

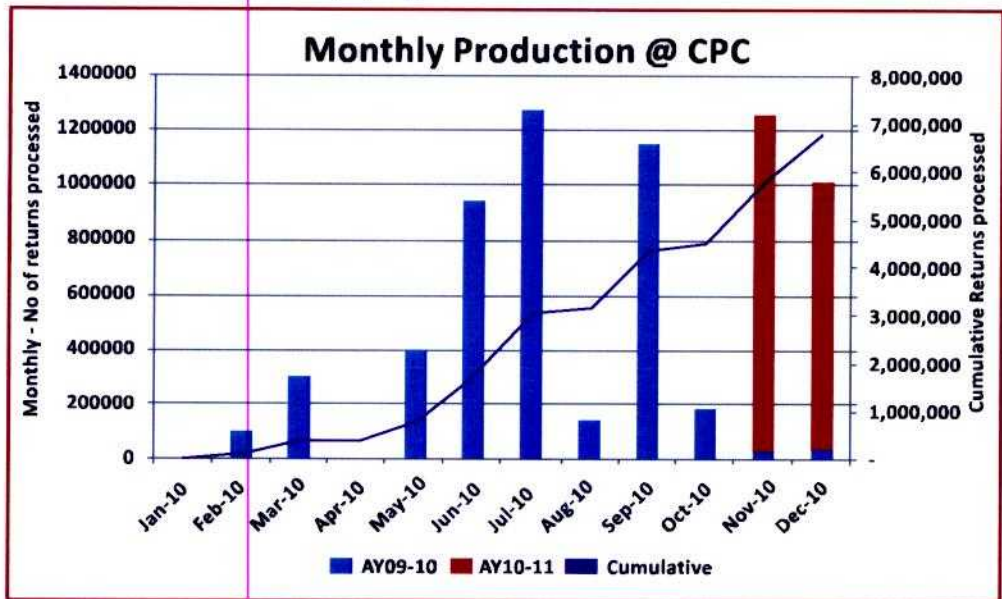
*Happy New Year*

**A.Y. 2010 - 11  
Processing**

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One picture says it all. The graph above captures what CPC has done in 2010. Apart from processing over 68 lakhs returns, CPC has sent out more than 12 lakh refunds, processed over 12,000 rectification requests. We handle about 1000 taxpayers calls every working day. We have already processed over 28 lakh returns of A.Y.2010-11 and are well on our way to process returns almost as soon as they are filed next year.

All this would not have been possible without all your support, good wishes and cooperation.

Wish you all a great new year ahead and we hope to beat the records which have been set this year .

## LESS TAXING TIMES AHEAD FOR I-T DEPT

Winds of technology change are sweeping across the I-T department. Its Centralised Processing Center is fuelling better citizen services and going forward, it can save the exchequer thousands of crores of rupees in interest payment on delayed refunds.

Excerpts from article published in The Financial Express dated 13 December 2010. [To download the article please visit Media Library at [www.irsofficersonline.org](http://www.irsofficersonline.org)]

DRIVING down Bangalore's Hosur highway towards Electronic City, one could easily miss the quiet looking building amid the haze of technology superstructures and fancy car showrooms. Appearances are said to be deceptive and that's certainly true here. The building, yet to be fully occupied, is the nerve center of a complex transformation—inside, a few government officers and hundred odd employees of India's most admired information technology services firm Infosys are busy transforming the tax system of the entire country.

The building is host to the Centralized Processing Center (CPC), the Income Tax Department's newly formed back office. It processes all the country's electronically filed I-T returns and the paper returns of Karnataka and Goa. This, it does at an amazing speed, unheard of so far — the CPC has a processing capacity of 1 to 1.5 lakh returns a day. High-end software has been integrated and over 2,000 new business rules for computation designed. The speed of processing will make it possible to issue returns and refunds quickly, saving the government exchequer thousands of crores of rupees in interest payment on delayed refunds.

The more important transformation, however, is in citizen service. The Income Tax Department has started to talk about "superior customer service", extremely rare words in government circles. The difficult to access department is becoming rather friendly and from December 1, has started sending SMS

and e-mail alerts once the returns are processed. There is a call center inside the CPC to answer queries on the status of processing and refunds. Currently available in English, Hindi and Kannada, the call center will soon expand to include an Interactive Voice Response-based service. It has 19 agents and receives on an average 1,000 calls a day. The more Internet savvy citizen can track the status on the department's e-filing website. E-filings are growing at more than 40% a year....

....Much of the objectives for setting the CPC up appear to be working. The center has vastly added to the processing capacity of the department; it is reducing the interface between the taxpayers and tax officials, facilitating jurisdiction-free processing and providing modern-day customer service...

... "It is a very important and prestigious project, one of the largest of its types in the world. It is extremely complex and high impact. We have spent a lot of time writing the system, testing it to make sure it is scalable. All the checks and balances have been put into the system. It is a reiteration of our capability as a system integrator," Infosys Board member Mohandas Pai said.

The department has contributed substantially towards the success of the CPC. "The governance team from the department has been an extraordinary group of individuals, the best of the generation, both in terms of technical expertise and domain competence. What they have achieved is extraordinary at the country level," he added.....

