

A PROJECT REPORT ON
**“STUDY ON E-FILING OF INCOME TAX
RETURN”**

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University of Mumbai for Partial Completion of the Degree
of Bachelor in Commerce (Accounting and finance)
Under the Faculty of Commerce

By

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NAAC Re-Accredited Grade 'A+' (CGPA : 3.31) (3rd Cycle)

Sector-19, Airoli, Navi Mumbai, Maharashtra 400708



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CERTIFICATE

This is to certify that **MRS. TANVI DEEPAK SHINDE** has worked and duly completed his Project work for the degree of Bachelor in Commerce (Accounting and Finance) under the Faculty of Commerce in the subject of **ACCOUNTING FINANCE** and his project is entitled, **“STUDY ON E-FILING OF INCOME TAX RETURN ”**. Under my supervision.

I further certify that the entire work has been done by the learner under my guidance and that no part of it has been submitted previously for any Degree or Diploma of any University.

It is his own work and fact reported by her personal finding and investigations.

Guiding Teacher,

ASST. PROF. DR. KISHOR CHAUHAN.

Date of submission:

DECLARATION

I the undersigned **MRS. TANVI DEEPAK SHINDE** here by, declare that the work embodied in this project work titled “**STUDY ON E-FILING OF INCOME TAX RETURN**”, forms my own contribution to the research work carried out by me under the guidance of **ASST. PROF. DR. KISHOR CHAUHAN** is a result of my own research work and has been previously submitted to any other University for any other Degree/ Diploma to this or any other University.

Wherever reference has been made to previous works of others, it has been clearly indicated as such and included in the bibliography.

I, here by further declare that all information of this document has been obtained and presented in accordance with academic rules and ethical conduct.

(TANVI DEEPAK SHINDE)

Certified by:

ASST. PROF. DR. KISHOR CHAUHAN.

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ABBREVIATIONS

SR.NO	ABBREVIATIONS	FULL FORM
1	IT	Income Tax
2	IT Act	Income Tax Act
3	ITR	Income Tax Return
4	ITD	Income Tax Department
5	E-Verification	Electronic Verification
6	E-Filing	Electronic Filing
7	GST	Goods and Service Tax
8	AY	Assessment Year
9	FY	Financial Year
10	OTP	One Time Password
11	INR	Indian Rupee
12	PAN	Permanent Account Number
13	CBDT	Central Board for Direct Taxes
14	ITD-V	Income Tax Return Verification
15	PDF	Portable Document Format
16	TDS	Tax Deducted at Source
17	PPF	Public Provident Fund
18	EPF	Employee's Provident Fund
19	NPS	National Pension System
20	HUF	Hindu Undivided Family
21	HRA	House Rent Allowance
22	LTA	Leave Travel Allowance
23	EVC	Electronic Verification Code
24	DSC	Digital Signature Certificate
25	CDA	Canada Revenue Agency
26	CPC	Central Processing Centre
27	XML	Extensible Markup Language
28	SMS	Short Message Service
29	LLP	Limited Liability Partnership
30	AOP	Association of Persons
31	BOI	Body of Individual
32	AJP	Artificial Juridical Person
33	IRB	Inland Revenue Board
34	TAM	Technology Acceptance Model
35	CA	Chartered Accountant
36	&	And
37	LTCG	Long Term Capital Gain
38	STCG	Short Term Capital Gain

EXECUTIVE SUMMARY

A tax is a financial charge or other levy imposed on an individual or a legal entity by a state or a functional equivalent of a state. A tax may be defined as a pecuniary burden laid upon individuals or property to support the government a payment exacted by legislative authority. A tax is a compulsory levy payable by an economic unit to the government without any direct benefit conferred. E H Plank states that tax is a common exaction from the person on the basis of some rule.

In India, income tax e-filing was introduced in September, 2004, initially on a voluntary usage basis for all categories of income tax assessee. Presently e-Filing of Returns/Forms is mandatory for any assessee having total income of 5 Lakhs and above from AY 2013-14 and subsequent Assessment Years, Individual/HUF, being resident, having assets located outside India, all companies and many others.

Despite all the efforts on part of the Tax Department, the tax payer's perception about this new information technology oriented system is a cause of worry. Problems may lie in reluctance of learning new system, time involvement, stability and reliability of system during e-filing process, confidentiality and privacy issues may also create challenges in acceptance of electronic return filing.

This study was conducted to study e-filing of income tax return system know the awareness level among the individuals about e-filing and also identify factors that affect the acceptance of e-filing in Mumbai city. In the course of this study it has been learnt that majority of the individuals depend on the CA to e-file their returns. Therefore it is necessary to familiarize the working and the process of e-filing to the individuals. Further, the main challenge faced by the assessee is risk of security. The three main aspects of security include: confidentiality, integrity and availability. Hence main importance should be given to security of private data of customers, so that more and more people e-file their ITRs.

CHAPTER 1 INTRODUCTION

14.1 Introduction of the topic

This chapter covers the theoretical perspective of Income Tax system in India. It includes introduction to Income tax, its types, importance, exemption and deduction under Income Tax Act, 1961 are mentioned. Also, includes meaning of e-filing, features, benefits, steps involved in e-filing system in Indian context.

14.2 Overview

India is a developing country with huge potential to growth. According to the Economic Survey, the Indian economy is expected to grow by 6-6.5% in 2020-21. In last few years we have seen that the economy was grown by 7-8% which makes it the fastest growing economy in the world. That's why India is considered as one of the emerging economy in the world. To sustain and improve these attributes and growth rate, we will make a judicious use of the available resources. The resources can be defined as supply or source or assets from which benefits is produced. Resources can be in the form of demographic, geographic, political, economic, cultural, financial, material, land, technological, natural factors etc. Resources are the prerequisites for the effective implementation of plans and policies.

In today scenario, the Government has assumed several responsibilities such as economic and social transformation, security, country image, development, utilization of resources, etc. To discharge their duties, they need to perform various activities. These activities required huge public expenditure. To meet this expenditure, huge public revenue is required. Taxes constitute the main source of public revenue. It is a sharp-edged weapon which promotes socio-economic transformation in the, country. Taxes have an effect on growth and development by shifting and change of the supply of the resources. It is the backbone of Government functioning.

India is a democratic republic having 29 states and 7 union territories with a three-tier federal tax structure. According to federal principle, the powers are divided among Union, State and Local Government in such a way that they are within one's own sphere, co-ordinate and independence. The taxation power between Union and State is

assigned according to the provisions of Constitution while the taxation powers of Local Bodies are assigned to them by State. In case of Union Territories, it is assigned by Central Government. Article 265 of the Indian Constitution states that no tax shall be levied or collected except by the authority of law, therefore each tax levied or collected has to be backed by an accompanying law, passed either by the Parliament or the State Legislature. Article 246 of the Indian Constitution, distributes legislative powers between the Central (Parliament of India) and State Government (State Legislature). Schedule VII of the Constitution describe the detail division of function and resources with the use of three lists. List - I deals with the areas on which only the Central Government is competent to make laws, List - II deals with the areas on which only the State Government can make laws and List - III deals with the areas on which both the Central and State Government can make laws upon concurrently.

The Central Government has a power to levies taxes on income, corporate, wealth, custom duties, central excise and service tax etc. While the State Government levies taxes like state excise, tax on agriculture income, stamp duty, commercial sales tax, land revenue and professional tax etc. Taxes imposed by the Local Bodies pertain to octroi tax, drainage and sewage tax, water tax, property tax, etc. At the Central level, Central Board of Direct Taxes (CBDT) has been assigned the responsibility of all matter relating to direct taxes in India. The CBDT gets the authority from Central Board of Revenue Act, 1963.

14.3 Meaning and Defination of Tax

Taxes are levied by governments on their citizens to generate income for undertaking projects to boost the economy of the country and to raise the standard of living of its citizens. The authority of the government to levy tax in India is derived from the Constitution of India, which allocates the power to levy taxes to the Central and State governments. All taxes levied within India need to be backed by an accompanying law passed by the Parliament or the State Legislature.

A tax is a compulsory contribution, exacted pursuant to legislative authority and is any contribution imposed by government whether under the name of toll, kar, shulk, tribute, tallage, gabel, impost, duty, custom, excise, subsidy, aid, supply, or other name.

Definition:

“A tax is a compulsory contribution from a person to the government to defray the expenses incurred in the common interest of all, without reference to special benefits conferred.” - **Professor Seligman**

“A tax is a compulsory contribution imposed by public authority, irrespective of the exact amount of service rendered for the tax payer in return.” - **Hugh Dalton**

“Tax is a compulsory contribution of the wealth of a person or body of persons for the service of the public powers.” - **Bastable**

“Taxes are compulsory payments to the government without expectation of the direct return or benefit to the tax-payer.” - **Taylor**

14.4 Advantages of Paying Taxes

There are so many advantages of paying tax some of them are mentioned below:

1. Development of the nation

The proceedings from tax collection are used to fund the plans for the development of the country. It is also spent on the protection of the nation.

2. Welfare activities

The money collected in the form of tax is used for different welfare activities.

3. Betterment of infrastructure

The collected tax money is utilised for the betterment of infrastructure facilities.

4. Upliftment of the society

The money sourced from tax collections are also used for the upliftment of the society.

5. Encourages savings

It encourages savings and investments because if a person invests in certain instruments, then the amount invested is reduced from their taxable income thus bringing down the tax they have to pay. This investment is subject to certain limits that are detailed in the IT Act.

6. Easy approval for loan

Paying taxes means that you have to file your tax returns which in turn means that when you apply for a home loan for that home loan, it's easier to get it because one of the things many banks require is proof that you have been filing taxes regularly.

14.5 Characteristic of Tax

The main characteristics of tax are as follows:

1. Compulsory contribution
2. Personal obligation
3. Public welfare
4. Payment to the government by the people
5. Taxes are paid out of Income
6. Legal provision
7. Sacrifice.

14.6 Classification of Taxes

In India, there are three kinds of taxes; direct tax, indirect tax and other taxes.

A. DIRECT TAX

In simple terms, direct taxes are those taxes whose burden falls directly on tax payer. In direct tax there is a direct relationship between real tax payer and government. For example income tax, wealth tax, security transaction tax etc.

❖ Advantages of Direct Tax

1. **Simple:** The concept of direct tax is very simple and easy to understand.
2. **Equity:** In India, direct tax is based on the principle of progression. In progressive tax structure, a higher rate of tax is imposed on higher income which brings the equity in tax system.
3. **Economy:** The payment of direct tax is made directly by the tax payer to the government. So, the collection cost is less as compared to indirect tax.
4. **Certainty:** Another advantage of direct tax is certainty of tax amount. The tax payer exactly knows how much he has to pay and the Government also knows how much it has to receive.

5. **Elasticity:** Direct taxes follow the principle of elasticity. It indicates that income from direct taxes automatically increases with the increase in income. The government can increase its revenue just by raising the tax rate.

❖ **Disadvantages of Direct Tax**

1. **Mental Tension:** The main disadvantage of direct tax is that it creates mental tension in the mind of tax payer. They think that it is waste and burdensome without any direct return.
2. **Tax Evasion:** There is always a chance of tax evasion. It can be easily evaded by the tax payer through malpractices.
3. **Narrow Scope:** The scope of direct tax is limited. It can be imposed on certain groups or in certain conditions.
4. **Opposed by Tax Payers:** Generally tax payers have a tendency to oppose direct taxes because it create monetary burden without any direct benefit conferred.
5. **Inconvenient and Expensive:** There is a lot of compliance in direct taxes which make it very complex. These complexities create inconvenience for the tax payer. Sometime it is expensive to collect direct tax from every tax payer.

B. INDIRECT TAX

In simple terms, indirect taxes are those taxes whose burden does not fall directly on tax payer. The burden of indirect tax can be passed on to third party. For example: goods and service tax (GST), custom tax etc.

❖ **Advantages of Indirect Tax**

1. **An important source of awareness:** Indirect tax is a major source of revenues for Governments worldwide and continues to grow as more countries move to consumption oriented tax regimes. In India, indirect taxes contribute more than 50% of the total revenues of Central and State Governments.
2. **Tax on commodities and services:** It levied on commodities at the time of manufacture or purchase or sale or import/export thereof. Hence, it is also known as commodity taxation. It is also levied on provision of services.

3. **Shifting of burden:** There is clear shifting of tax burden in respect of indirect taxes. For example, tax paid by the supplier of the goods is recovered from the buyer by including the tax in the cost of the commodity.
4. **Wide tax base:** Unlike direct taxes, the indirect taxes have a wide base. Majority of the products or services are subject to indirect taxes with low thresholds.
5. **Promote social welfare:** High taxes are imposed on the consumption of harmful product such as alcoholic products, tobacco products, etc. This not only checks their consumption but also enable the state to collect the substantial revenue.

❖ **Disadvantages of Indirect tax**

1. **Indirect Taxation leads to inflation:** Another important ground on which indirect taxes have been opposed is that they are inflationary, that is, they cause a rise in prices of commodities. In India before 1991 in order to raise more revenue rates of indirect taxes were often raised by Finance Ministers.
2. **No Civic Consciousness:** These taxes do not develop civic consciousness, because many times the tax-payer does not even know that he is paying tax. The tax is concealed in the price.
3. **Regressive character:** Indirect taxes are not equitable. For instance, salt tax in India fell more heavily on the poor than on the rich, as it had to be paid at the same rate by all. Whether a rich man buys a commodity or a poor man, the price in the market is the same for all. The tax is wrapped in the price. Hence, rich and poor pay the same amount, which is obviously unfair. They are thus regressive.
4. **Inefficiency in Resource Allocation:** The most important harmful effect of indirect taxes is that they make the allocation of resources inefficient and cause excess burden on the consumers. As explained above, resource allocation is efficient when resources are as allocated to the production of goods as maximises social welfare.
5. **Consumption of certain commodities:** Indirect tax can negatively affect consumption of certain types of commodities. Since the indirect tax raises the prices of taxed commodities, it can prevent people from consuming the taxed commodities. This is even worse for poor and low income workers.

C. OTHER TAXES

Other taxes are minor revenue generators and are small cess taxes. The various sub categories of other taxes include property tax, professional tax, entertainment tax, registration fees, stamp duty, transfer tax, education cess, entry tax, road tax and toll tax.

14.7 Income Tax Act, 1961

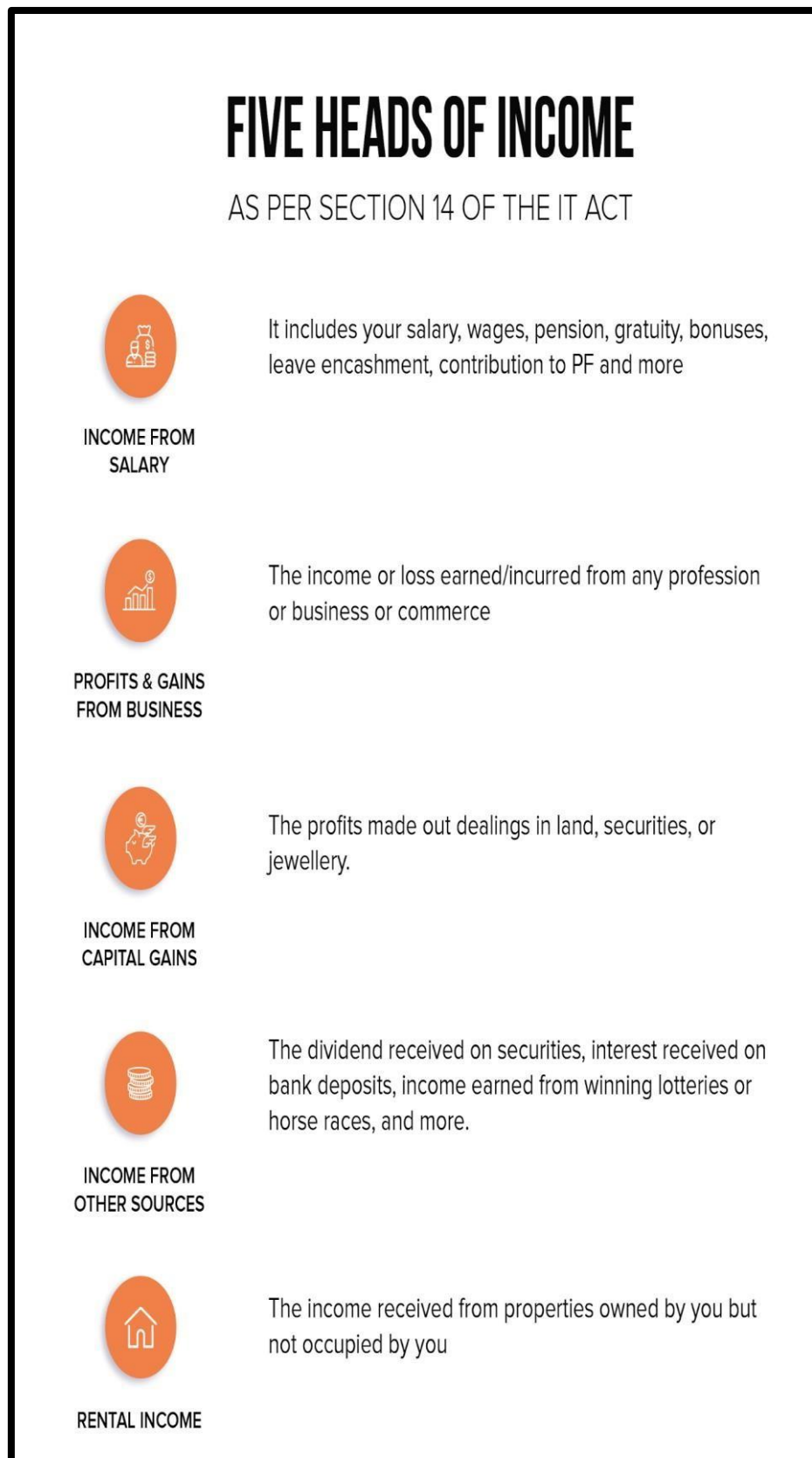
Income Tax Act, 1961 extends to the whole of India. It came into force on the 1st April, 1962. The Act contains 298 sections and 23 chapters. Income tax is one of the most important types of direct taxes which is levied and collected by the Central Government on the total income of the person. It is the key source of raising public revenue. The Government of India has set up a separate income tax department for this purpose and passed the Income Tax Act, 1961 to govern the said tax. Although income tax is levied and collected by the Central Government but a certain portion of it is distributed among the States for their welfare projects. The income tax department functions under the direct control and supervision of Central Board of Direct Taxes (CBDT) and is a part of Department of Revenue, Ministry of Finance, and Government of India. Basically income tax is a tax levied on previous year's total taxable income of a person at the rates applicable during the current year. It is governed by Income tax Act 1961.

1.7.1 Heads of Income Tax Act, 1961

Head of Income Section 14 of the Income Tax Act, 1961 classified the total taxable income of an assessee into five heads. The taxable income of any person is being computed under these heads which is known as Gross Total Income. From the gross total income some deduction has been made to find out the net total income of that head. There are separate provisions for each head for calculating the net taxable income. The income heads are:

1. Income from Salaries
2. Income from House Property
3. Profit and Gains of Business or Profession
4. Capital Gain
5. Income from Other Sources

Figure 1.1: Showing heads of income tax act.



Source: www.tapchief.com

I. Income from salary (Section 15 to 17)

Income can be charged under this head only if there is an employer employee relationship between the payer and payee. Salary includes basic salary or wages, any annuity or pension, gratuity, advance of salary, leave encashment, commission, perquisites in lieu of or in addition to salary and retirement benefits. The aggregate of the above incomes, after exemptions available, is known as Gross Salary and this is charged under the head income from salary. Basic salary along with commissions and bonuses is fully taxable.

II. Income from house property (Section 22 to 27)

The total income of an assessee is classified into various heads. The Income from House Property is second of them. Simply, it is the income which is earned by the assessee by letting the owned house. Section 22 to 27 of the Income Tax Act, 1961 relates to the income from house property. Any residential or commercial property that you own will be taxed as well. Even if your piece of real estate is not let out, it will be considered earning rental income and you will need to pay tax on it.

III. Profits and gains of business or profession (Section 28 to 44)

Profit and Gain of Business or Profession is the third head of income and is very crucial for businessman. The assessee pay tax under this head in respect of income arising from profit and gain of the business or profession carried on by him or on behalf of him during the previous year. The related provision regarding this head is spread from section 28 to 44D in Income Tax Act, 1961. The basis of income under this head is business and profession through which profit and gain are arises.

