

Some e-filing glitches remain, working with I-T dept - Infosys

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Acknowledging that some users continued to experience difficulties on the Income Tax e-filing portal, IT major Infosys on Thursday said it was working “expeditiously” with the I-T department to further streamline end-user experience.

“Even as it makes steady progress, Infosys recognises the ongoing challenges faced by some users and has engaged with more than 1,200 taxpayers directly to better understand their concerns. The company is focused on rapidly resolving these challenges while working closely with the Chartered Accountant community to ensure that a comprehensive set of user scenarios are supported and thoroughly tested before deployment,” the company said in the post.

The Bengaluru-based technology services giant said over 30 million taxpayers had logged into the portal and have completed various transactions.

On an average, more than 1.5 million unique taxpayers have logged into the portal every day so far this month and over 15 million returns have been filed to date, Infosys said in a blog post on Thursday.

Infosys said 85 per cent taxpayers, who filed their returns, have completed their e-verification largely through Aadhaar one-time password (OTP) authentication. The portal is facilitating over 250,000 returns filing on a daily basis and ITR 1, 2, 3, 4, 5, and 7 are available.

A majority of statutory forms have also been made available online. Several critical statutory forms such as 15G, 15H, EQ1, 10A, 10E, 10IE, DTVSV, 15CA, 15CB, 35 as well as TDS Returns are being filed in large numbers.

More than 1.15 million statutory forms and over 800,000 TDS returns have already been filed. Taxpayer services such as e-proceedings, response to notices and demands, e-PAN services, DSC registrations, and functionality for legal heir, have also been enabled. Over 1.66 million e-PANs have been allocated. 430,000 DSC registrations and over 344,000 e-proceeding responses to notices have also been completed.

The e-filing portal developed by software services firm has been at the centre of much controversy with tax professionals and others reporting glitches in the system that have disrupted income tax filing.

“Infosys remains committed to making rapid progress and has currently dedicated more than 750 resources to this project to complete significant portions of work, in collaboration with officials from the I-T Department,” the Infosys blog post added.

COMPANY CLAIMS...

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■ Over **15 million** returns have been filed to date

■ **85 per cent** taxpayers have completed their e-verification through Aadhaar OTP



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