## Call Center Feedback

Hello,

*I just wanted to take a moment and let you know that I am highly impressed with the kind of interaction I've just had with the rep Chaya at the Call center number 18004252229. I couldn't believe I'm in India - I am so happy to know that we have these quality service levels!*

*To be honest, at first I was under the impression that I'm not even going to be connected to someone. Then I was thinking the rep will be confused & would not be able to deliver the right information to me. Let me tell you - I was totally wrong. I did get connected to a Rep (Chaya) and she was very knowledgeable, supportive, patient, understanding & IMPRESSIVE.*

*Overall, I am very happy to know that we have such good call centres & such great people hired there. I can proudly say that we (India) are improving & our government systems/processes are no longer slow, complex or poor. Thank you so much entire Income tax India team and a special thank you to Chaya to show me this quality service.*

Best regards,

Nitin Bhatia

Dear Sir/Madam,

*I would like to place on record my sincere appreciation and deepest gratitude to Ms. Chaya of CPC. She was very helpful and understanding and answered all my queries that I had w.r.t refund on 24 Dec 2010 @ 1100 hrs.*

*It was such a wonderful experience talking to CPC. Your capability to handle calls and quality of query resolution is something which I am yet to come across even in top class call centers of mobiles or banks or any other domain. I would say it was sheer customer delight, forget about satisfaction. I will remember this experience for very long.*

*Thanks a ton and special thanks to Ms. Chaya for being your front end.*

Warm regards,

Usha Ramesh

## Arrear Demand uploaded to CPC Portal by Assessing Officers.

CCA Region	No of ACRs Uploaded		Files Uploaded	Total Records (#)	Demand (Amt ₹)	Interest (Amt ₹)	Total (Amt ₹)
	Till Last Month	During the Month					
Andhra Pradesh	85	111	140	81665	9850754155	3140911	9853895066
Bhopal	0	21	19	26050	730194786	1	730194787
Bhubaneshwar	30	37	61	84887	4873909102	863930	4874773032
Central/ International Tax	119	128	150	25670	1149495200733	165386806	1149660587539
Chennai	82	154	209	292114	8975529605	43707	8975573312
Delhi	102	126	176	126306	45870871423	25623098	45896494521
Gujarat	144	199	310	193488	21864030853	5211540	21869242393
Kanpur	22	22	56	1297	70762889	9280188	80043077
Karnataka	62	94	117	169390	15011268034	302568	15011570602
Kerala	46	47	61	22549	3490554265	2966214	3493520479
Lucknow	19	29	36	34928	1610890723	0	1610890723
Meerut	0	0	0	0	0	0	0
Mumbai	316	340	362	402769	381472079793	5126535	381477206328
Nagpur	28	52	68	57856	1341198405	6003	1341204408
NWR	110	183	396	178626	7249439652	18187570	7267627222
Patna	44	95	124	156462	3452435904	21	3452435925
Pune	136	166	585	259565	20776940664	240972463	21017913127
Rajasthan	27	59	81	32321	2147160415	74666301	2221826716
Shillong	15	67	172	82579	8019650130	0	8019650130
West Bengal	3	57	46	73746	3926580225	1686266263	5612846488
<b>Total</b>			<b>3169</b>	<b>2302268</b>	<b>1690229451756</b>	<b>2238044119</b>	<b>1692467495875</b>

**Note:** Total Arrear Demand in the department is approximately Rs.2,50,000 crore.

## Arrear Demand F.A.Qs

Q. We have uploaded the arrear demand data. What is the next step?

1. Login to the CPC Portal (<http://cpcso.incometax.net>).
2. Login with your userid > Click on History button > Click on download the latest arrear demand records.
3. All the data what you have loaded will be downloaded in XML format.
4. Open blank ADCR utility
5. Click on Home page.
6. Click on Import XML button.
7. Once the complete data gets downloaded click on Arrear Demand Sheet.
8. Go to Column No. AV (Status).
9. Wherever Status is 'S', it indicates that record is successfully uploaded. Wherever Status is 'F', it implies record has failed. Status P will indicate the record is pending to be posted to Accounting System at CPC.
10. In case the status is 'P', the AO may wait for 1 to 2 days and re-verify by downloading XML later whether record has been successfully posted in CPC Accounting System or not.
11. In case the status is 'F', the AO may make the necessary corrections as per the error message in column AX and regenerate the file. Convert into XML file and Upload.

### NewsByte

Sh. B. Rangachari, IRS (retd.), former Chairman CBOT and current Chairman CBST, visited CPC facilities in December 2010.

## Arrear Demand F.A.Qs

12. In case the status is 'S', record is, of course, successfully uploaded. However, if the amount of arrear demand has changed due to rectification u/s 154, due to appeal effect or inadvertent error in uploading demand amount, the amount in such case can also be changed but only with user name and password of Addl / Joint CIT. For this, XML may be generated after change in demand and XML be uploaded with user name and password of Addl/Joint CIT.
13. For any clarifications, please contact Sh. Satish Goyal(080-25186921) or satishgoyal7@gmail.com or Sh. Mohan Rao(080-25186922) or at mohangrandhi@sify.com

## Letter regarding transfer of e-returns of AY 2009-10 from CPC to AST for processing

F.No.SW/3/9/2010-11/DIT(S)-III-

Dated:20.12.2010

To,  
All CCsIT/DGsIT  
Sir/Madam ,

**Subject: Processing of e-returns of AY 2009-10 in AST transferred from CPC.**

Please refer to above. As per the approval granted by the Board, following types of e-returns were transferred from CPC to AST for processing by AOs.

- (i) All refund cases with refund claims of more than Rs. 10 lakh.
- (ii) All cases with TDS mismatch necessitating verification by AOs.

It is seen that most of above cases are pending to be processed. A list of such cases can be downloaded from I. Taxnet Server or through AST reports.

Step by Step procedure for downloading through either of above two ways is enclosed herewith. Copy of the pending e-returns can also be requested though e-mail on dit3.systems@incometaxindia.gov.in by the Office of CCIT/CIT.

All AOs working in your region may please be requested to expedite processing of pending e-returns of AY 2009-10.

Yours Sincerely  
(HARISH KUMAR)  
DIT (Systems) - III

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