IV. Capital gain (Section 44 to 55)

Capital gain is the fourth head of income which arises from the transfer of capital assets in relevant previous year. The provisions regarding capital gain are covered under section 45 to 55 of the Act. Section 2(14) and 2(47) defines the term capital assets and transfer of capital assets respectively. Section 45 is the charging section which lays down the basis of chargeability of capital gain/loss. Capital Gain it is gain arising from the transfer of capital assets. Capital gain can be classified into two categories:

1. **Short-Term Capital Gain [Section 2(42B)]:** Gain arising from the transfer of short-term capital asset.
2. **Long-Term Capital Gain [Section 2(29B)]:** Gain arising from the transfer of long-term capital asset.

V. **Income from other sources (Section 56 to 59)**

This is the fifth and last head of income. It is also known as residuary head of income because of its chargeability nature. It consist those incomes which does not fall for assessment under any of the above heads and does not exempt from tax. The provisions regarding income from other sources are covered from sections 56 to 59 of the IT Act, 1961. There are also some specific incomes which are to be always taxed under this head.

1. Income by way of Dividends.
2. Income from horse races/lotteries.
3. Employees' contribution towards staff welfare scheme.
4. Interest on securities (debentures, Government securities and bonds).
5. Any amount received from key man insurance policy as donation.
6. Gifts (subject to certain conditions and exemptions).
7. Interest on compensation/enhanced compensation.

1.7.2 Some important terminology

Assessee: An assessee is any individual who is liable to pay taxes to the government against any kind of income earned or any losses incurred by him for a particular assessment year. Each and every person who has been taxed in the previous years for income earned by him is treated as an Assessee under the Income Tax Act, 1961.

Assessment: The process of determination of income or loss or refund or tax liability on an assessee is known as assessment.

Person: The term person includes an individual, a Hindu undivided family, a company, a firm, an association of persons or a body of individuals, whether incorporated or not, a local authority, and every artificial juridical person, not falling within any of the preceding sub-clauses.

Total Income: Total income means the total amount of income referred to in section 5 computed in the manner laid down in Income Tax Act, 1961. In simple word if we subtract the deduction of 80C to 80U from the gross total income, we get total income.

Gross Total Income: It means the aggregate income computed in accordance with the provision of Income Tax Act, 1961 before making any deduction under section 80C to 80U.

Assessment year: It is the year which immediately follows financial year. It is also the year in which you file your income tax return for the taxes paid in the relevant financial year. It lasts from 1st April to 31st March. For financial year 2017-2018 assessment year is 2018-2019.

Financial year: The year in which income is earned is termed as financial year for tax purpose. It is also the year in which you pay your income. A financial year lasts from 1st April to 31st March.

1.7.3 Income tax slab

Tax slab for an individual has three different category.

- I. Individual (resident or non-resident), who is of the age of less than 60 years on the last day of the relevant previous year:

Table 1.1: Calculation of tax liability (less than 60 years)

TAXABLE INCOME	TAX RATE
Up to ₹250,000	Nil
₹ 250,000 to ₹ 500,000	5%
₹500,000 to ₹10,00,000	20%
Above ₹ 10,00,000	30%

Source: www.icai.com

- II. Resident Senior citizen, i.e. every individual being a resident in India, who is of the age of 60 years or more but less than 80 years at any time duration the previous year.

Table 1.2: Calculation of tax liability (above 60 but less than 80 years)

TAXABLE INCOME	TAX RATE
Up to ₹300,000	Nil
₹ 300,000 to ₹ 500,000	5%
₹500,000 to ₹10,00,000	20%
Above ₹ 10,00,000	30%

Source: www.icai.com

- III. Resident super senior citizen, i.e. every individual being a resident in India, who is of the age of 80 years or more at any time during the previous year.

Table 1.3: Calculation of tax liability (above 80 years)

TAXABLE INCOME	TAX RATE
Up to ₹ 500,000	Nil
₹500,000 to ₹10,00,000	20%
Above ₹ 10,00,000	30%

Source: www.icai.com

Plus:

- 1. Surcharges:** 10% of the tax where total income exceeds ₹ 50 lakh,
15% of tax where total income exceeds ₹ 1 Crore.
- 2. Educational and health cess:** 4% of tax plus surcharges

1.7.4 Advance Tax

Advance tax refers to paying a part of your taxes before the end of the financial year also called as pay-as-you-earn scheme; advance tax is the income tax payable if your tax liability is more than ₹ 10,000 in a financial year. It should be paid in the year in which the income is received. Advance tax is payable even by salaried employees on their other income. While employers deduct TDS on salaries, advance paid on income that is not subject to TDS.

I. Non Corporate Assessee (Individual)

Table 1.4: Showing advance tax calculation of a company

DUE DATE OF INSTALMENT	AMOUNT/INSTALMENT PAYABLE
On or before 15 th June	15% of the advance tax liability
On or before 15 th September	45% of the advance tax liability
On or before 15 th December	75% of the advance tax liability
On or before 15 th March	100% of the advance tax liability

Source: www.icai.com

II. Corporate Assessee (Company)

Table 1.5: Showing advance tax calculation of an individual

DUE DATE OF INSTALMENT	AMOUNT/INSTALMENT PAYABLE
On or before 15 th September	30% of the advance tax liability
On or before 15 th December	60% of the advance tax liability
On or before 15 th March	100% of the advance tax liability

Source: www.icai.com

Note: As per the revised amendment, advance tax is same for both corporate and individual (table no: 1.4)

1.7.5 Few important Deductions and Exemptions

❖ Deductions

Tax deduction is a reduction in tax obligation from your gross taxable income. Tax deductions are deducted from taxable income which is also known as adjusted gross income. Tax deduction varies in amount as different incomes are treated differently under various sections of income tax act.

1. Income Tax Deduction under Section 80C

This is the most important section for deductions for every taxpayer. The maximum exemption limit in the section is INR 1.5 lakh. There are various avenues like PPF, EPF, term insurance, NPS etc. that could be claimed under section 80C. Below is the complete list:

- a. Public Provident Fund
- b. National Savings Certificate
- c. National Pension Scheme

- d. Employees' Provident Fund
- e. Post Office tax saving deposits of five year
- f. Bank deposit
- g. Life Insurance Premium
- h. Equity Linked Saving Schemes
- i. Principal repayment of home loan
- j. Sukanya Samriddhi Account Deposit Scheme
- k. Post Office Senior Citizens Savings Scheme

2. Income Tax Deduction under section 80CCC

This section allows a maximum deduction of INR 1.5 lakh and it includes the contribution made to annuity plan of a life insurance provider for the purpose of obtaining pension from the fund.

3. Income Tax Deduction under section 80CCD

This section includes the contribution to the Atal Pension Yojana and allows a deduction of a contribution up to 10% of the total salary of salaried employees and 20% of the gross income of non-salaried to the government-notified pension schemes. The contribution can be deducted from the taxable income under Section 80 CCD (1). In case the employer contributes to the scheme as well, the entire contribution amount can be claimed as a tax deduction under Section 80CCD (2).

It is important to remember that the complete deduction under Section 80C, Section 80CCC and Section 80CCD (1) cannot exceed INR 1.5 lakh in aggregate. The additional tax deduction amounting to INR 50,000 under the Section 80CCD (1B) is above this limit.

4. Income Tax Deduction under Section 80D

Income Tax Deduction under section 80D is for the premium paid for Medical Insurance. This section allows deductions on the health insurance premium paid by an individual or HUF. You can claim a deduction of INR 25,000 for self, spouse and dependent children and an additional deduction for insurance of parents, of less than 60 years of age, is up to ₹ 25,000. If parents are above the age of 60 can seek a deduction of INR 50,000, which was increased in Budget 2018 from ₹ 30,000. And

if both the taxpayer and parent(s) are above 60 years of age then the maximum deduction under section 80D is up to INR 1 Lakh.

5. Income Tax Deduction under Section 80DD

An amount of INR 75,000 may be claimed as a deduction for spending on medical treatments of dependents with a 40% disability. This limit is INR 1.25 lakh in case of severe disability.

6. Income Tax Deduction under Section 80E

Interest on loan paid for education is eligible for Section 80E. Please note that principal repayment on the loan cannot be claimed as a deduction. The loan should have been taken for yourself, your children, and spouse or for an individual for whom you are a legal guardian. There is no limit on the amount of interest that can be claimed as a deduction.

7. Income Tax Deduction under Section 80EE

Individuals who are buying a home for the first time may claim an additional deduction of INR 50,000 on the home loan interest paid. This includes a clause that the loan should be sanctioned in or after FY 2016-17 and the amount of loan should be less than INR 35 lakh. Furthermore, the value of the house should not exceed INR 50 lakh and the individual should not own any other residential house under his name.

8. Income Tax Deduction under Section 80EEA

Section 80EEA allows deduction for interest payments up to ₹ 1.5Lakhs. This deduction is over and above the deduction of ₹ 2 Lakhs available under section 24. An individual should not own any house on the date of the sanction of a loan to claim this deduction.

9. Income Tax Deduction under Section 80G

Section 80G includes all the contributions made to charitable institutions as well as relief funds. The contribution should be made through cheque, cash or in draft. The amount of deduction eligible is INR 2,000. Moreover, for donations made to political parties, the same deduction could be claimed under 80GGC.

10. Income Tax Deduction under Section 80U

This section allows deduction to individuals who are physically and mentally challenged.

❖ Exemptions

As per chapter III of Income Tax act, 1961, there exists a provision of income tax exemption. There are few types of specified incomes on which you can get an exemption from paying tax. This means at the time of calculating income tax certain incomes will not be added. The most common incomes that are exempted from income tax are listed below:

Income Tax Exemptions for Salaried Employees

As a salaried person, you would want to know the income tax exemption that you can claim and save on taxes. So, here are some of the exempt allowances of your income that you can claim in your Income Tax Returns (ITR):

1. House Rent Allowance

You must have HRA included in your salary which is a payment allotted for staying at a rented accommodation. Even if your employer doesn't pay you any House Rent Allowance, you can still claim it if you live in a rented place. The amount of HRA that can be claimed for income tax exemption is determined based on certain factors like the city of residence and your salary. You can calculate the amount to file for return with the help of the following formula:

- a. Actual rent paid annually minus 10% of your basic salary
- b. Actual HRA given by the employer annually
- c. 50% of your basic salary (annually)

The least of the three figures is the exempt amount that can be claimed under Section 13A.

2. Leave Travel Allowance

Your employer also provides you with Leave Travel Allowance incurred to you while travelling on leaves. But this allowance does not include the costs incurred for payments like shopping, leisure, entertainment, etc. An exception under LTA is that only domestic travel is counted and the cost of international travel is not covered.

3. Food Coupons

If your employer provides you with meal coupons, you can claim it for income tax exemption. The maximum amount of tax exemption that can be filed is INR 50 per meal. If you calculate, according to 22 working days a month and 2 meals per day, a total amount of INR 26,400 can be availed for income tax exemption annually.

It is advisable to plan the investment in advance in order to avoid the last-minute hassles. In case you are unable to invest in the right products, you would have to pay the entire tax depending on your income. The above list of income tax deductions will help you in tax planning and achieving your financial goals.

14.8 Meaning of Electronic filing

Electronic filing is the process of submitting tax returns over the Internet using tax preparation software that has been pre-approved by the relevant tax authority, such as the IRS or the Canada Revenue Agency. E-filing has manifold benefits which have made this system of tax preparation increasingly popular in recent years. The taxpayer can file a tax return from the comfort of his or her home, at any convenient time, once the tax agency begins accepting returns.

14.9 Electronic filing of income tax return

E-filing is the process of filling your tax documents through internet with the help of software or by registering yourself to the income tax website. In India, e-filing of income tax was introduced in September 2004, initially on a voluntary usage basis for all categories of income tax assessee. But from July 2006, it was made mandatory for all corporate firms to e-file their income tax returns. Taking this process further, from assessment year 2007 to 2008, e-filing of income tax return was made mandatory for all companies and from 2013 individuals having more than INR 10 lakh income are mandate for filling income tax online. Electronic filing options include:

1. Online, self-prepared return, using a personal computer and tax preparation software, or
2. Online submission of returns using a tax professional's computer and tax preparation software.

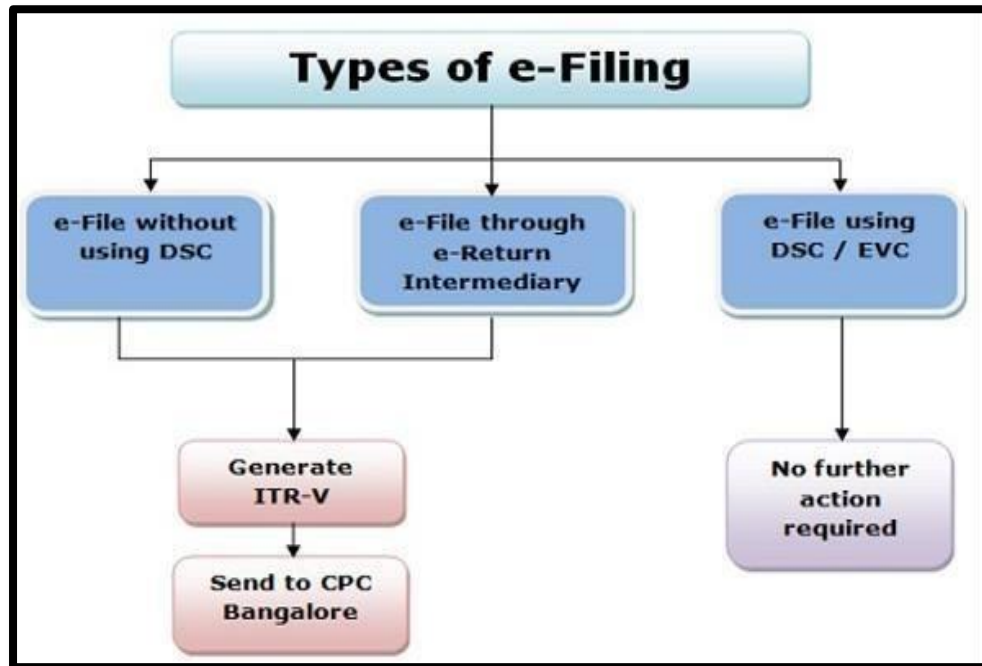
14.10 Benefits of e-filing

1. **Prompt processing:** The acknowledgment of Income Tax Return (ITR) is quick. More importantly, refunds, if any, are processed faster than paper-filed returns.
2. **Better accuracy:** E-filing software with built in validations and electronic connectivity is seamless and minimizes errors considerably. Paper filings can be prone to errors. Also, when any paper based form is migrated to the electronic system, there is a possibility of human error in data entry.
3. **Convenience:** No time and place constraint in filing returns online. E-filing facility is available 24/7 and you can file anytime, anywhere at your convenience.
4. **Confidentiality:** Better security than paper filings since your data is not accessible to anyone either by design or by chance. With paper filings details of your income can fall in the wrong hands at your chartered accountant's office or in the Income Tax Department's office.
5. **Accessibility to past data:** You can easily access past data while filing returns. Most e-filing applications store data in a secure manner and allow for easy access at the time of filing subsequent returns.
6. **Proof of receipt:** You get prompt confirmation of filing, both at time of filing and subsequently, via email on your registered email id.
7. **Ease of use:** E-filing is friendly and the detailed instructions make it easy even for individuals not very conversant with the internet
8. **Electronic banking:** Convenience of direct deposit for refund and direct debit for tax payments. You have the option to file now, pay later - decide what day to debit your bank account for tax payment, among other convenience features.
9. **It is good for the environment:** E-Filing is environment responsive. You just need to print no or at most one page instead of manifold copies of multiple pages that is required in case of paper based filing.

14.11 Types of e-filing

An income tax return could be e-filed in three ways.

Figure 1.2: Classification of e-filing



Source: www.allbankingsolutions.com

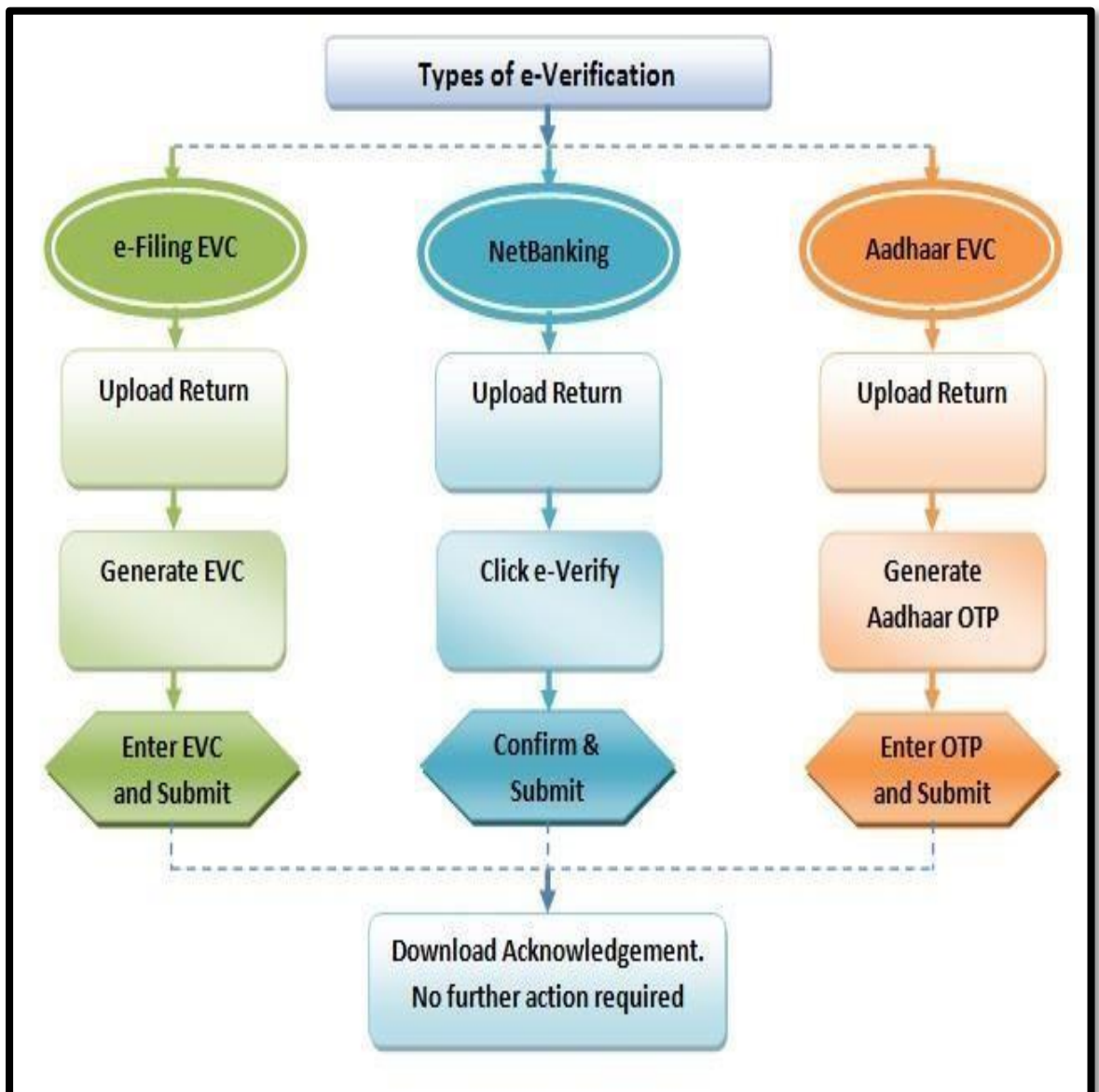
1. An assessee could e-file his tax return digitally signed. This is an anytime, anywhere, and paperless filing process which did not require visit to the income tax office. But an assessee could use this facility only if he has a digital signature.
2. E-filing of return is done through internet, but without a digital signature. At the end of such e-filing process, the assessee prints out a single page receipt cum verification form (ITR-V) which he was required to sign in ink. This ink-signed ITR-V form is to be physically delivered in duplicate to the income tax office and one copy of it is returned to the assessee, duly acknowledged. This physical filing of ITR-V must be done within 15 days or else the date of filing ITR-V will be deemed as the date of income tax return filing.
3. Here assessee can file the return through an e-return intermediary who on payment of a prescribed fee, would do the e-filing and also assist the assessee in submitting the ITR-V to Income Tax.

