





Government of India

National Award for e-Governance, 2010-11

presented to

Processing of Income Tax Returns at Centralized  
Processing Center, Bangalore  
Directorate of Income Tax (Systems)  
Income Tax Department, Government of India

For

Excellence in Government Process Re-Engineering  
Gold

A handwritten signature in black ink, appearing to read 'R C Misra', is located above the printed name.

R C Misra

Secretary

Deptt. of Administrative Reforms & PS





## EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING

This award seeks to recognise the best-in-class projects that involved analysis and re-design of workflow and aimed at improvement in outcomes related to efficiency, effectiveness of process, cost, quality, service delivery or a combination of these.

### GOLD AWARD

**Processing of Income Tax Returns at  
Centralized Processing Center, Bangalore**  
Directorate of Income Tax (Systems)  
Income Tax Department, Government of India

### SILVER AWARD

**e-Stamping for MCA Services**  
Ministry of Corporate Affairs, New Delhi

### BRONZE AWARD

**Directorate of Municipal Administration**  
Government of Karnataka



## EXCELLENCE IN GOVERNMENT PROCESS RE-ENGINEERING

### GOLD AWARD

#### Processing of Income Tax Returns at Centralized Processing Center, Bangalore Directorate of Income Tax (Systems) Income Tax Department, Government of India

The Centralized Processing Center (CPC) at Bangalore is a major Process Re-engineering initiative for mass-processing of Income Tax Returns without any interface with taxpayers, enabled by innovative and widespread use of technology.

The various activities at CPC are:

- Receipt, scanning and digitisation of paper returns
- Acceptance and scanning of ITR-V forms
- Tax payment accounting
- Processing of electronic and paper returns
- Delivery of intimations, demand notices and issue of refunds
- Processing requests for rectification
- Call centre for queries, requests and grievances from taxpayers
- Off-site storage of returns



The CPC initiative would free significant administrative manpower and physical resources that can be redeployed for other activities. Further, high quality tax payer service from the CPC would lead to higher voluntary compliance.

#### CONTACT DETAILS

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