



27th July, 2021

To,
The Chairman,
The Central Board of Direct Taxes,
New Delhi

Respected Sir/Madam,

Sub: Representation on issues/glitches in the new Income-tax portal and suggestive remedial measures

1.0 Introduction and background:

1.1 The Chartered Accountants' Association Ahmedabad (CAA) was established as a voluntary organization on 15th December, 1951. At present, CAA has more than 1500 members not only from Ahmedabad but from all over the country.

1.2 With reference to the above captioned subject, we would like to draw your kind attention to several technical glitches and difficulties that are being faced by the taxpayers in the new e-filing portal.

1.3 Vide this representation we would like to highlight certain issues which warrant immediate and much needed attention of the concerned authorities so as to improvise the e-filing measures and take the requisite corrective actions to make the e-filing user portal workable and operative in its true sense.





1.4 Despite the rollout of the new e-filing portal on 07th June, 2021 the same is still not in a completely operational mode even while this representation is being drafted on 27th July, 2021. This proves that no beta testing of the software has taken place before the actual rollout of the portal.

1.5 It is pertinent to mention here that the due dates for filing the return of income for A.Y. 2021-22 are approaching soon and unless the portal is completely operational, taxpayers will not be able to file their income tax returns which would therefore require the Ministry to unnecessarily extend the due dates for filing of the return of income thereby leading to a loss of revenue to the exchequer also.

2.0 Issues faced by the taxpayers at present while operating the new portal

Below mentioned are the issues in brief that are being faced by the taxpayers at large and which require immediate attention:

1. DIN Number quoted on orders and notices is not getting auto populated in new portal. This is also hampering the process of filing appeals with the Hon. CIT(A) under the e-filing portal.
2. Challan Numbers are not getting validated.





3. For compliance with regard to Vivad se Vishwas Act there is no specific tab in the portal.
4. Taxpayers are still unable to file form 15CA/15CB
5. Grievances registered on ITD website are deleted without addressing the same and closing the issue.
6. Old outstanding demands of taxpayers are not getting reflected thereby resulting in adjustment of refunds since taxpayer is not able to take corrective actions.
7. The e-filing accounts get locked if we try to login and are not able to login again due to non-operability of site.
8. Taxpayers are unable to raise refund reissue request
9. Mismatch in PAN Data is shown when technically there is no mismatch in the PAN data.
10. Chartered Accountants are not able to update UDIN in respect of attest functions carried out by them.
11. Option to rectify the mistakes apparent from record u/s. 154 is not available in the portal and time limit for filing rectification application may expire soon in many cases.
12. Return processed in March 2021 are now showed as "under processing"





13. Portal is running very slow and behaves erratically. Some information becomes visible at one login but disappears on subsequent login.
14. All trusts, etc. are to apply for fresh approval as mandated by the Income Tax Act. The related applications are to be filed upto 31.08.2021 but form no. 10A is not being submitted on the new portal.
15. In CA login one is unable to accept the request raised by the assessee.
16. Taxpayers are unable to file returns in response to notice u/s. 148 of the Act.

(The above list is only illustrative in nature)

3.0 Request and Prayer

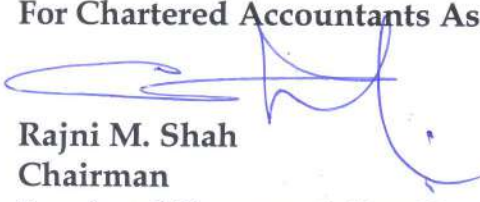
- 3.1 In light of the aforesaid discussion, we request Your Good Self to kindly issue necessary instructions and directions to complete the process of transformation on the new portal in a smooth and easy-to-operate manner for the benefit of taxpayers.

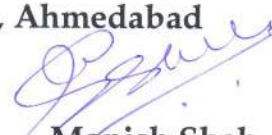
We hope you would be kind enough to consider our proposals for favorable action.

Thanking You,

Yours Truly,

For Chartered Accountants Association, Ahmedabad


Rajni M. Shah
Chairman
Legal and Representation Committee


Monish Shah
President
CAA, Ahmedabad