14.12 Types of e-verification

There are three options to electronically verify the returns

1. e-Verification using e-Filing OTP(available only where total income is less than ₹5 lakh and ZERO Refund)
2. e-Verification using Net Banking login
3. e-Verification using Aadhaar OTP validation

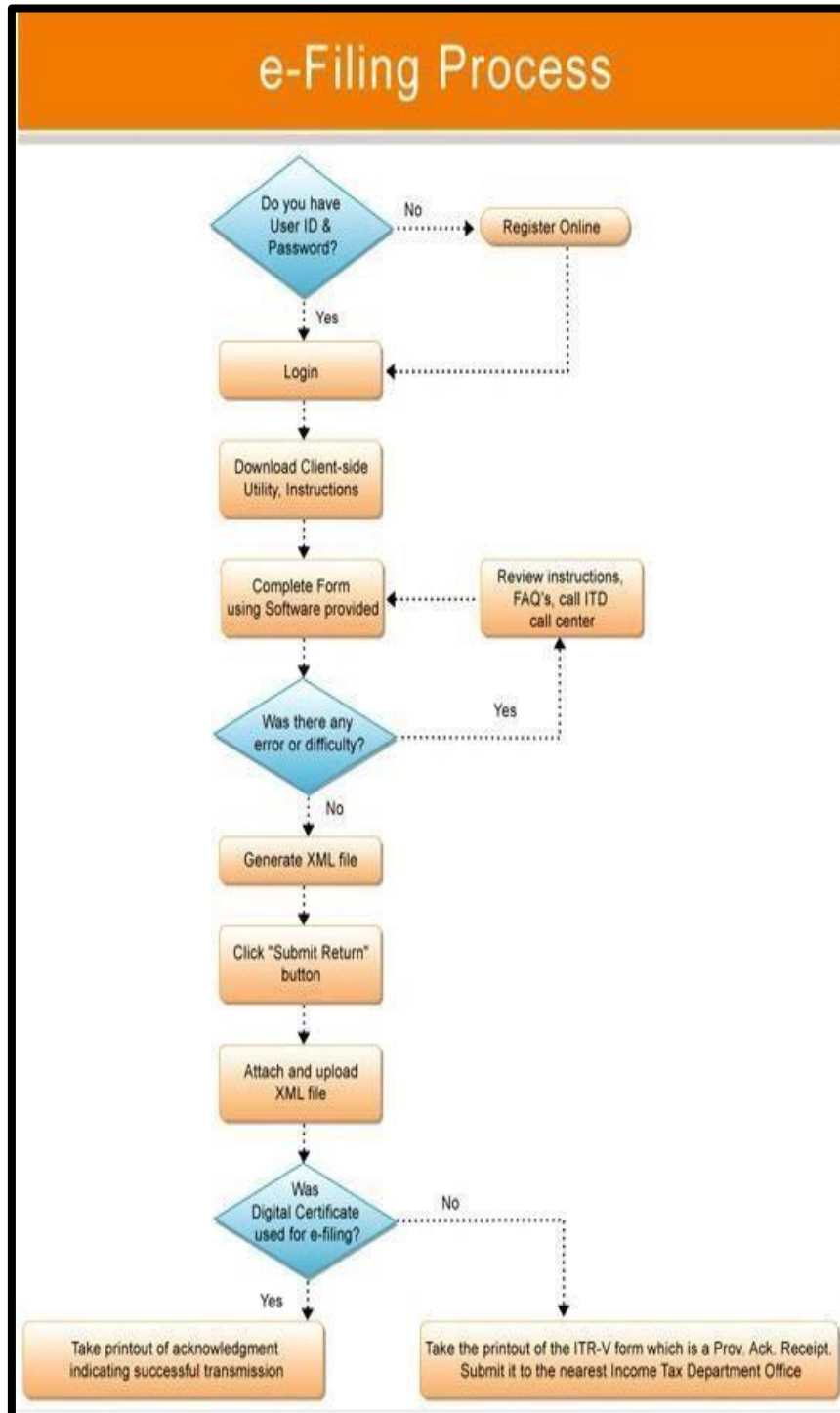
Figure 1.3: Showing types of e-verification



Source: www.allbankingsolutions.com

14.13 Process of filing income tax return online

Figure 1.4: Showing process of e-filing



Source: www.sensystechnology.com

There are two ways to file Income Tax returns online.

1. Download the applicable ITR, fill the form offline, save the generated XML file and then upload it.

Step 1: From the 'Downloads' page, download the ITR preparation software for the relevant assessment year to your personal computer or laptop.

Step 2: Prepare your return using the downloaded software the following way.

Gather all the relevant information regarding income; taxes paid, deductions availed, and so on.

- a. By using the pre-fill button, fill up personal details and tax payments. Compare with the information you have to check that there are no mistakes and nothing is left out
- b. Enter all the relevant data and then click 'Calculate' to calculate the tax and interest liability and also the how much tax you need to pay or refund you are entitled to.
- c. If taxes are to be paid to pay it immediately and enter the details appropriately. Repeat the above step so that the tax payable is nil.
- d. Generate and save the Income Tax return data in the XML format in your PC or laptop.

Step3: Login to the e-Filing website with a User ID, Password, Date of Birth/ Date of Incorporation and enter the captcha code.

Step 4: Go to e-File and 'upload return'.

Step 5: Select the appropriate ITR, Assessment Year, and XML file previously saved

Step 6: Upload using a digital signature (DSC), if applicable. Ensure that the DSC is registered with e-Filing.

Step 7: Click on the 'submit' button

Step 8: When a submission is successful, ITR-V is displayed (if you have not used DSC). Click on the link and download the ITR-V. The ITR-V is also sent to you via your registered email. After you upload the ITR-V with DSC, the return filing is complete.

In another scenario, when the return is not uploaded with DSC, the ITR-V form should be printed, signed and submitted and submitted to the CPC within 120 days of e-Filing. Only once the ITR-V is received, will the return be processed. The Income Tax Department will send you email and SMS reminders reminding you of non- receipt of ITR-V.

**2. Enter the relevant data directly online at e-filing portal and submit it.
Here are the steps to follow.**

Step 1: Login to the e-Filing website with a User ID, password, Date of Birth / Date of incorporation and captcha.

Step 2: Go to 'e-File' and click on 'Prepare and submit ITR online'.

Step 3: Select the Income Tax return Form ITR/ ITR 4 and assessment year

Step 4: Fill in the details and click the 'Submit' button

Step 5: Upload a digital signature if applicable. Ensure that DSC is registered with e-Filing.

Step 6: Click on the 'Submit' button

Step 7: On successful submission for form, ITR-V would be displayed (if DSC is not used). Click on the link to download the ITR-V. ITR-V will also be sent to the registered email. If ITR-V is uploaded with DSC, the return filing process is complete.

If the return is not uploaded with DSC, the ITR-V form should be printed, signed and submitted to CPC within 120 days from the date of e-Filing. The return will be processed only after the signed ITR-V is received. Check your email and SMS regularly for reminders on the non-receipt of ITR-V.

The process of filing your returns online is now complete.

Note: Only ITR 1 and ITR 4 can be filed online without having to download any software.

14.14 Features incorporated in the e-Filing website

1. **Icons:** Text has been supplemented with icons, wherever appropriate to enable users with learning disabilities understand the information easily. Icons have been provided along with text labels for key navigation options as well as important features, such as print, email, etc.
2. **Identification of file type and file size:** Information about alternate file types, such as PDF along with the file size has been provided within the link text to help users identify the same. In addition, icons for different file types have been provided with the links. This helps users in deciding whether they wish to access the link. For example, if a link opens a PDF file, the link text specifies its file size and file type.
3. **Headings:** The Web page content is organized using appropriate headings and sub-headings that provide a readable structure. H1 indicates the main heading, whereas H2 indicates a sub-heading.
4. **Titles:** An appropriate name for each Web page is specified that helps one to understand the page content easily.
5. **Alternate Text:** Brief description of an image is provided for users with visual disability. If you are using a browser that supports only text or have turned off the image display, you can still know what the image is all about by reading the alternate text in absence of an image.
6. **Explicit Form Label Association:** A label is linked to its respective control, such as text box, check box, radio button and drop-down list. This enables the assistive devices to identify the labels for the controls on a form.
7. **Form instructions and errors:** Instruction text and error messages for forms are displayed dynamically, i.e., while the user is navigating the form and filling up the form.

8. **Consistent Navigation Mechanism:** Consistent means of navigation and style of presentation throughout the Website have been incorporated. Keyboard Support: The website can be browsed using a keyboard by pressing the Tab and Shift + Tab keys.
9. **Customized Text Size:** The size of the text on the Web pages can be changed either through the browser or, through the Accessibility Options page or by clicking on the text sizing icons present at the top of each page. Adjust contrast scheme: The website provides facility to enable users with visual impairments, such color blindness to view the web page information with ease. Facility available for changing the contrast of the web pages.

14.15 Tracking the status of ITR

The Income Tax Department has been making an effort so that the taxpayer can access all its services online. You can not only submit your IT returns online, you can check the status of your Income Tax return online through the Income Tax India e- Filing. Checking the status of your Income Tax returns online is a simple process. This lets you track your ITR status online in a few clicks. There are two options to check your Income Tax return online. For one you need your tax filing acknowledgement number and your PAN number. The other way is to login to the e- Filing website of the Income Tax Department, Government of India using your login id and password and then check the status of your IT returns.

❖ With your acknowledgement number and PAN number

Here are the steps to check your Income Tax return status using your acknowledgement number.

1. Go to the income tax India e-filing website www.incometaxindiaefiling.gov.in and click on ITR status.
2. It opens into a new page where you are asked to enter PAN number, acknowledgement number and captcha code. Visually challenged users can use the OTP option instead of captcha. The OTP is received on the mobile

3. After you fill in the details, press submit and the status is displayed on your screen.

❖ **By logging in to the e-Filing website**

You can also check your Income Tax return status by logging into the Income Tax India e-Filing website. Here are the steps.

1. Login to the Income Tax India e-Filing website www.incometaxindiaefiling.gov.in with your login credentials. You can register yourself in case you do not have an account
2. On the dashboard, you will see an option 'Returns / Forms'
3. You will be taken to a new page. Here from a dropdown menu select Income Tax returns and the Assessment year for which you want to check the IT returns status and click 'Submit.'
4. On clicking on submitting the status of your IT return will be displayed on the screen.

14.16 Details on mandatory of e-filing ITR in AY 2013-14.

CBDT has vide notification No. 34/2013 dated 01.05.2013 has made it mandatory for the following category of the Assesses to file their Income Tax Return Online from A.Y. 2013-14.

1. It is mandatory for every person (not being a company or a person filing return in ITR 7) to e-file the return of income if its total income exceeds INR. 500,000.
2. An individual or a Hindu undivided family, being a resident, having assets (including financial interest in any entity) located outside India or signing authority in any account located outside India and required to furnish the return in Form ITR-2 or ITR-3 or ITR-4, as the case may be.
3. Every person claiming tax relief under Section 90, 90A or 91 shall file return in electronic mode.
4. Those who are required to get their Account under Section 44AB.

5. A firm required to furnish the return in Form ITR-5 or an individual or Hindu Undivided Family (HUF) required to furnish the return in Form ITR-4 and to whom provisions of section 44AB are applicable.
6. A company required to furnish the return in Form ITR-6.

14.17 Form 16

Form 16 is a certificate (issued under section 203 of the Income Tax deducted at source (TDS) by the employer and submitted by him/her to Income Tax Department (IT Department). It has details of how much tax did the employer deduct and when was it submitted to the IT department.

In case you have changed jobs during the year, or have worked with different employers at the same time, and tax has been deducted at all places, you will have to get separate Form 16 from all of them. However, if your employer(s) did not deduct any tax at source from your salary, considering your income for the year is below the tax-exemption limit, they may not issue Form 16. Form 16 helps you easily file your Income Tax returns. It is a proof that the employer did submit the money to the authorities what it deducted as TDS from your salary.

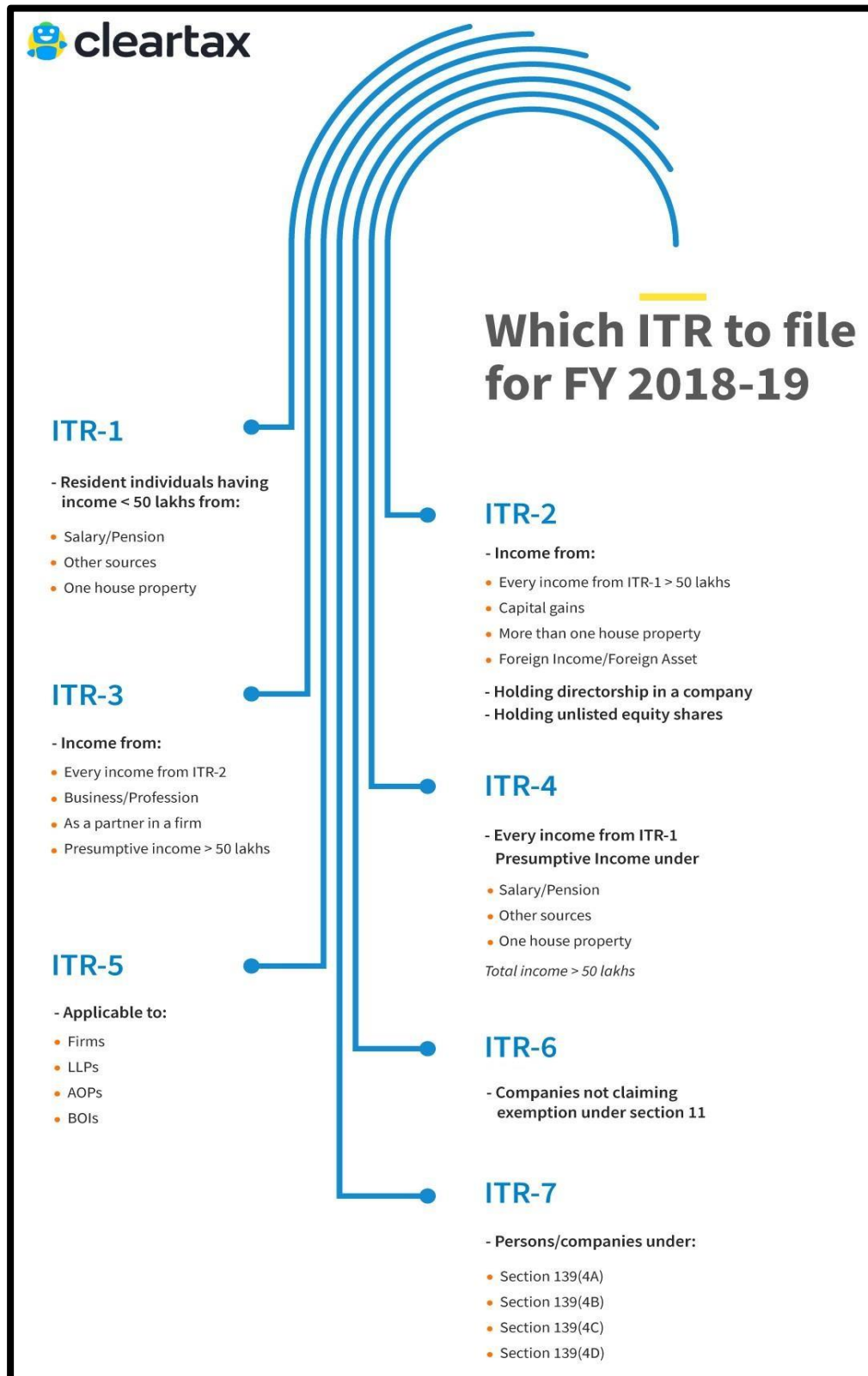
It also has details of how your tax was computed based on the investment declarations you made at the beginning of the financial year, any allowances that your company gave, and any other details necessary that may impact the tax amount like house rent, medical bills, loans etc. All these details will help you file your Income Tax returns.

❖ Eligibility

Any salaried person, whose tax has been deducted by the employer at source, is eligible to get Form 16. Irrespective of the fact whether your income falls under the tax exemption limit or not, the employer must issue a Form 16 if she/he has deducted tax at source.

14.18 List of ITR forms

Figure 1.5: Showing list of ITR forms



Source: www.cleartax.in

1. ITR-1 OR SAHAJ:

This ITR Form is for a resident individual whose total income for the assessment year includes:

- a. Income from Salary/ Pension; or
- b. Income from One House Property (excluding cases where loss is brought forward from previous years) or
- c. Income from Other Sources (excluding Winning from Lottery and Income from Race Horses)
- d. Agricultural income up to ₹5000.

❖ Who cannot use ITR 1 Form?

- a. Total income exceeding ₹ 50 lakh
- b. Agricultural income exceeding ₹ 5000
- c. If you have taxable capital gains
- d. If you have income from business or profession
- e. Having income from more than one house property
- f. If you are a Director in a company
- g. If you have had investments in unlisted equity shares at any time during the financial year
- h. Owning assets (including financial interest in any entity) outside India) if you are a resident, including signing authority in any account located outside India
- i. If you are a resident not ordinarily resident and non-resident
- j. Having foreign assets or foreign income
- k. If you are assessable in respect of income of another person in respect of which tax is deducted in the hands of the other person.

2. ITR-2

ITR Form 2 is for Individuals and HUF receiving income other than income from “Profits and Gains from Business or Profession”. Thus persons having income from following sources are eligible to file Form ITR 2:

- a. Income from Salary/Pension
- b. Income from House Property (Income Can be from more than one house property)
- c. Income from Capital Gains/loss on sale of investments/property (Both Short Term and Long Term)
- d. Income from Other Sources (including winning from Lottery, bets on Race Horses and other legal means of gambling)
- e. Foreign Assets/Foreign Income
- f. Agricultural Income more than ₹ 5000
- g. Resident not ordinarily resident and a Non-resident

❖ Who cannot use ITR 2 Form?

- a. Any individual or HUF having income from Business or Profession
- b. Individuals who are eligible to fill out the ITR-1 Form

3. ITR-3

The Current ITR 3 Form is to be used by an individual or a Hindu Undivided Family who have income from proprietary business or are carrying on profession. The persons having income from following sources are eligible to file ITR 3:

- a. Carrying on a business or profession
- b. If you are an Individual Director in a company
- c. If you have had investments in unlisted equity shares at any time during the financial year
- d. Return may include income from House property, Salary/Pension and Income from other sources.
- e. Income of a person as a partner in the firm.

4. ITR-4

The ITR-4 Form is the Income Tax Return form for those taxpayers, who have opted for the presumptive income scheme as per Section 44AD, Section 44ADA and Section 44AE of the Income Tax Act. ITR 4 is to be filed by the individuals/HUF/ partnership firm whose total income includes:

- a. Business income under section 44AD or 44AE
- b. Income from profession calculated under section 44ADA
- c. Salary/pension having income up to ₹ 50 lakh
- d. Income from One House Property having income up to ₹ 50 lakh (excluding the brought forward loss or loss to be carried forward cases under this head);
- e. Income from Other Sources having income up to ₹ 50 lakh (Excluding winning from lottery and income from horse races).

Note: Freelancers engaged in the above profession can also opt for this scheme if their gross receipts don't exceed ₹ 50 lakhs.

❖ Who cannot use ITR 4 Form?

- a. An individual having income from salary, house property or other sources above ₹ 50 lakh cannot use this form.
- b. An individual who is either a director in a company and has invested in unlisted equity shares cannot use this form.

5. ITR-5

ITR 5 is for firms, LLPs (Limited Liability Partnership), AOPs (Association of Persons), BOIs (Body of Individuals), Artificial Juridical Person (AJP), Estate of deceased, Estate of insolvent, Business trust and investment fund

6. ITR-6

For Companies other than companies claiming exemption under section 11 (Income from property held for charitable or religious purposes), this return has to be filed electronically only.

7. ITR-7

For persons including companies required to furnish return under section 139(4A) or section 139(4B) or section 139(4C) or section 139(4D) or section 139(4E) or section 139(4F).

