Achievements and Initiatives

Awards

- National E-Governance Silver Award (2007-08)
- National “Gold” E-Governance Award 2010-11
- National E-Governance Gold Award (2014-15)
- Prime Minister’s Award for excellence in Public Administration
- Gold Award for the Income Tax Department under National Award on E-Governance 2014-15
- ISO 15489 certificate (Record Management Standard) and ISO 27001 (Information Security) for Central Processing Centre Bengaluru
Achievements and Initiatives

- More than 13,500 PAN application receipt Centers all over India
- More than 20 Lakh PAN applications processed per month
- Corporates get PAN and TAN allotment immediately after issue of Corporate Identity Number (CIN) by MCA
- Facility of payment of taxes through Net Banking/ATMs & at more than 17,000 branches of 31 designated banks
Achievements and Initiatives

- Seamless e-Filing facility for uploading of Income Tax Returns anywhere and anytime around the clock
  - About 2,00,00,000 returns filed till 31st Aug’ 15 in current financial year
- Automated ecosystem for processing of returns
  - Capacity – Peak 5 Lakh returns per day
  - Average processing time reduced from 12 to 14 months to 55 days
Minimal human interface

- Refunds sent through Electronic and cheque mode (over 1,35,00,000 Refund sent in FY 14-15)
- Refund status (paid/unpaid) and the reasons for non-payment available online

Online provision for viewing of tax credits and specified transactions to the taxpayer
Achievements and Initiatives

National Website is taxpayer friendly which is evident from following statistics

From 01\textsuperscript{st} October, 2014 – 31\textsuperscript{st} August, 2015

- Total Hits – 116.38 Crore (approx.)
- Total Visitors – 3.37 Crore (approx.)
- Total Page Views – 36.79 Crore (approx.)