrong details in the form. If you make a mistake while entering details, you get the following message displayed on your screen when you submit the form. "You are seeing this page because we have detected Suspicious activity originating from your IP. If you believe that there has been some mistake, please call e-Filing helpdesk for assistance."

Point to note:

The turnaround time (TAT) to resolve taxpayer queries has not been specified by the income tax department, however, you generally receive a call from a tax expert within one or two days.