- a. Return under section 139(4A) is required to be filed by every person in receipt of income derived from property held under trust or other legal obligation wholly for charitable or religious purposes or in part only for such purposes.
- b. Return under section 139(4B) is required to be filed by a political party if the total income without giving effect to the provisions of section 139A exceeds the maximum amount, not chargeable to income-tax.
- c. Return under section 139(4C) is required to be filed by scientific research association, news agency, Association or institution referred to in section 10(23A), Institution referred to in section 10(23B), Fund or institution or university or other educational institution or any hospital or other medical institution.
- d. Return under section 139(4D) is required to be filed by every university, college or other institution, which is not required to furnish return of income or loss under any other provision of this section.
- e. Return under section 139(4E) must be filed by every business trust which is not required to furnish return of income or loss under any other provisions of this section.
- f. Return under section 139(4F) must be filed by any investment fund referred to in section 115UB. It is not required to furnish return of income or loss under any other provisions of this section.

CHAPTER 2

REVIEW OF LITERATURE

2.1 Introduction

A literature review is a systematic process of identification, approaching and analysis of written document containing information related to the study. The written document can be in the form of journals, books, reports, thesis, electronic media, websites etc. The literature review also helps in finding out the research gaps and provides a benchmark for comparing research result with others. It also helps the researcher in deciding the strategies, approaches, tools and interpretation of result of the study. The reviews of literature regarding the present study have been given below.

2.2 Reviews

1. **Aryati Juliana Sulaiman, Ahmad Zamil Abd Khalid, Idawati Ibrahim (2005)³** has studied on **“Perception of Electronic Filing (E-Filing) Among Tax Agents in Northern Region of Malaysia”**. The study tells that Electronic filing is one of electronic services provided by Inland Revenue Board (IRB) in order to assist tax agents in submitting the tax return electronically and as its initiative towards Electronic Government. It also tells that e-filing can avoid loss of paper and helps in cost reduction by submitting tax returns through mail. The study conducted in Malaysia finds that e-filing is at its early stage and it is optional as compared to several countries which had implemented e-filing such as United States, United Kingdom and Australia.
2. **Azleen Ilias, Mohd Zulkeflee Abd Razak and Mohd Rushdan Yason (2009)⁴** has made a study on **“Taxpayers Attitude In Using E-Filing System: Is There Any Significant Difference among Demographic Factors?”** The purpose of this study is to examine the differences of tax payers attitude to use e-filing among gender, level of education, experience of handling and learning the system. The result shows significant differences among experience and non-experience taxpayers in handling and learning e- filing system. Education background of taxpayers has also played an important role in encouraging the attitude of taxpayers to use e-filing. However, the

gender of taxpayers provides no difference in terms of their attitude in using and applying the system.

3. **Anna A Ch. Azmi and Yusniza Kamarulzaman (2010)²** have made a study on **“Adoption of tax e-filing: A conceptual paper”**. The research says that E-government is becoming increasingly more important in today’s world due to its effectiveness and applicability in various areas. Tax e-filing is one of the e-government services that have been adopted by many countries today where the public has to discharge their responsibility to the government via online tax filing. The study is made to have an overall glance on e-filing of income tax.
4. **Geetha R. and Sekar M. (2012)¹²** has a made study on **“E-Filing of Income Tax: Awareness and Satisfaction level of individual Tax payers in Coimbatore city, India”**. The study is based on primary data and secondary data where the primary data is collected in the form of questionnaire in Coimbatore city. The objective of the study is to assess the tax payers perception, awareness and satisfaction level towards e-filing of income tax returns. It was found that most of the taxpayer got the awareness towards e-filing through newspaper, family members and auditors. It is also found that majority of the individual tax payers are satisfied with the various aspects of e-filing.
5. **K. Rajeswari and T. Susai Mary (2014)¹⁵** has made a study on **“E-Filing of Income Tax returns: Awareness and Satisfaction level of salaried employees”**. The study talks about initiative of Indian government towards e-filing, new ad don feature of e-filing. Its goal is to measure the level of satisfaction, problems of the respondents towards e-filing and also to provide suggestions to make the e-filing pattern of salaried employees in a more attractive way. It has been found that the majority of respondents got awareness towards e-filing through tax consultants and websites. The respondents have high satisfaction level towards e-filing of income tax returns.

- 6. Mukesh Kumar and Mohammad Anees (2014)¹⁹** has made a study on “**E-Filing: Creating New Revolution in Taxation of India**”. The paper attempts to focus on the crucial aspects of e-filing in India. It further takes into consideration the benefits accruing from e-filing along its challenges. The data source has been secondary, wherein data has been processed and analysed to find out the growth of e-filing in India. The paper concludes that the major challenge ahead is regarding system security, mass awareness is needed in order to make e-filing more successful, TRPs have to play a very catalytic role and the Government would have more revenue with global integration through technological advancement of e-filing.
- 7. Dr. Renu Verma, Dr. Reena Dadhich and Nivedita Roy (2015)⁹** has made a study on “**Status of Electronic Filing (e-filing) of Taxes in India vis-a-vis other Parts of the World: A Snapshot**”. The study is purely based on secondary data and some of the information is collected from Income Tax Department of India. It includes data from 2006 when electronic filing of income tax was made mandatory for all corporate firms in India. E-filing is one of the project of e-governance where in massive investment is made in India, but the research study tells that we still have to do lot more to make it successful. As there is massive investment made to start e-filing process so as to make it successful it is in the interest of the regulatory bodies to promote this option as much as possible so that more number of taxpayers use this option over manual filing of income tax. Initiatives have been taken like making e-filing compulsory for corporate and salaried employees with earnings of more than five lakhs.
- 8. Parmanand Barodiya and Ankesh Bhargava (2015)²¹** has made a research on “**E-Filing Awareness of Income Tax returns**”. The study was conducted in Gwalior city of Madhya Pradesh. The research has been placed on primary data and secondary data. It states that there are lots of benefits of filing electronically income tax return. It enables citizen to file income tax at anytime from anywhere as it saves time of the tax payer and it also interaction between income tax department and assesses reduces. It saves issue of keeping

record manually and requirement of physical space. It enables faster processing of returns, accuracy of data, safety and security of your data.

9. **Rahul (2015)²³** has done research on “**A study of e-filing of income tax return in India**”. The study clearly shows that India is in the phase of the revolutionary changes in information technology which also gives great advancement in e-filing field of income tax department. It has highlighted the benefits and challenges of such a system. The study is based on secondary form of data. Few benefits which are included in the research study includes prompt processing, better accuracy, convenience, confidentiality, accessibility to past data, ease of use, proof of receipt and electronic banking.

10. **Sharda Haryani, Bharti Motwani and Sukhjeet Kaur Matharu (2015)²⁵** has done research on “**A study on Behavioral Intention of Taxpayers towards Online Tax Filing in India: An Empirical Investigation**”. This exploratory study gathered information using a structured questionnaire from 250 respondents from Indore city. The results revealed that the factors like perceived ease of use and perceived usefulness significantly affect the behavioral intention of the citizen towards the adoption of electronic tax filing. The research suggests that an attempt should be made to emphasize the usefulness of e-filing by using a suitable advertising campaign that clearly denotes the usefulness of e-filing. Deliberately administering the campaign during tax filing months will give a better result.

11. **Dr. Jayashree R Kotnal (2016)⁶** her study is on “**Perception towards Income Tax E-filing: An empirical investigation**”. This paper attempts to develop an understanding of the factors that influence citizen’s adoption of electronic tax-filing services and to discuss taxpayer perception and satisfaction with an online system for filing individual income tax returns. It tells that taxpayers should be encouraged to use e-filing as there are many benefits of this system both to government and to taxpayers. The awareness of e-filing can be spread by introducing it in the high school or college curriculum. The study is done with the help of primary method of data collection and secondary method of data collection.

12. Gayathri P and Dr. Kavitha Jayakumar (2016)¹¹ has done analysis on “**A Study on Tax Payers Perception Towards E-Filing of Income Tax Returns with Reference to Teachers in Bengaluru East, Karnataka**”. In this study majority of the response was from females. This paper deals with the awareness level of individual tax payers, to measure its satisfaction level, problems and also to study the factors that motivate for the use of e-filing. This study thus focuses on the Pre-university government and non-government teachers who do online filing of income tax returns on their own. The study found that majority of the respondents are satisfied with e-filing procedure, safety, time line, easiness of e-filing, facilities provided by e-filing, e-payment procedure, accuracy, availability, acknowledgement generated by e-filing system and services through banks.

13. Jose K. Puthur, Lakshman Mahadevan and A. P. George (2016)¹³ has made a study on “**Tax payer Satisfaction and Intention to Re-use Government site for E-filing**”. This study propose is to understand the factors that influence adoption of e-filing system in India and found that perceived usefulness and perceived ease of use under conditions of website quality and information quality significantly enhance tax payers satisfaction and intention to re-use the e-filing system. The findings also indicate that the income tax department should redesign the existing e-tax filing architecture and put in place a system that ensures convenience and ease of use to the tax payers to motivate them to use it in the future.

14. Jyoti Arora (2016)¹⁴ has made a study on “**E-filing of income tax returns in India-An overview**”. The objective of the study is to know the process and advantages of e-filing of income tax return. The study is entirely on secondary data which has been collected from sources such as books, journals and newspaper and online. The study says that filing of income tax return using internet is a gift to tax payers. It is useful and new method of filing income tax online. It saves time, cost and energy and reduces boundary limitations between ITD and assesses.

- 15. Malavika Catharine Balmi (2016)¹⁸** has done analysis on **“A Study on the Impact of Quality Antecedents on Individual Tax Payers Adoption of E-Filing in India”**. The goal of the study is to understand the awareness level among the tax payers about e-filing and to determine the relationship between use intentions and citizens perceptions of electronic filing systems. A sample of 50 people was collected in the form of questionnaire to obtain data. As per the study results it was found that an individual is more likely to e-file if he is aware of the e-filing process, citizens are more likely to use e-filing if they trust the Income Tax Department’s endorsements for e-filing.
- 16. Dr C.M. Jain and Ruchika Jain (2017)⁵** have made a research on **“E-Filing of Income Tax Returns: Satisfaction level of Individual Tax Payers in Udaipur District, Rajasthan”**. Primary data was collected through structured questionnaire which was filled by the individual tax payers of Udaipur district, Rajasthan, and secondary data includes articles, internet and books. The purpose of the current study is to analyse the satisfaction level of individual tax payers towards e-filing features. The study shows that the individual tax payers are positively satisfied with the features of e-filing of income tax returns as it enables citizens to file anytime and from anywhere, saves time of the tax payer, it reduces interface between the citizens and income tax department and moreover it ensures accuracy of data.
- 17. Dr. Mohammad Anees and Mukesh Kumar (2017)⁸** has made a studied on **“Perception of taxpayers towards e-file adoption”**. The study was conducted in Lucknow city of Uttar Pradesh. The targeted population were various working men and women of different age group and working class of various organizations. The survey tells us that due to lack of computer and internet knowledge people are finding difficulty to file income tax electronically. From the survey result it can be said that majority of the taxpayers have a positive response towards electronic filing of income tax and some of them have enough facility to use e-filing at their home and also at workplace on their own.

18. K. Saravanan and Dr. K. Muthu Lakshmi (2017)¹⁶ has done a research on **“E-Filing of Income Tax Return: A Study on Awareness and Satisfaction Level of Tax Payers in Trichy City”**. The research design is descriptive research design, for the purpose of the study the targeted population was service class persons belonging to Trichy city of different ranks and classes of government organizations, also secondary method of data was used. The objective of the study is to assess the perception, awareness and satisfaction level of tax payers on gender basis towards e-filing of income tax returns. Hence it was found that there is a significant relationship between gender and level of awareness towards e-filing of returns.

19. Monika Arora and Hari Parkash Gupta (2017)¹⁸ has made an analysis on **“The Changing Face of Indian Income Taxpayers in E-Filing Era: An Evaluation”**. The objective of the study is to assess the relationship of various demographic variables with awareness level of individual tax payers regarding e-filing of income tax returns. The study is based on primary and secondary data, wherein primary data is collected through a structured interview schedule from Amritsar, Jalandhar, Ludhiana city and Union Territory of Chandigarh. The analysis of the study shows that majority of the Indians have adopted e-filing system. Young Indians are more likely to e-file their tax return and get refunds electronically than citizens aged 65 or older who are significantly less comfortable with e-filing system. Due to the improved efficiency of banks and introduction of Direct Transfers many taxpayers have already been receiving direct deposit of their Social Security payments electronically.

20. Parul Chopra, Professor R.K. Sharma, Dr. Anurag Agnihotri and Dr. Shruti Nagar (2017)²² has done a research on **“Attitude of Tax Payers towards E-Filing of Income Tax Return: An Analytical Study”**. This research is an attempt to identify the factors that are responsible for adoption of e-filing of income tax returns and to examine the tax payers satisfaction with an online system for filing individual income tax return. The study was undertaken in Bhiwani and Sirsa cities of Haryana. A survey has been used to collect primary data and questionnaire approach was used in final analysis. The data collected was analysed through a series of tools and procedures.

- 21. Shamika Kumar and Shikhar Gupta (2017)²⁴** has made a research on “**A study on income tax payers perception towards electronic filing**”. The study is based on the primary data and secondary data. In primary method data collection is done with the help of structured questionnaire being filled by 262 tax payers. The objective of the study is to know the awareness level of tax payers and also to know their perception, problems and satisfaction level of tax payers towards e-filing of income tax return.
- 22. Sukhjeet Kaur Matharu (2017)²⁶** has made a study on “**The acceptance of the e-filing system by Indian taxpayers: A Conceptual Study**”. This research study is fully based on secondary data which is collected over internet, newspaper, reference books and few research papers. The study focuses on understanding the various aspects of e-taxation in India in the recent past, the present position and the future prospects. The study also tries to explore the factors within the technology acceptance model (TAM) that effects the adoption of e-taxation
- 23. Dr. Yagnesh M. Dalvadi and Chintan V. Chavda (2018)¹⁰** has made a study on “**Measurement of perceived benefits of e-filing by tax payers in India**”. The study is used to know tax payers perceptions about different perceived benefits of e-filing of income tax return. This study is focused on the teachers, businessmen, professor, private employees and others who do online filing of income tax returns on their own. The study was carried out by using primary data which is collected with the help of the structured questionnaire from the people of different occupation and different annual income and from different area.
- 24. Naveen Kumar C and Dileep Kumar S D (2018)²⁰** has made a study on “**Problems and Prospects of E-filing of Income Tax Returns**”. This study includes meaning, definition, features and types of e-filing of income tax return. The source of data is primary data which is collected through structured questionnaire and personal interview with respondents and secondary data is collected through journals, books, e-sources, and reports.

This study examine that the existing users are satisfied with the e-filing facilities but most of the individual tax payers are not aware of the e-filing procedures so sufficient steps are required for create more awareness in the minds of tax payers regarding E-filing of income tax.

25. Akpubi Mudiaga Daniel and Igbekoyi Olusola Esther (2019)¹ has made a study on “**Electronic taxation and tax compliance among some selected fast food restaurants in Lagos state, Nigeria (tax payers perspective)**”. This study assessed the effect of level of awareness on electronic tax on tax compliance by small and medium scale enterprises in Lagos state, it also examined the effect of perceived ease of use on tax compliance. The study used survey design to obtain information, data was collected from primary sources through the use of a well-structured questionnaire distributed to the target respondents randomly. The study concludes that the level of awareness of tax payers about Electronic-taxation has a positive impact on tax compliance. The tax payers agreed that a slight increase or decrease in the cost of compliance can lead to an increase or decrease in the level of compliance from the tax payers.

26. Dr. M. Rajaram Narayanan (2019)⁷ has made a research on “**A study on income tax payers perception towards electronic filing**”. This research is to know the citizen's perceptions toward electronic filing of income tax return. The objectives of the study also include to comprehend about the understanding of income tax payers toward digital filing and to recognize about the income tax payers issues and awareness level towards electronic filing. The research depends upon information accumulated through questionnaire, books, magazines, newspaper and internet. The findings of the study say that citizens are confronting different issues in electronic filing.

CHAPTER 3
RESEARCH METHODOLOGY

3.1 Introduction

Research methodology is a way to systematically solve the research problem. A research methodology has many dimensions about which a researcher has to be made a detail discussion such as types of research and its design, research problem, hypothesis, data collection, sampling, sample size, statistical tools to be used, period of study etc. This research is an attempt to study the history of taxation in India and examine the trends and patterns of direct taxes. For proper understanding of the research topic, a review of literature relating to taxation and direct taxes has been made. This chapter deals with the selection of the problem, objective, area of study, scope of study, significance of study, need of study, research design, sources of data, sampling design and size, period of study and limitations of the study.

3.2 Objectives of the study

The present study has following objectives,

1. To study the concepts and need for e-filing system of income tax.
2. To study the way of e-filing of income tax return.
3. To understand the awareness level of tax payers about e-filing system.
4. To understand the reasons for using e-filing system of income tax.
5. To understand the process of e-filing system of Income Tax.
6. To examine the factors which provide benefits to tax payers.
7. To investigate whether tax payers feel easy to use e-filing system.
8. To investigate problems faced by tax payers while using e-filing system.

3.3 Scope of the study

The scope of the study includes all those aspects that will be covered in the research project. It clearly defines the extent of content that will be covered by the means of the research in order to come to more logical conclusions and give conclusive and satisfactory answers to the research.

1. The area of the research study is Mumbai city with the target group of people who are bread earners filing income tax return online.
2. The study is conducted to give an overview of e-filing system in India.
3. The study explores to know the perspective of tax payer towards e-filing system.
4. To give the reader basic understanding of the process, benefits, problems, importance of e-filing.

3.4 Significance of the study

Significance of study means indicating a valuable quality of our study. It tells about the importance of your study.

1. The tax refunds will be easy to claim if you e-file income tax returns.
2. It helps in tracking the status.
3. E-filing income tax return gives us an access to view our document at any given point of time.
4. E-verification is done online if individual's e-file their income tax return.
5. The process to make payments and refunds is simple. It can be done via direct debit for the payment of tax and direct deposit for the receiving of refund.
6. The process of e-filing income tax return is very convenient, easy, and the process takes very less time.

3.5 Need of the Study

In the year 2011-12, it was observed that ninety nine percent of tax returns were filed manually though the evolution period of e-filing in India was 2006-07. No doubt, the Income Tax Department is encouraging online filing of tax returns in order to digitise all tax payers' related information but the department still requires extra ordinary efforts to enter the data from hard copies into the system. Considering the potential of e-filing which brings benefit both to the government and the taxpayers, it becomes important to have majority of the tax-payers e-file. This requires an understanding of the tax payers awareness towards this service.

3.6 Research Design

The survey research method was used for this study. A survey research attempts to collect data from members of a population and describes existing phenomena by asking individuals about their opinion, attitudes, behaviour or values. Descriptive research and exploratory research have been used to describe the involvement of individuals of Mumbai city in e-filing their income tax return and their perception towards e-filing system.

3.6.1 Sample size

The number of sample used in the survey is 110, who e-file their income tax return online in Mumbai City.

3.6.2 Sampling technique

In order to obtain an accurate response from the target audience judgmental sampling as well as convenience sampling technique was used. Judgmental sampling is a non-probability sampling technique where the researcher selects units to be sampled based on their knowledge and professional judgment. Convenience sampling is a non-probability sampling technique where subjects are selected because of their convenient accessibility and proximity to the researcher.

3.6.3 Period of the study

The study period consisted of three months i.e. from December 2019 to February 2020.

3.6.4 Sources of data

There are two sources of data i.e. primary data and secondary data. For the purpose of this study, both types of data have been collected.

- 1) **Primary Data:** Primary data are those data which are collected for the first time. It is afresh and unused data. It is collected using survey method. To conduct survey, a well-structured questionnaire has been prepared through Google forms. The questionnaire was filled basically by earning people which includes professional people, businessmen, employees and other people.

- 2) **Secondary Data:** The secondary data are those data which are collected previously by the other researcher for their study but used in this research. It is processed data. The secondary data has been collected from various published and unpublished sources which includes Income Tax Act 1961, Wealth Tax Act 1957, Journals, various reports, published research paper, newspapers, internet web page, books etc.

3.6.5 Tools used for study

Techniques used for analysis of the collected data are percentage method, pie chart and bar chart. A percentage distribution is a display of data that specifies the percentage of observations that exists for each data points.

3.6.6 Limitations of the study

Limitations are influences that the researcher cannot control. They are the shortcomings, conditions or influences that cannot be controlled by the researcher. As with any research, this study has several limitations.

