

A record of over 8.18 crore Income Tax Returns (ITRs) filed for A.Y. 2023-2024 upto 31.12.2023; Y-o-Y increase of 9%

Income Tax Department made over 103.5 crore outreaches through targeted e-mail, SMS and other creative campaigns

e-filing Helpdesk team handled approximately 27.37 lakh queries from taxpayers during the year upto 31.12.2023

Digital e-pay tax payment platform TIN 2.0 enabled user-friendly options for e-payment of taxes and real time credit of taxes to taxpayers making ITR filing easier and faster

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The Income-tax Department has recorded a surge in filing of Income-tax Returns (ITRs), resulting in a new record of **8.18 crore ITRs** for the A.Y. 2023-2024 filed upto 31.12.2023 as against 7.51 crore ITRs filed upto 31.12.2022. This is **9%** more than the total ITRs filed for A.Y. 2022-23. The total number of audit reports and other forms filed during the period is **1.60 crore**, as against **1.43 crore** audit reports and forms filed in the corresponding period of preceding year.

It is also observed that a large number of taxpayers did their due diligence by comparing data of their financial transactions by viewing their Annual Information Statement (AIS) and Taxpayer Information Summary (TIS). A substantial portion of the data for all ITRs

was prefilled with data pertaining to salary, interest, dividend, personal information, tax payment including TDS related information, brought forward losses, MAT credit, etc to further ease compliance by taxpayers. The facility was used extensively, resulting in smoother and faster filing of ITRs.

Further, during this F.Y. 2023-2024, a digital e-pay tax payment platform - TIN 2.0 was made fully functional on the e-filing portal, replacing the OLTAS payment system. This enabled user-friendly options for e-payment of taxes such as Internet Banking, NEFT/RTGS, OTC, Debit Card, payment gateway and UPI. TIN 2.0 platform has enabled real time credit of taxes to taxpayers which made ITR filing easier and faster.

To encourage taxpayers to file their ITRs and Forms early, over **103.5 crore** outreaches were made through targeted e-mail, SMS and other creative campaigns. Such concerted efforts led to fruitful results with 9% more ITRs being filed for A.Y. 2023-24 till 31.12.2023. The e-filing Helpdesk team handled approximately **27.37 lakh** queries from taxpayers during the year upto 31.12.2023, supporting the taxpayers proactively during the peak filing periods. Support from the helpdesk was provided to taxpayers through inbound calls, outbound calls, live chats, WebEx and co-browsing sessions. Helpdesk team also supported resolution of queries received on the X(Twitter) handle of the Department through Online Response Management (ORM), by proactively reaching out to the taxpayers/ stakeholders and assisting them for different issues on near real-time basis.

The IT Department further requests to the taxpayers to verify their unverified ITRs if any, within 30 days of filing the ITR to avoid any consequences.

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