1. The present study has covered only Mumbai city therefore the results of this study cannot be generalized.
2. The respondent may not have detail knowledge about e-filing of income tax which can affect our research.
3. The sample size of the study was restricted to 110 individuals who e-file income tax returns.
4. There was a less time period to obtain the primary data.

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION

4.1 Introduction

Putting into a nutshell, data analysis refer to the process of reducing the complexity of data so that it can be easily understood while interpretation is the process of drawing inference or conclusion based on the reduce set of data. This constitutes to be an indispensable part of the research. Based on the analysis and interpretation we are able to defend our objective and research problems.

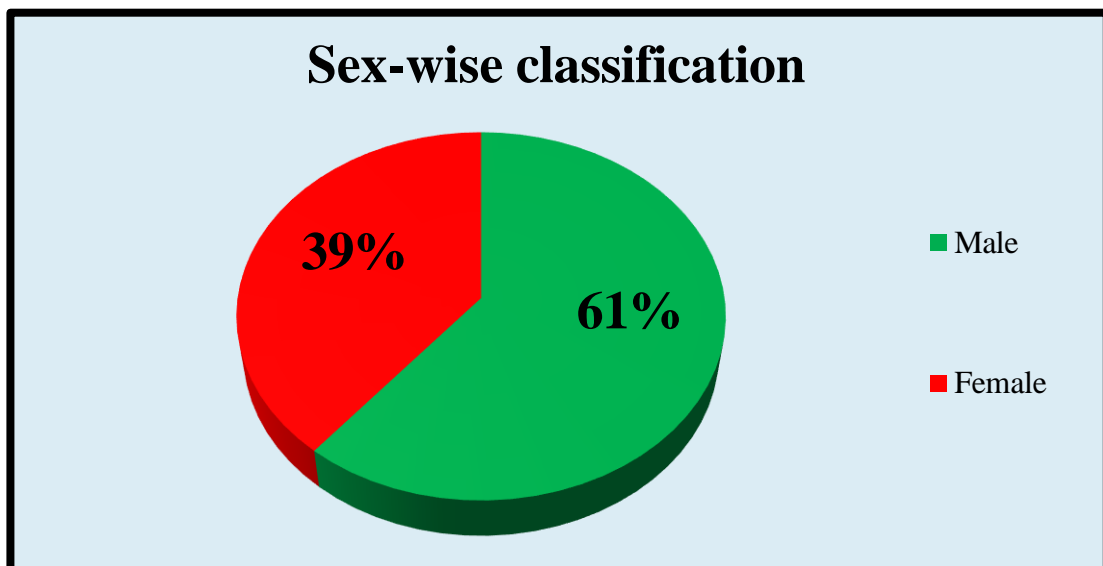
4.2 Analysis and Interpretation

Table 4.1: Showing sex-wise classification of the tax payers

SEX	NO. OF RESPONSES	RESPONSES (in %)
Male	67	61
Female	43	39
TOTAL	110	100

Source: Primary Data

Figure 4.1: Showing the sex-wise classification of the tax payers



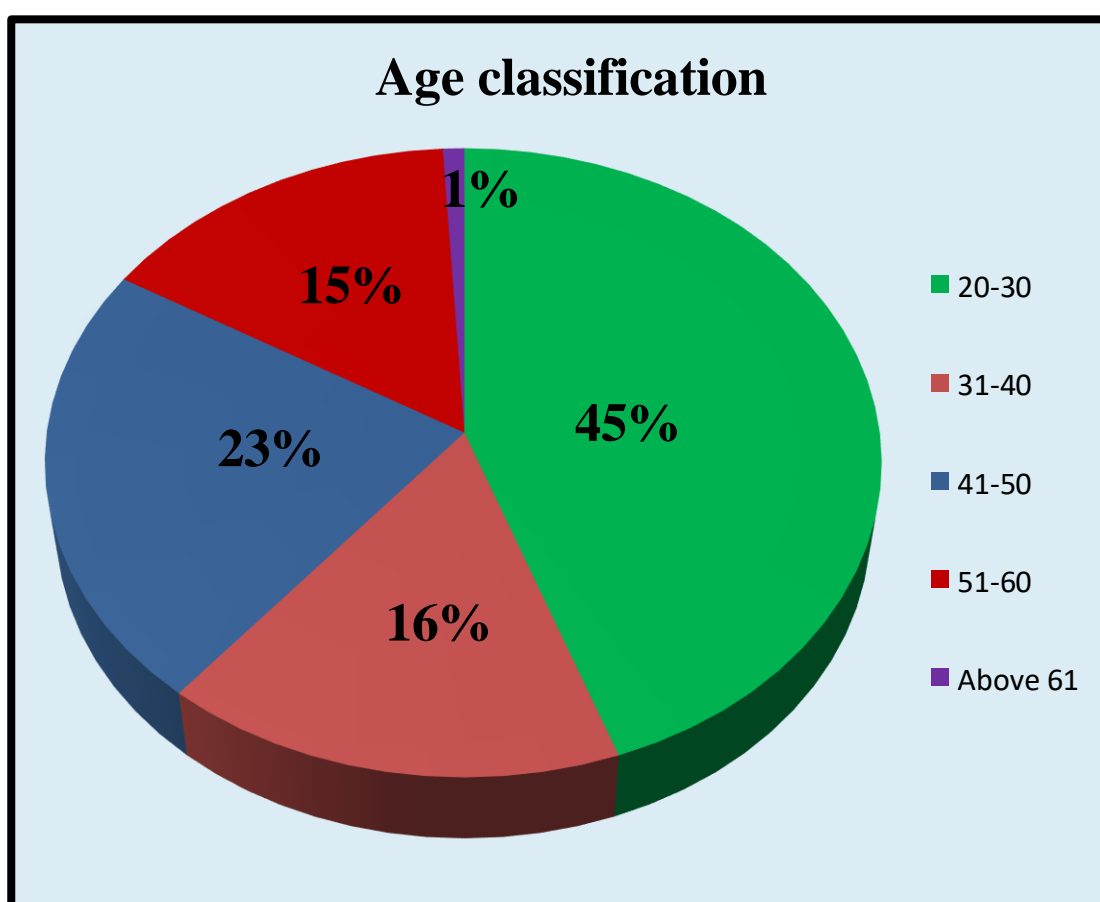
Interpretation: Out of 110 responses, 67 responses were filled by male which gives around 61% and that of female is 43 responses which gives around 39%.

Table 4.2: Showing age wise classification of tax payers

AGE	NO. OF RESPONSES	RESPONSES (in %)
20-30	49	45
31-40	18	16
41-50	25	23
51-60	17	15
Above 61	01	01
TOTAL	110	100

Source: Primary Data

Figure 4.2: Showing Age wise classification of tax payers



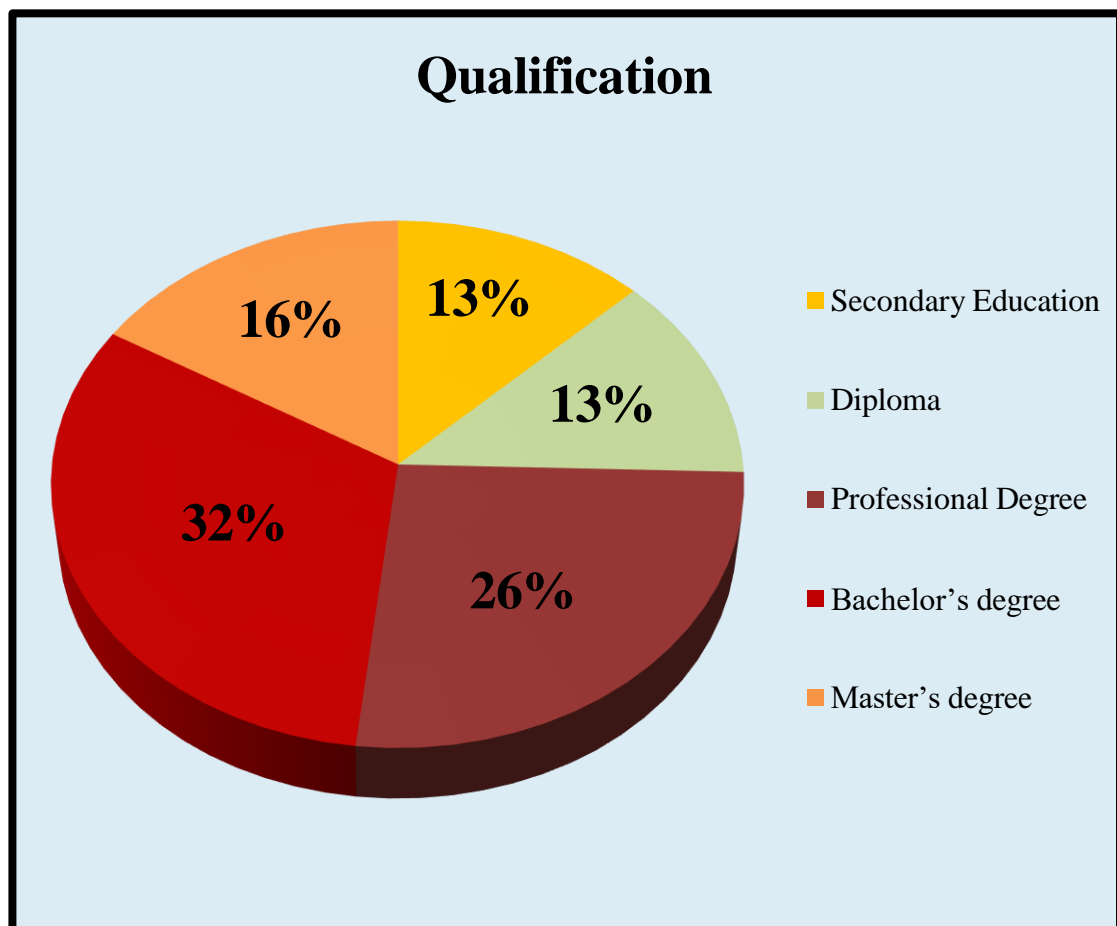
Interpretation: The more number of respondents belong to the age group of 20-30 years with 45%. The age group 31-40 years and 51-60 years represent the respondents of mixed and diverse age group, with 16% and 15% of the sample population respectively. The age group 41-50 years represent 23% of population, and then above 61 years represents only 1% of the population.

Table 4.3: Showing classification of tax payer as per their educational qualifications

QUALIFICATION	NO. OF RESPONSES	RESPONSES (in %)
Secondary Education	14	13
Diploma	14	13
Professional Degree	29	26
Bachelor's degree	35	32
Master's degree	18	16
TOTAL	110	100

Source: Primary Data

Figure: 4.3: Showing classification of tax payer as per their educational qualifications



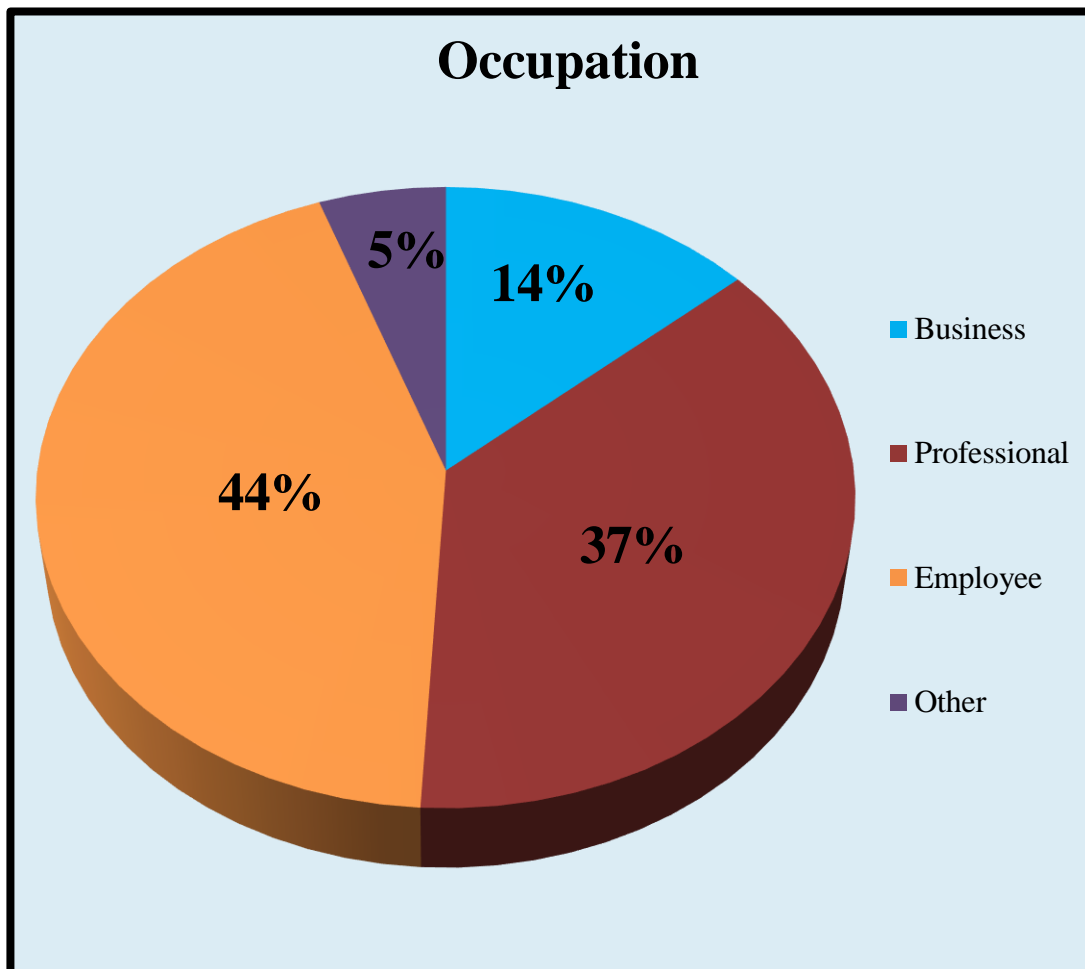
Interpretation: From the total sample responses, 32% of the population are graduates, followed by 26% of them have done professional degree and 16% of them carry a post-graduation degree with themselves. Secondary education and diploma is carried by 26% of the population each having 13% of the responses.

Table 4.4: Showing occupation wise classification of the tax payers

OCCUPATION	NO. OF RESPONSES	RESPONSES (in %)
Business	15	14
Professional	41	37
Employee	48	44
Other	06	05
TOTAL	110	100

Source: Primary Data

Figure 4.4: Showing occupation wise classification of the tax payers



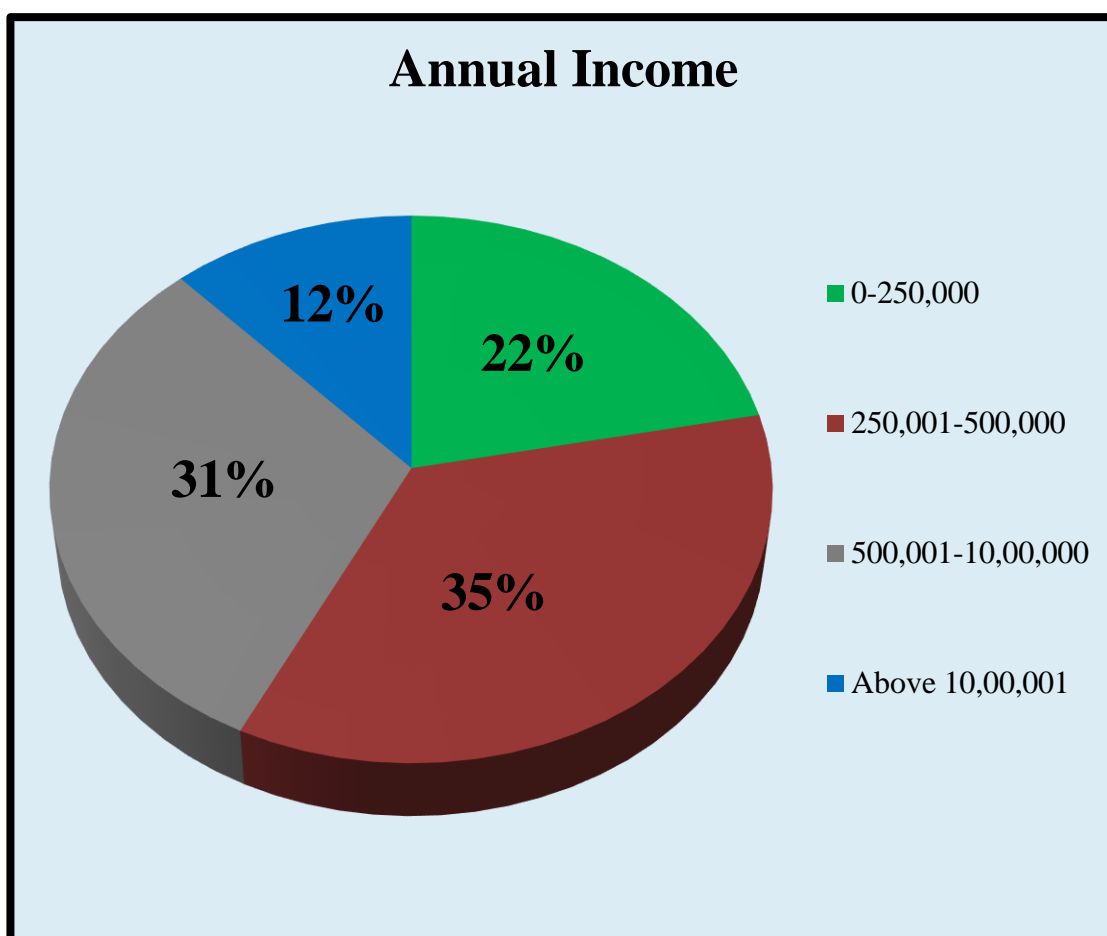
Interpretation: Out of the 110 responses, 44% of the respondents are employees, 37% of the respondents are some or the other professional, 14% of them are caring their own business, where 5% of the population practise some other occupation.

Table 4.5: Showing Annual level of Income-wise classification of the tax payers

ANNUAL INCOME	NO. OF RESPONSES	RESPONSES (in %)
0 - ₹ 250,000	24	22
₹250,001- ₹500,000	39	35
₹500,001- ₹10,00,000	34	31
Above ₹10,00,001	13	12
TOTAL	110	100

Source: Primary Data

Figure 4.5: Showing Annual level of Income-wise classification of the tax payers



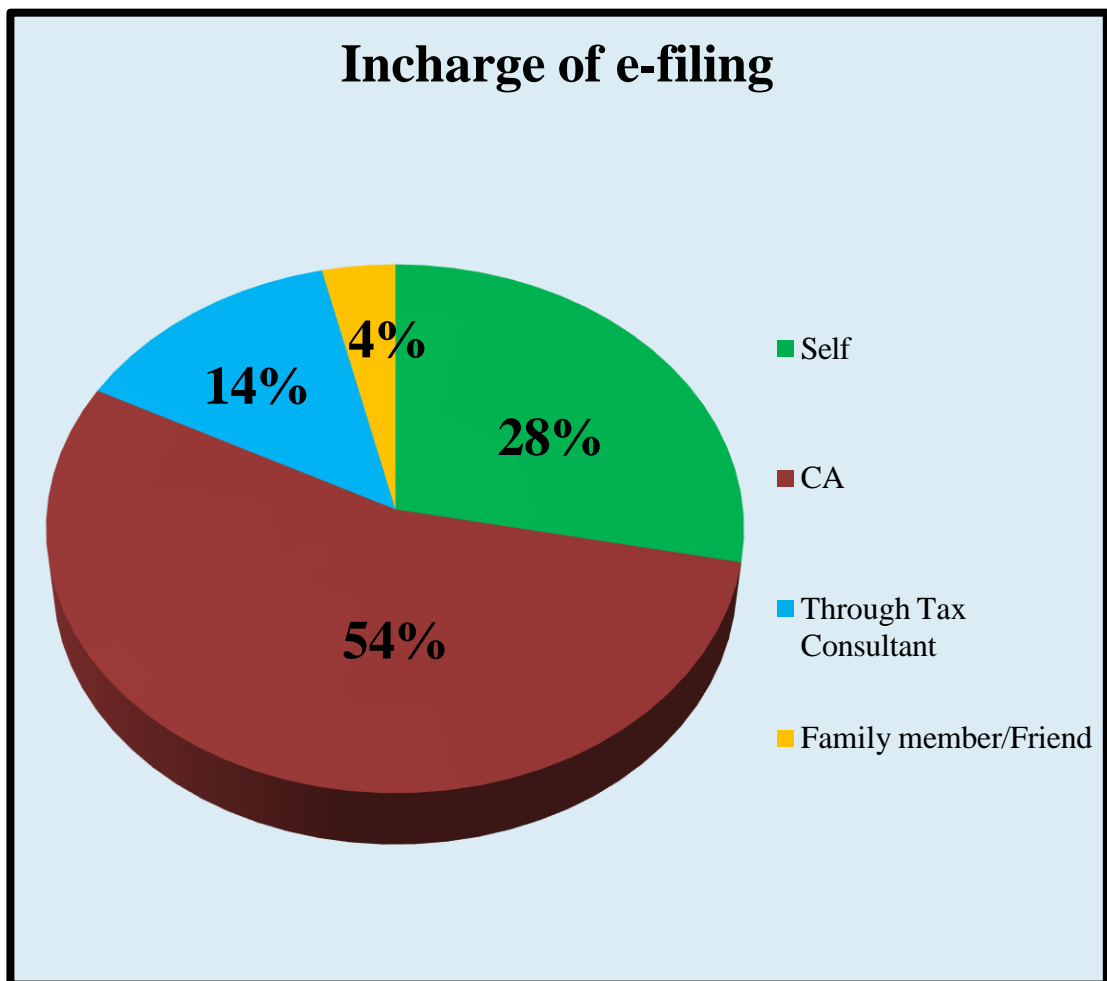
Interpretation: Out of the 110 responses, 35% of the respondents earn 250,001 to 500,000 annually, followed by 31% of the respondents with 500,001 to 10,00,000, followed by 22% of them earning up to 250,000 and lastly only 12% who earn above 10,00,001.

Table 4.6: Showing who e-files respondent's income tax

INCHARGE OF E-FILING	NO. OF RESPONSES	RESPONSES (in %)
Self	31	28
CA	60	54
Through Tax Consultant	15	14
Family member/Friend	04	04
TOTAL	110	100

Source: Primary Data

Figure 4.6: Showing who e-files respondent's income tax



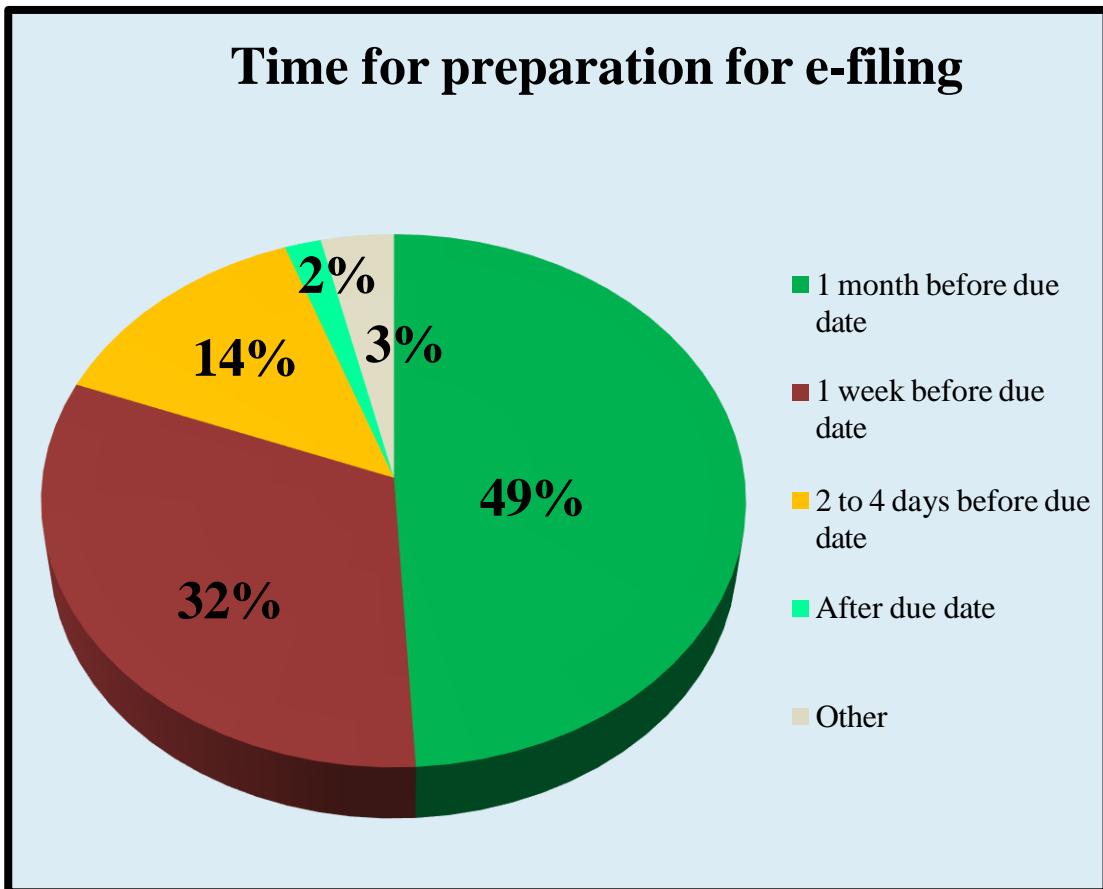
Interpretation: Out of the 110 responses, 54% of the respondents file their income tax through CA, followed by 28% of them file their income tax on their own. 14% of them file through a tax consultant and 4% of them file through their family members or friends.

Table 4.7: Classification of respondents as per the time duration of starting their preparation towards e-filing.

TIME FOR PREPARATION	NO. OF RESPONSES	RESPONSES (in %)
1 month before due date	54	49
1 week before due date	35	32
2 to 4 days before due date	15	14
After due date	02	02
Other	04	03
TOTAL	110	100

Source: Primary Data

Figure 4.7: Classification of respondents as per the time duration of starting their preparation towards e-filing.



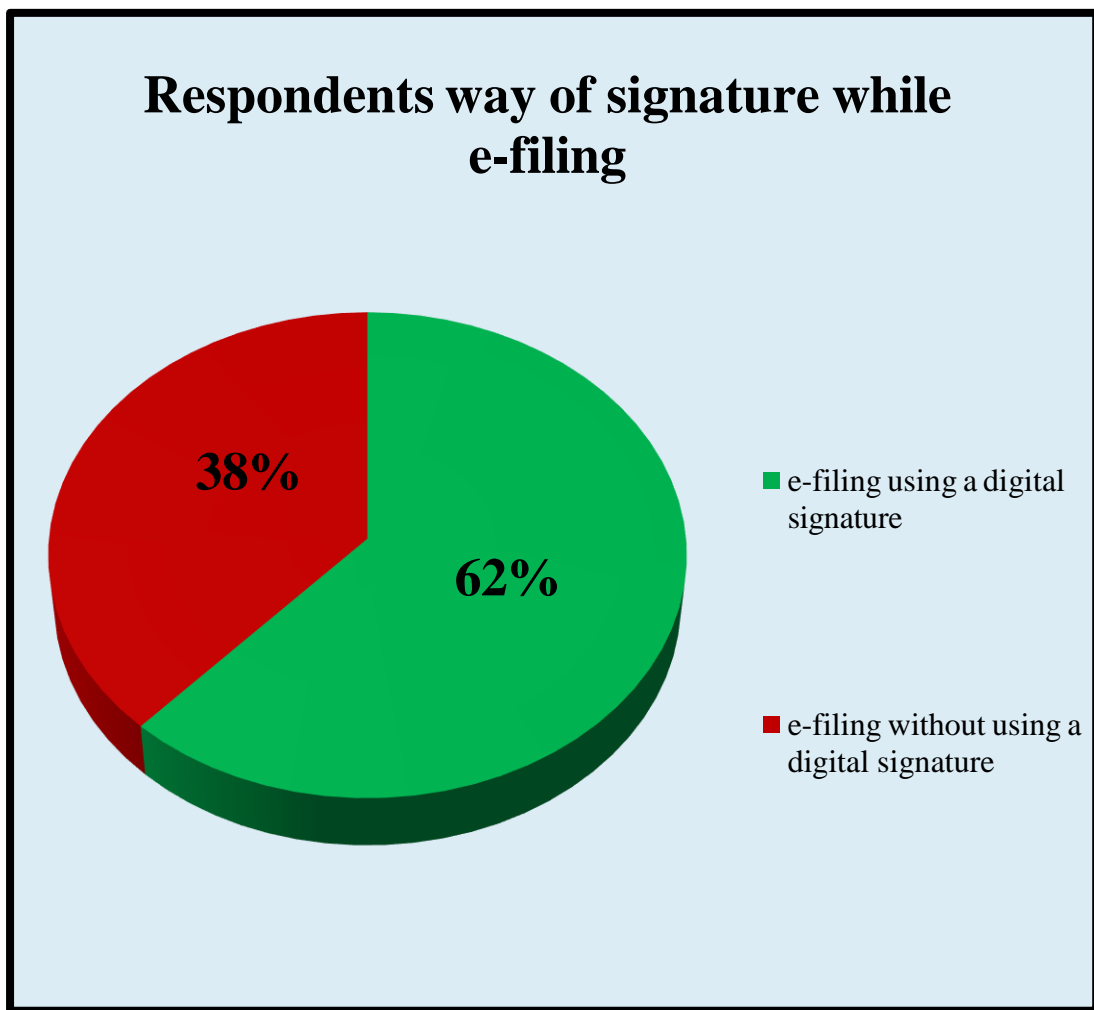
Interpretation: Out of the 110 responses, 49% of the respondents start preparation one month before the due date, followed by 32% of the respondents starting only one week before the due date, followed by 14% of them 2-4 days before the due date, 2% of them after the due date and lastly 3% of them do not fall in the above 4 categories.

Table 4.8: Classification of respondents upon their way of e-filing income tax return

WAY OF E-FILING	NO. OF RESPONSES	RESPONSES (IN %)
e-filing using a digital signature	68	62
e-filing without using a digital signature	42	38
TOTAL	110	100

Source: Primary Data

Figure 4.8: Classification of respondents upon their way of e-filing income tax return



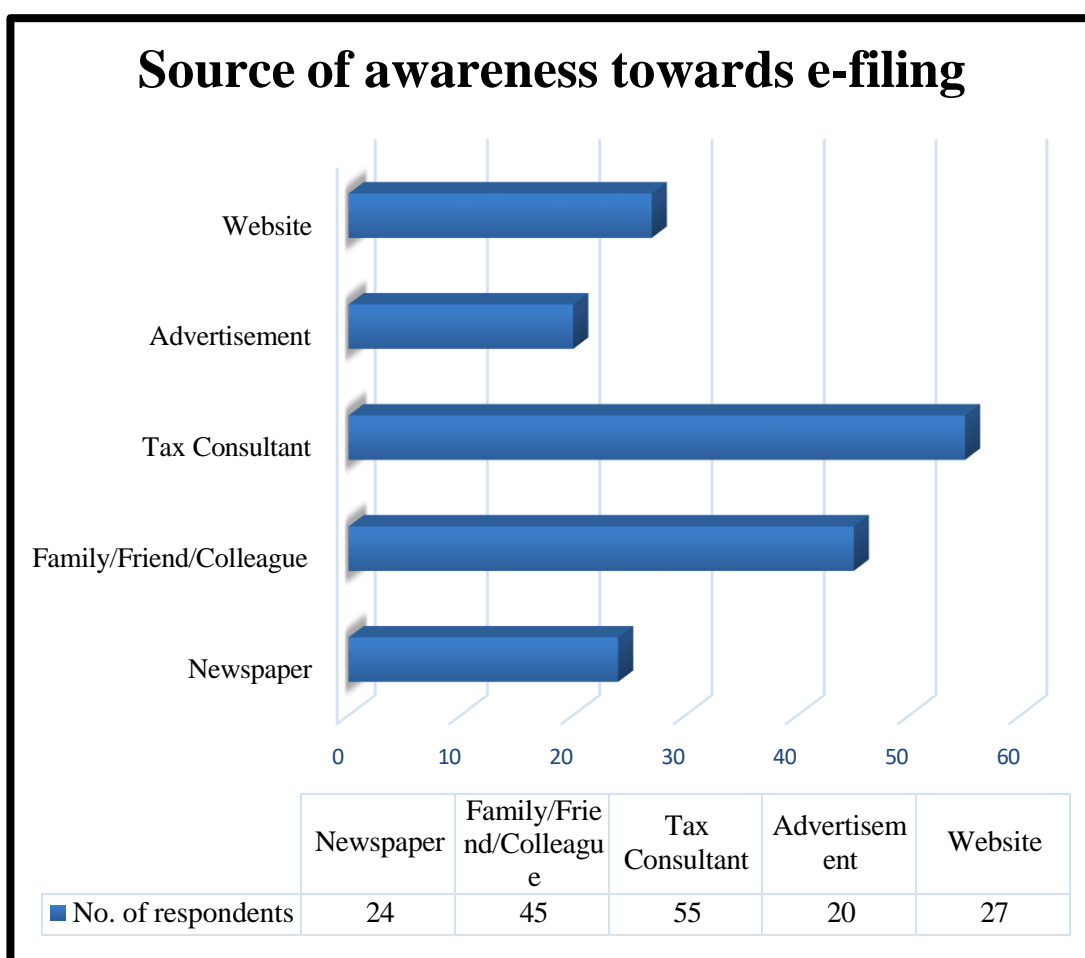
Interpretation: Out of the 110 responses, 62% of the respondents file their income tax using a digital signature and the rest 38% of them do not use a digital signature while e-filing.

Table 4.9: Classification of respondents upon the sources of awareness

SOURCE OF AWARENESS	NO. OF RESPONSES	RESPONSES (IN %)
Newspaper	24	14
Family/Friend/Colleague	45	26
Tax Consultant	55	32
Advertisement	20	12
Website	27	16
TOTAL	171	100

Source: Primary Data

Figure 4.9: Classification of respondents upon the sources of awareness



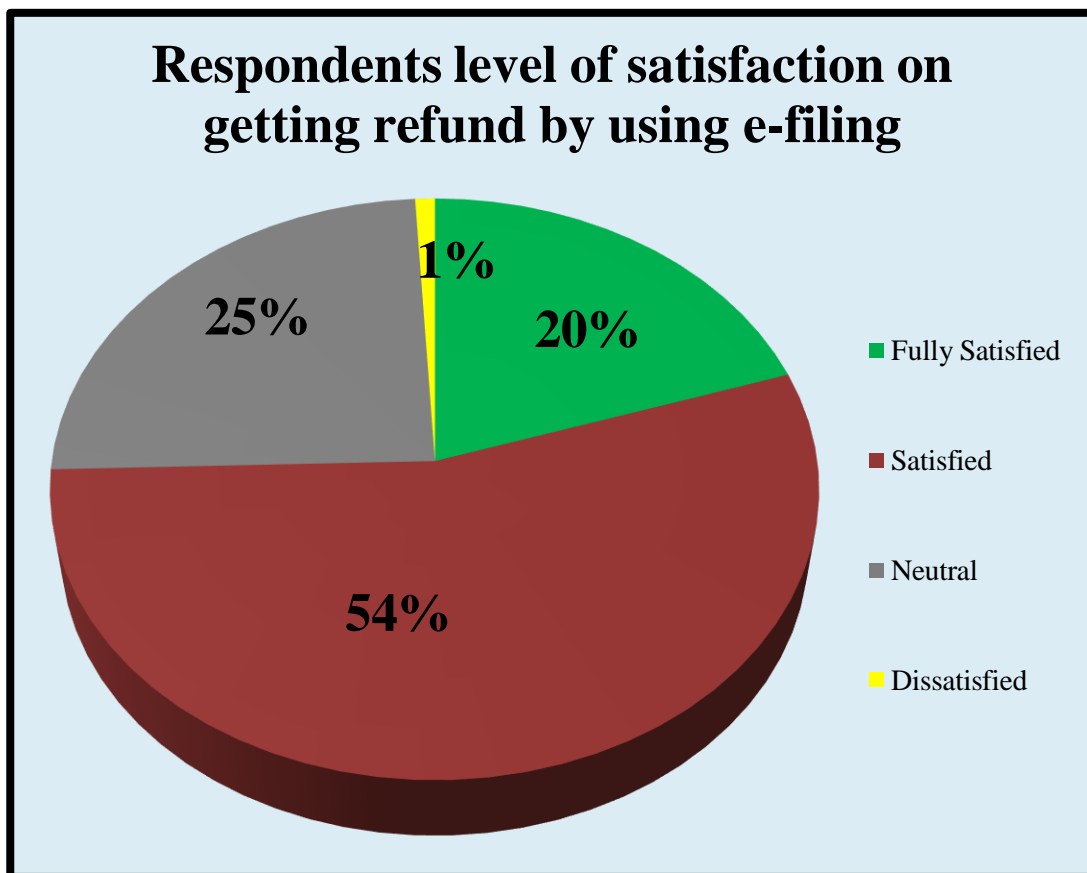
Interpretation: Most of the sample population got the awareness about e-filing through tax consultant by 32%, followed by awareness through family/friends/colleague by 26%, then through websites which is 16%, followed by newspaper by 14% of the population, and lastly 12% of the population through advertisement.

Table 4.10: Classification of respondents on the basis of E-filing and payment system enables to get refund from Tax agency quickly

LEVEL OF SATISFACTION	NO. OF RESPONSES	RESPONSES (IN %)
Fully Satisfied	22	20
Satisfied	60	54
Neutral	27	25
Dissatisfied	01	01
TOTAL	110	100

Source: Primary Data

Figure 4.10: Classification of respondents on the basis of E-filing and payment system enables to get refund from Tax agency quickly



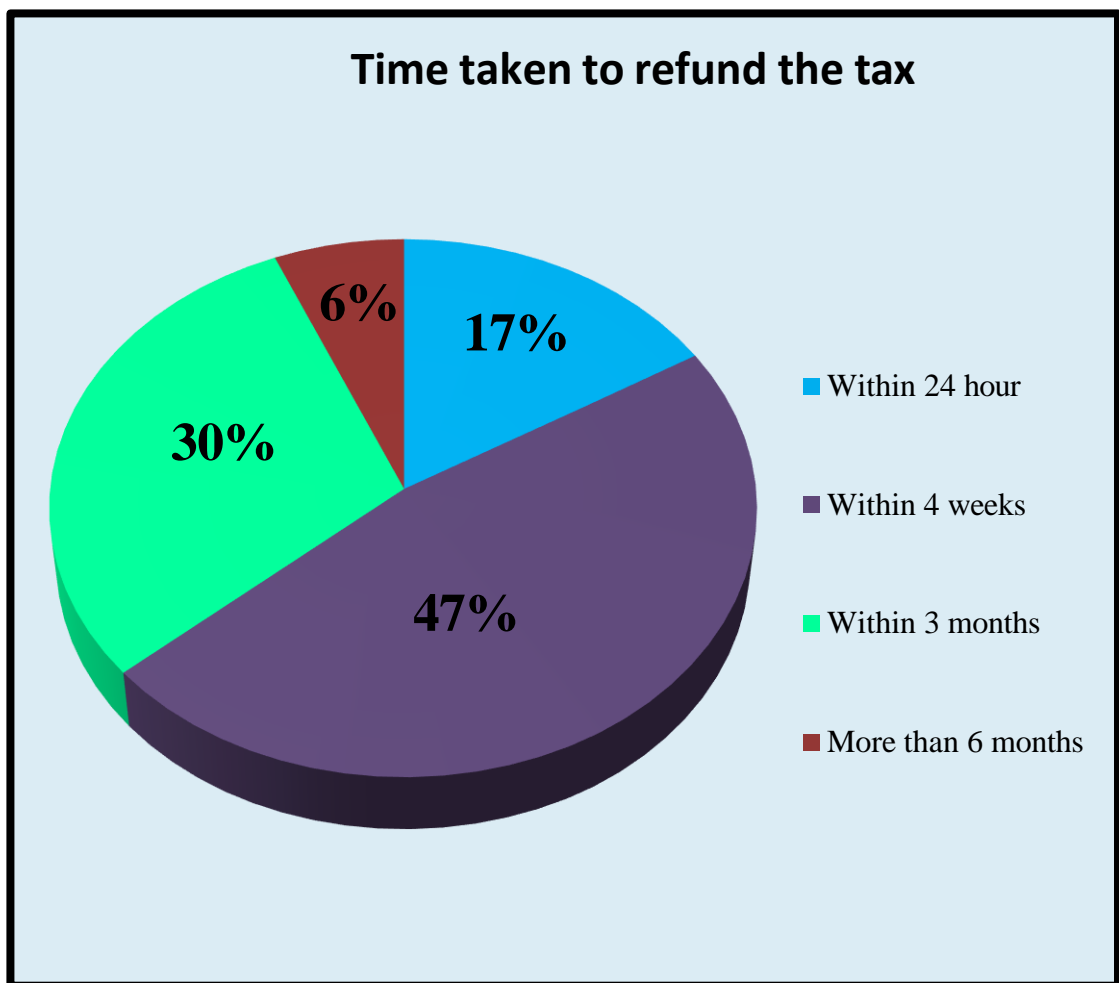
Interpretation: Out of the 110 responses, 54% of the respondents are satisfied with the refund they get while using e-filing, followed by 20% are fully satisfied, followed by 25% who are neutral and only 1% is dissatisfied with the refund through e-filing.

Table 4.11: Classification of respondents on the basis of how much time is taken to Refund the E-filing of Tax

TIME TAKEN TO REFUND	NO. OF RESPONSES	RESPONSES (in %)
Within 24 hour	18	17
Within 4 weeks	52	47
Within 3 months	33	30
More than 6 months	07	06
TOTAL	110	100

Source: Primary Data

Figure 4.11: Classification of respondents on the basis of how much time is taken to refund the e-filing of Tax



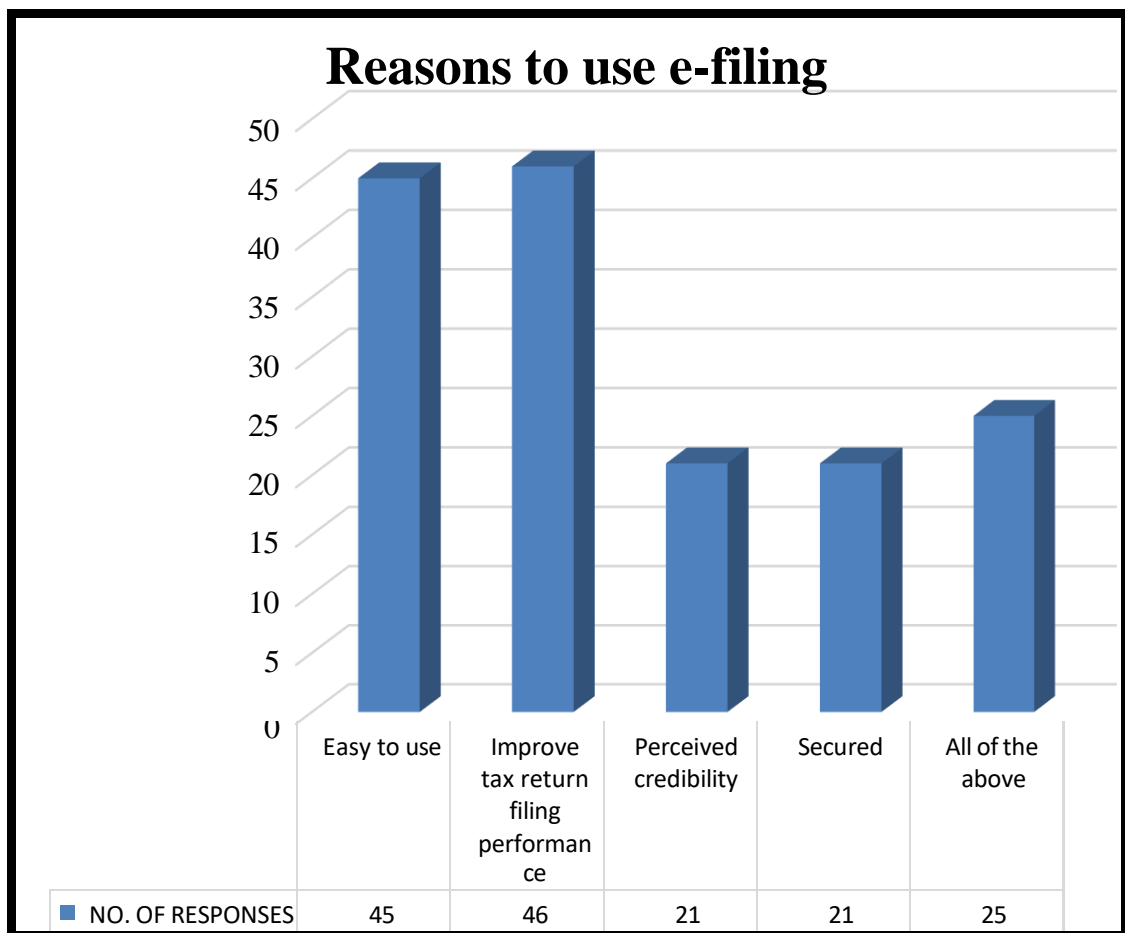
Interpretation: Out of the 110 responses, 47% of the respondents get their refund within 4 weeks, followed by 30% of them get refund within 3 months and 17% of them get refund within 24 hours and only 6% of them get refund after 6 months.

Table 4.12: Classification of respondents on the basis of reasons for using e-filing system

REASONS	NO. OF RESPONSES	RESPONSES (in %)
Easy to use	45	28
Improve tax return filing performance	46	29
Perceived credibility	21	13
Secured	21	13
All of the above	25	17
TOTAL	158	100

Source: Primary Data

Figure 4.12: Classification of respondents on the basis of reasons for using e-filing system



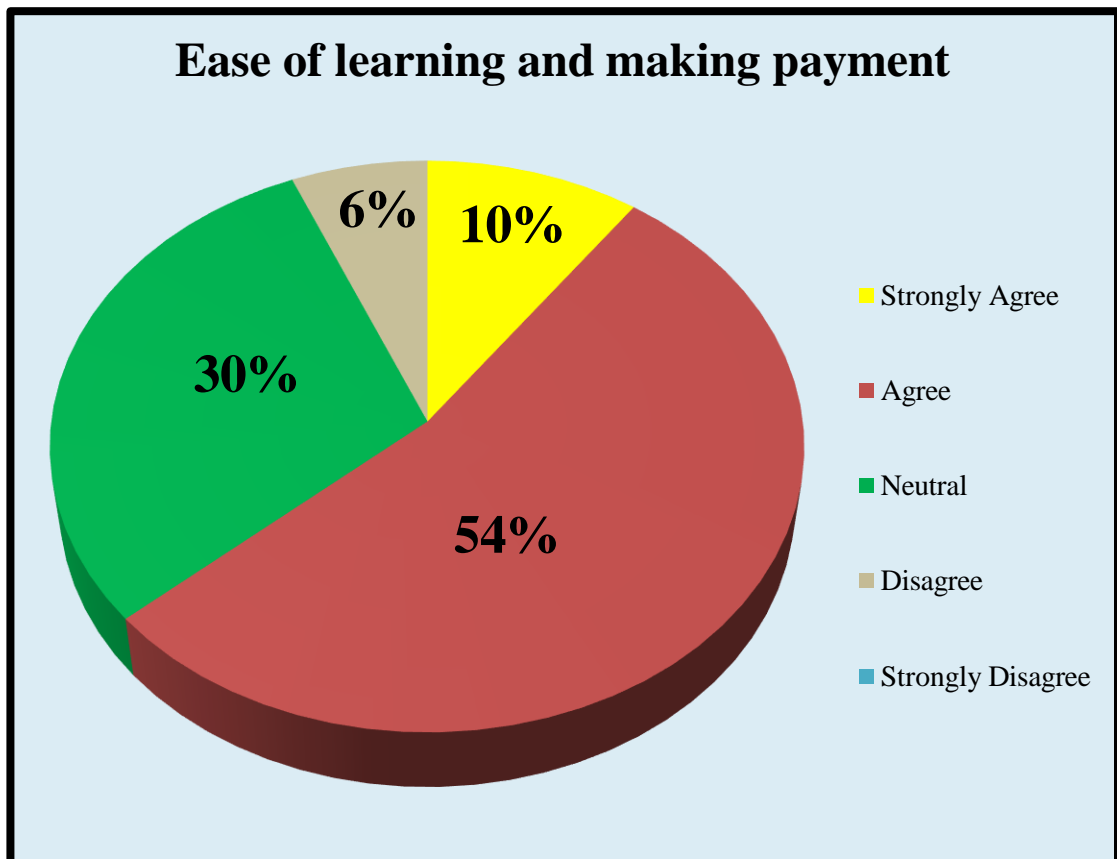
Interpretation: most of the sample population feels that filing income tax online improves its return filing performance which is 29%, followed by easy to use 28%, followed by perceived credibility and security by 13% and lastly 17% of population fall in all of the above category.

Table 4.13: Classification of respondents on the basis of learning to use tax e-filing and payment system be easy

EASE OF LEARNING AND MAKING PAYMENT	NO. OF RESPONSES	RESPONSES (in %)
Strongly Agree	11	10
Agree	59	54
Neutral	33	30
Disagree	07	06
Strongly Disagree	00	00
TOTAL	110	100

Source: Primary Data

Figure 4.13: Classification of respondents on the basis of learning to use tax e-filing and payment system is easy



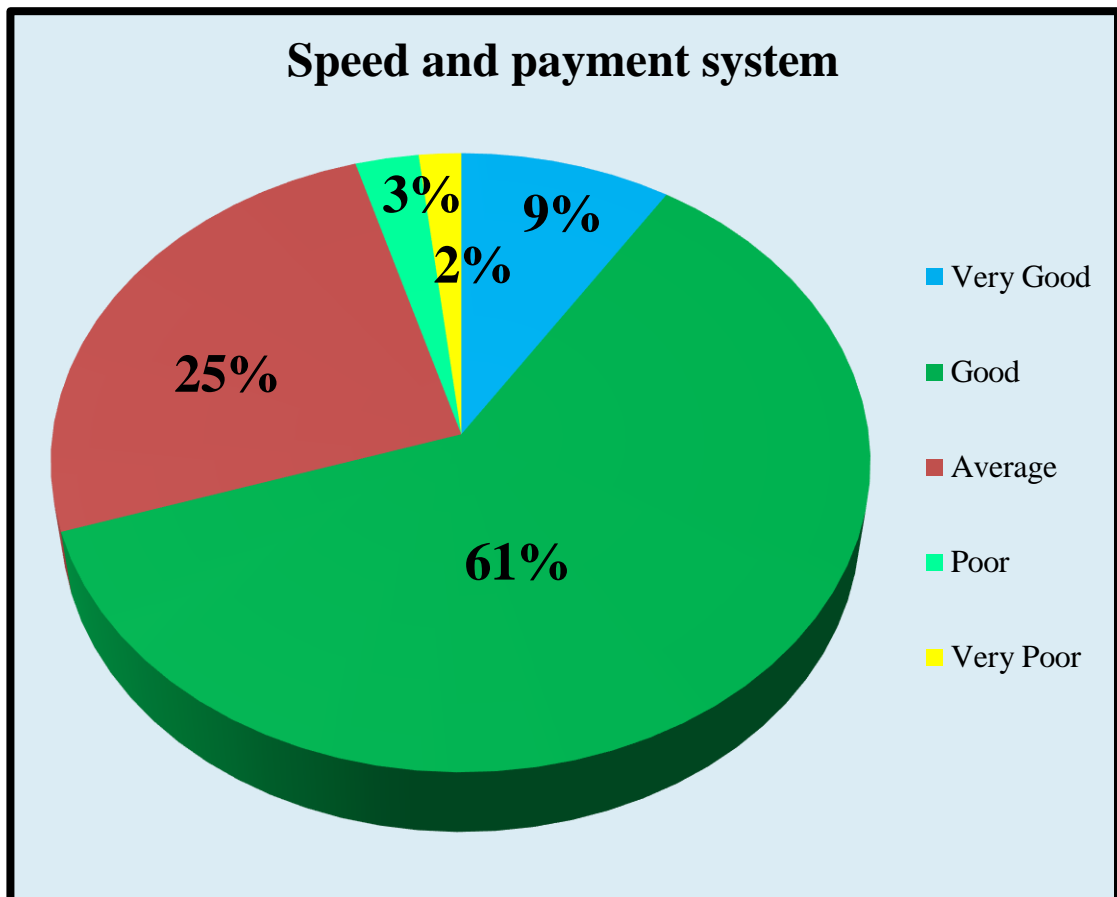
Interpretation: When asked about whether learning to use tax e-filing and payment system is easy for the respondents or not, 54% of them agreed on this point, 30% of them were neutral whereas 10% of them strongly agreed, and only 6% of them disagree with the above statement.

Table 4.14: Classification of respondents on the basis their opinion about the speed and payment system

SPEED AND PAYMENT SYSTEM	NO. OF RESPONSES	RESPONSES (in %)
Very Good	10	09
Good	67	61
Average	28	25
Poor	03	03
Very Poor	02	02
TOTAL	110	100

Source: Primary Data

Figure 4.14: Classification of respondents on the basis their opinion about the speed and payment system



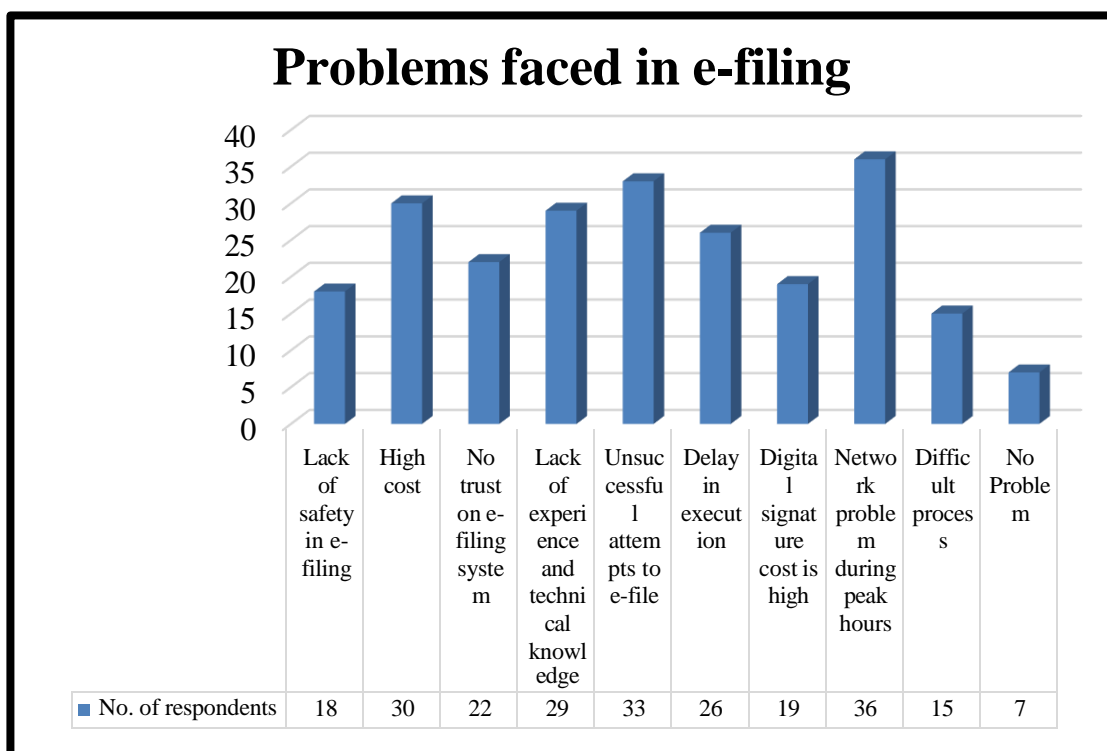
Interpretation: When asked about whether the Speed and Payment System in Tax E-filing Process is appropriate or not, 61% of them agreed on this point by saying that the process is good, followed by 25% of them rated it as average, followed by 9% rated it as very good, followed by 3% as poor and 2% as very poor.

Table 4.15: Classification of respondents on the basis of problems faced while using e-filing system

PROBLEMS FACED IN E-FILING	NO. OF RESPONSES	RESPONSES (in %)
Lack of safety in e-filing	18	8
High cost	30	13
No trust on e-filing system	22	9
Lack of experience and technical knowledge	29	12
Unsuccessful attempts to e-file	33	14
Delay in execution	26	11
Digital signature cost is high	19	8
Network problem during peak hours	36	15
Difficult process	15	6
No Problem	07	4
TOTAL	235	100

Source: Primary Data

Figure 4.15: Classification of respondents on the basis of problems faced while using e-filing system



Interpretation: Major problems faced by tax payers are network problem during peak hours, followed by unsuccessful attempts to e-file, followed by high cost, Lack of experience and technical knowledge, no trust on e-filing system, and 8% of the population feels that digital signature cost is high and lack of safety in e-file.

CHAPTER 5

FINDINGS, SUGGESTIONS AND CONCLUSION

5.1 Introduction

A conclusion is the result where we always end by summing up your arguments and drawing few sentences about what we have written. The findings are result of our reading, observations, data analysis and investigation. They form the basis of our report. Suggestion is an important result by which new questions that can be used as ideas for further research.

5.2 Findings

The major findings of the present study are as follow:

It is found that majority of tax payers who e-file their income tax return belong to the age group of 20-30 years. And the least is from the age group of above 60 years which means that young age group people find it easy to file their income tax online whereas old age segment people prefer manual filing of income tax rather opting for e-file.

It is seen that most of the tax payers file their ITR through chartered accountant. It is also observed that few tax payers start their preparation to file their income tax return online on the due date or after the due date where as some of them do the preparations throughout the year.

Most of the tax payers use digital signature in e-filing of ITR. As using digital signature has its own benefits which is that you are not required to verify the return by using an OTP that is Aadhar based or send ITR – V's signed hard copy to the CPC department Bangalore.

Awareness about e-filing of ITR through advertisement is seen to be comparatively low among tax payer. This means that more of awareness advertisement campaigns should be held promoting the need and usefulness of online filing of income tax.

On asked about e-filing and payment system enables to get refund from tax agency quickly so looking after online tax payers responses it is found that half of the respondents are satisfied with it, and also few are very good satisfied whereas only one or two of the respondents are not satisfied.

Time taken to refund the income tax return is seen to be done after 6 months as per of tax payers perspective. The time taken by ITD to refund the ITR after using e-filing should be reduced so that early refund can prove to be one of the benefits to e-file the income tax return.

It is seen that most of the online tax payers are male, as compare to female. Also majority of tax payer have completed their bachelor's degree and more number of them is employees who work for many organizations.

It is observed that majority of online tax payers have an annual income around 250,000 to 500,000. Most of the e-filing tax payers are seen to be an employee, and the least number of e-filing tax payers are seen to be in the category of business.

Majority of the tax payer start the preparations to e-file their income tax return before a month from the given due date, few of them work on the preparations before a week and the very few respondents start their preparations before six months and also some prepare throughout the year to avoid last moment chaos.

Most of the reasons to use e-filing are found to be that it improves tax return filing performance and also few respondents feel that it is easy to use e-filing as compared to manual filing, also few respondents think that e-filing system is secured and it provides perceived credibility to e-filers.

Most of the respondent feel that learning to use e-filing system is easy whereas very few respondent state that it is difficult to learn how to e-file income tax return. Most of the problems to use e-filing system is seen to be high cost of digital signature, lack of safety of e-filing system, difficult process to e-file income tax return, lack of experience and technical knowledge also website problem due peak hours.

5.3 Suggestion

As per the finding of the research study, here are some of the suggestions:

The government of India should increase its efforts to promote the usefulness and user-friendliness of the e-filing system. It can be done through an advertisement campaign that clearly denotes the usefulness of e-filing. Deliberately administering the campaign during tax filing months which will give a better result.

Apart from this the Indian Income tax department can also improve the user-friendliness of the system by creating web based tutorials or videos that guide the taxpayers regarding the use of the e-filing system. Few seminars/workshops should be there for e-filing of ITR which details about its benefits, process and also by giving a demo so that less educated people will find it easy and opt e-filing.

Problems occurring during e-filing process should be taken care of and find out the strategies to overcome through them. The process should be clearly mentioned with all the necessary and minute details to tax payers and also security of the tax payer data should be taken care off. The digital signature cost should be reduced to its minimum and also few improvements can be done in terms of speed and payment system of e-filing.

For the betterment of the website the government must focus on the website server that the website properly work in the peak months and make sure to use more and more advance technology for make easy website for the income taxpayers for filing the income tax returns.

Refund of income tax return through e-filing should be done quickly, as it is seen that it takes more time to get refund which is more than 6 months. Remedies should be made to shorten the time gap.

Free training campaigns must be undertaken to train tax payers so that they feel motivated and also few measure can be taken to organise and develop the training program. As much as possible tax payers have to make self-return of e-filing of ITR with the help of proper training. The time and cost of e-filing system is accepted only by few people. Therefore these features need to be improved.

5.4 Conclusion

In developing countries like India, the Government need to perform a very crucial role. E-filing is one of the electronic services provided by ITD in order to assist tax agents in submitting the tax returns and assist initiative towards electronic government. Today governments around the world are increasing the use of information and communication technologies to improve the delivery of public services and the dissemination of public administration information to the public.

In India, e-filing of income tax returns is among one of the most popular facilities introduced by the government. The important aspects of the e-filing system is that it would enhance tax payers perceived ease of use, usefulness and reduce the riskiness of the system, that are essential to increase adoption of the e-filing system.

In the assessment year 2019-2020 the income tax department made a history by with a quantum jump in the e-filing of ITRs with an all-time high record of 49,29,121 ITRs filed in a single day on August 31, 2019.

This research attempts to give an overview of e-filing system. Every year there has been a substantial increase in the use of online tax filing. Technologies have made system more user-friendly in terms of easy usage, appealing user interface and smooth navigation.

Most of the e-filers start their preparation before a month which is one of the good sign as it reduces last moment stress and also most of them e-filing of income tax return are done by a chartered accountant.

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ANNEXURE 1

QUESTIONNAIRE ON

“A STUDY ON E-FILING OF INCOME TAX RETURN”

1. Name

2. Gender

- a. Male
- b. Female

3. Age

- a. 20-30
- b. 31-40
- c. 41-50
- d. Above 51

4. What is your Educational Qualification?

- a. Secondary education
- b. Diploma
- c. Professional degree
- d. Bachelor degree
- e. Master's degree

5. What is your occupation?

- a. Businessman
- b. Professional
- c. Employee
- d. Other

6. What is your Annual Income?

- a. 0 to ₹ 250,000
- b. ₹ 250,001 to ₹500,000
- c. ₹ 500,001 to ₹ 10,00,000
- d. Above ₹10,00,001

7. Who files your income tax?

- a. Self
- b. CA
- c. Through Tax consultant
- d. Family member/Friend

8. When do you start preparation for e-filing of income tax return?

- a. 1 Month before due date
- b. 1 Week before due date
- c. or 3 days before due date
- d. After due date
- e. Other

9. What is your way of filing income tax return?

- a. E-filing using a digital signature
- b. E-filing without a digital signature

10. Which source gave you the awareness of e-filing?

- a. Newspapers
- b. Family/Friends/Colleague
- c. Tax consultant
- d. Advertisement
- e. Website

11. Does Use of E-filing and payment system enable to get refund from Tax agency quickly?

- a. Fully satisfied
- b. Satisfied
- c. Neural
- d. Dissatisfied

12. How much Time is taken to Refund the E-filing of Tax?

- a. Within 24 hours
- b. Within 4 weeks
- c. Within 3 weeks
- d. More than 6 months

13. What is the reason for using e-filing?

- a. Easy to use
- b. Improve tax return filing performance
- c. Perceived credibility
- d. Secured
- e. All of the above

14. Do you feel that learning to use tax e-filing and payment system be easy?

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

15. What is your Opinion about the Speed and Payment System in Tax E-filing Process?

- a. Very good
- b. Good
- c. Average
- d. Poor
- e. Very poor

16. What problems you face in e-filing?

- a. Lack of Security of E-file
- b. High cost
- c. No trust on e-filing system
- d. Lack of Experience and technical Knowledge to use e-file
- e. Unsuccessful Attempts to e-file
- f. Digital sign renewal cost is high
- g. Delay in execution
- h. Difficult in procedure
- i. Network problem during peak hours

ANNEXURE 2

FORM 16

[See rule 31(1)(a)]

PART A

Certificate under section 203 of the Income-tax Act, 1961 for tax deducted at source on salary					
Certificate No.		Last updated on			
Name and address of the Employer		Name and address of the Employee			
Permanent Account Number or Aadhaar Number of the Deductor	TAN of the Deductor	Permanent Account Number or Aadhaar Number of the Employee	Employee Reference No. provided by the Employer (If available)		
CIT (TDS)		Assessment Year	Period with the Employer		
Address.....			From	To	
.....					
City.....					
Pin code.....					
Summary of amount paid/credited and tax deducted at source thereon in respect of the employee					
Quarter(s)	Receipt Numbers of original quarterly statements of TDS under sub-section (3) of section 200	Amount paid/credited	Amount of tax deducted (Rs.)	Amount of tax deposited/remitted (Rs.)	
Total (Rs.)					
I. DETAILS OF TAX DEDUCTED AND DEPOSITED IN THE CENTRAL GOVERNMENT ACCOUNT THROUGH BOOK ADJUSTMENT (The deductor to provide payment wise details of tax deducted and deposited with respect to the deductee)					
Sl. No.	Tax Deposited in respect of the deductee (Rs.)	Book Identification Number (BIN)			
		Receipt numbers of Form No. 24G	DDO serial number in Form No. 24G	Date of transfer voucher dd/mm/yyyy	Status of matching with Form No. 24G
Total (Rs.)					

**II. DETAILS OF TAX DEDUCTED AND DEPOSITED IN THE
CENTRAL GOVERNMENT ACCOUNT THROUGH CHALLAN**
(The deductor to provide payment wise details of tax deducted
and deposited with respect to the deductee)

Sl. No.	Tax Deposited in respect of the deductee (Rs.)	Challan Identification Number (CIN)			
		BSR Code of the Bank Branch	Date on which tax deposited (dd/mm/yyyy)	Challan Serial Number	Status of matching with OLTAS
Total (Rs.)					
<i>Verification</i>					
I,....., son/daughter ofworking in the capacity of (designation) do hereby certify that a sum of Rs. [Rs.(in words)] has been deducted and deposited to the credit of the Central Government. I further certify that the information given above is true, complete and correct and is based on the books of account, documents, TDS statements, TDS deposited and other available records.					
Place.....		(Signature of person responsible for deduction of tax)			
Date.....					
Designation:					

Notes:

1. Government deductors to fill information in item **I** if tax is paid without production of an income-tax challan and in item **II** if tax is paid accompanied by an income-tax challan.
2. Non-Government deductors to fill information in item **II**.
3. The deductor shall furnish the address of the Commissioner of Income-tax (TDS) having jurisdiction as regards TDS statements of the assessee.
4. If an assessee is employed under one employer only during the year, certificate in Form No. 16 issued for the quarter ending on 31st March of the financial year shall contain the details of tax deducted and deposited for all the quarters of the financial year.
5. If an assessee is employed under more than one employer during the year, each of the employers shall issue Part A of the certificate in Form No. 16 pertaining to the period for which such assessee was employed with each of the employers. Part B (Annexure) of the certificate in Form No.16 may be issued by each of the employers or the last employer at the option of the assessee.
6. In items **I** and **II**, in column for tax deposited in respect of deductee, furnish total amount of TDS and education cess.

PART B (Annexure)

Details of Salary paid and any other income and tax deducted

1 Gross Salary	Rs.								
(a) Salary as per provisions contained in sec. 17(1)	Rs.								
(b) Value of perquisites u/s 17(2) (as per Form No.12BA, wherever applicable)	Rs.								
(c) Profits in lieu of salary under section 17(3)(as per Form No.12BA, wherever applicable)	Rs.								
(d) Total		Rs.							
2 Less: Allowance to the extent exempt u/s 10									
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:60%;">Allowance</th> <th style="width:40%;">Rs.</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> </tr> <tr> <td style="height: 20px;"></td> <td></td> </tr> </tbody> </table>	Allowance	Rs.					Rs.		
Allowance	Rs.								
		Rs.							
3 Balance (1-2)	Rs.								
4 Deductions :									
(a) Entertainment allowance	Rs.								
(b) Tax on employment	Rs.								
5 Aggregate of 4(a) and (b)	Rs.								
6 Income chargeable under the head 'Salaries' (3-5)		Rs.							
7 Add: Any other income reported by the employee									
<table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th style="width:60%;">Income</th> <th style="width:40%;">Rs.</th> </tr> </thead> <tbody> <tr> <td style="height: 20px;"></td> <td></td> </tr> <tr> <td style="height: 20px;"></td> <td></td> </tr> </tbody> </table>	Income	Rs.						Rs.	
Income	Rs.								
		Rs.							
8 Gross total income (6+7)		Rs.							
9 Deductions under Chapter VI-A									
(A) sections 80C, 80CCC and 80CCD									
(a) section 80C		Gross amount	Deductible amount						
(i)		Rs.							
(ii)		Rs.							
(iii)		Rs.							
(iv)		Rs.							
(v)									
(vi)									
(vii)		Rs.	Rs.						

(b) section 80CCC (c) section 80CCD <i>Note : 1. Aggregate amount deductible under sections 80C, 80CCC and 80CCD(1) shall not exceed one lakh rupees.</i> (B) Other sections (e.g. 80E, 80G, 80TTA, etc.) under Chapter VI-A.		Rs.	Rs.
	Gross amount	Qualifying amount	Deductible amount
(i) section	Rs.	Rs.	Rs.
(ii) section	Rs.	Rs.	Rs.
(iii) section	Rs.	Rs.	Rs.
(iv) section	Rs.	Rs.	Rs.
(v) section	Rs.	Rs.	Rs.
10 Aggregate of deductible amount under Chapter VI-A		Rs.	
11 Total Income (8-10)		Rs.	
12 Tax on total income		Rs.	
13 Education cess @ 3% (on tax computed at S. No. 12)		Rs.	
14 Tax Payable (12+13)		Rs.	
15 Less: Relief under section 89 (attach details)		Rs.	
16 Tax payable (14-15)		Rs.	
Verification			
I,, son/daughter ofworking in the capacity of (designation) do hereby certify that the information given above is true, complete and correct and is based on the books of account, documents, TDS statements, and other available records.			
Place.....			
Date.....	(Signature of person responsible for deduction of tax)		
Designation:	Full Name :		

ANNEXURE 3

ITR-1 form

FORM ITR-1 SAHAJ		INDIAN INCOME TAX RETURN										Assessment Year			
		[For individuals being a resident (other than not ordinarily resident) having total income upto Rs.50 lakh, having Income from Salaries, one house property (single ownership), interest income, Family pension income etc. and agricultural income upto Rs.5 thousand]										2020 - 21			
		[Not for an individual who is either Director in a company or has invested in unlisted equity shares or has any brought forward / carry forward loss under the head 'Income from House Property' or has to furnish return under seventh proviso to section 139(1) of the Income Tax Act] (Refer instructions for eligibility)													
PART A GENERAL INFORMATION															
PAN		Name		Date of Birth		Aadhaar Number (12 digit)/Aadhaar Enrolment Id (28 digit) (If eligible for Aadhaar)									
Mobile No.		Email Address		Address: Flat/Door/Block No. Name of Premises/Building/Village Road/Street/Post Office Area/locality Town/City/District State Country Pin code											
Do you have a valid Indian passport?		YES/NO (dropdown to be provided)				If Yes, provide the passport number									
Filed u/s (Tick) <i>[Please see instruction]</i>		<input type="checkbox"/> 139(1)-On or before due date, <input type="checkbox"/> 139(4)-Belated, <input type="checkbox"/> 139(5)-Revised, <input type="checkbox"/> 119(2)(b)- after condonation of delay.													
Or Filed in response to notice u/s		<input type="checkbox"/> 139(9), <input type="checkbox"/> 142(1), <input type="checkbox"/> 148													
If revised/defective, then enter Receipt No. and Date of filing original return <i>(DD/MM/YYYY)</i>															
If filed in response to notice u/s 139(9)/142(1)/148 or order u/s 119(2)(b)- enter Unique Number & Date of such Notice or Order															
PART B GROSS TOTAL INCOME															
Whole- Rupee ₹ only															
B1		Details of Employer: TAN of Employer (<i>mandatory if tax is deducted</i>), Name of employer, Nature of Employer, Address of Employer, Town/City, State, PIN/ ZIP Code (<i>If TAN is provided address details will be pre-filled</i>)										Enter employer details here			
S A L A R Y	i		Gross Salary (ia + ib + ic)								i				
	a		Salary as per section 17(1)				ia								
	b		Value of perquisites as per section 17(2)				ib								
	c		Profit in lieu of salary as per section 17(3)				ic								
	<i>(Add multiple rows for Gross Salary in case of more than one employer)</i>														
	ii		Total Gross Salary (from all employers)								ii				
	iii		Less allowances to the extent exempt u/s 10 (<i>drop down to be provided in e-filing utility</i>) (Ensure that it is included in Total Gross Salary in (ii) above)								iii				
iv		Net Salary (ii - iii)								iv					
D E D U C T I O N	v		Deductions u/s 16 (va + vb + vc)								v				
	a		Standard deduction u/s 16(ia)				va								
	b		Entertainment allowance u/s 16(ii)				vb								
	c		Professional tax u/s 16(iii)				vc								
vi		Income chargeable under the head 'Salaries' (iv - v)								B1					
B2		Tick applicable option <input type="checkbox"/> Self Occupied <input type="checkbox"/> Let Out <input type="checkbox"/> Deemed Let Out, Address of property; Town/City; State; PIN Code/ ZIP Code										Enter tenant details here If Let out, Name and PAN, or Aadhaar of tenant (if available)			
H O U S E P R O P E R T Y	i		Gross rent received/ receivable/ lettable value								i				
	ii		The amount of rent which cannot be realized				ii								
	iii		Tax paid to local authorities				iii								
	iv		Total (ii+iii)				iv								
	v		Annual Value (i - iv) [nil, if self -occupied etc. as per section 23(2)of the Act]								v				
	vi		30% of Annual Value								vi				
	vii		Interest payable on borrowed capital								vii				
	viii		Total(vi+vii)								viii				
	ix		Arrears/Unrealised rent received during the year less 30%								ix				
	x		Income chargeable under the head 'House Property' (v - viii) + ix								B2 ()				
B3		Income from Other Sources (<i>drop down to be provided in e-filing utility specifying nature of income</i>)													
		Less: Deduction u/s 57(iia) (<i>in case of family pension only</i>)													
		Less: Deduction u/s. 57(iv) [<i>in case of interest received u/s. 56(2)(viii)</i>]										B3			
B4		Gross Total Income (B1+B2+B3) (<i>if loss, put the figure in negative</i>)										B4 ()			

PART C – DEDUCTIONS AND TAXABLE TOTAL INCOME (Refer instructions for Deduction limit as per Income-tax Act)										
80C	80CCC	80CCD(1)	80CCD(1B)	80CCD(2)	80D (Details are to be filled in the drop down to be provided in e-filing utility)	80DD (Details are to be filled in the drop down to be provided in e-filing utility)	80ddb (Details are to be filled in the drop down to be provided in e-filing utility)	80E	80EE	
80EEA	80EEB	80G (Details are to be filled in the drop down to be provided in e-filing utility)	80GG (Details are to be filled in the drop down to be provided in e-filing utility)	80GGA (Details are to be filled in the drop down to be provided in e-filing utility)	80GGC	80TTA	80TTB	80U (Details are to be filled in the drop down to be provided in e-filing utility)		
Total deductions					C1	Total Income (B4-C1)			C2	
Exempt Income: For reporting purpose (NOTE - If agricultural income exceeds Rs.5000/-, other ITR, as applicable, has to be filed)						Drop down to be provided in e-filing utility mentioning nature of exempt income, relevant clause and section				

PART D – COMPUTATION OF TAX PAYABLE							
D1	Tax payable on total income		D2	Rebate u/s 87A		D3	Tax after Rebate
D4	Health and education Cess @ 4% on D3		D5	Total Tax and Cess		D6	Relief u/s 89
D7	Interest u/s 234A		D8	Interest u/s 234B		D9	Interest u/s 234C
D10	Fee u/s 234F		D11 Total Tax, Fee and Interest (D5+D7+D8+D9+D10 – D6)				
D12	Total Taxes Paid		D13	Amount payable (D11-D12) (if D11>D12)		D14	Refund (D12-D11) (if D12>D11)

PART E – OTHER INFORMATION Details of all Bank Accounts held in India at any time during the previous year (excluding dormant)				
Sl.	IFS Code of the Bank	Name of the Bank	Account Number	(tick account(s) <input checked="" type="checkbox"/> for refund)
I				
II				

Schedule-IT Details of Advance Tax and Self-Assessment Tax payments												
BSR Code			Date of Deposit (DD/MM/YYYY)				Serial Number of Challan			Tax paid		
Col (1)			Col (2)				Col (3)			Col (4)		
R1												
R2												

Schedule-TDS Details of TDS/TCS [As per Form 16/16A/16C/27D issued by the Deductor(s)/ Employer(s)/ Payer(s)/ Collector(s)]						
	TAN of deductor/Collector or	Name of the Deductor/ Collector/Tenant	Gross payment/ receipt which is subject to tax deduction/collection	Year of tax deduction/ collection	Tax Deducted/ collected	TDS/TCS credit out of (5) claimed this Year
	Col (1)	Col (2)	Col (3)	Col (4)	Col (5)	Col (6)
T1						
T2						

VERIFICATION

Stamp Receipt No., Seal,
Date & Sign of Receiving
Official

I, _____ son/ daughter of _____ solemnly declare that to the best of my knowledge and belief, the information given in the return is correct and complete and is in accordance with the provisions of the Income-tax Act, 1961. I further declare that I am making this return in my capacity as _____ (drop down to be provided in e-filing utility) and I am also competent to make this return and verify it. I am holding permanent account number _____ (Please see instruction).

Date: _____ Signature: _____

If the return has been prepared by a Tax Return Preparer (TRP) give further details below:		
Identification No. of TRP	Name of TRP	Counter Signature of TRP
If TRP is entitled for any reimbursement from the Government, amount thereof		

ANNEXURE 4

ITR-4 form

FORM ITR-4 SUGAM	INDIAN INCOME TAX RETURN				Assessment Year	
	[For Individuals, HUFs and Firms (other than LLP) being a resident having total income upto Rs.50 lakh, one house property (single ownership), having income from business and profession which is computed under sections 44AD, 44ADA or 44AE or Interest Income, Family pension etc. and agricultural income upto Rs.5 thousand] [Not for an individual who is either Director in a company or has invested in unlisted equity shares or has any brought forward / carry forward loss under the head 'Income from House Property'] (Please refer instructions for eligibility)				2020 - 21	

PART A GENERAL INFORMATION						
(A1) First Name		(A2) Middle Name		(A3) Last Name		(A4) Permanent Account Number
(A5) Date of Birth/Formation (DD/MM/YYYY)			(A6) Flat/Door/Block No.			
(A7) Name of Premises/ Building/ Village			(A8) Road/Street/Post Office		(A9) Area/locality	
(A10) Town/City/District		(A11) State	(A12) Country		(A13) Pin code/Zip code	
(A14) Aadhaar Number (12 digit)/ Aadhaar Enrolment Id (28 digit) (if eligible for Aadhaar)					(A15) Status Individual <input type="checkbox"/> HUF <input type="checkbox"/> Firm (other than LLP) <input type="checkbox"/>	
(A16) Residential/Office Phone Number with STD code/ Mobile No.1			(A17) Mobile No. 2		(A18) Email Address-1 (self)	
						Email Address -2
(A19) Do you have a valid Indian Passport		Yes/ No (dropdown to be provided)		If Yes, provide the passport Number		
(A20) Filed u/s (Tick) [Please see instruction]-		<input type="checkbox"/> 139(1)-On or before due date, <input type="checkbox"/> 139(4)-After due date, <input type="checkbox"/> 139(5)-Revised Return, <input type="checkbox"/> 119(2)(b)- after condonation of delay				
Or Filed in response to notice u/s		<input type="checkbox"/> 139(9) <input type="checkbox"/> 142(1) <input type="checkbox"/> 148 <input type="checkbox"/> 153A <input type="checkbox"/> 153C				
(A21) Are you filing return of income under Seventh proviso to section 139(1) (Not applicable in case of Firm) – (Tick) <input type="checkbox"/> Yes <input type="checkbox"/> No						
If yes, please furnish following information						
Have you deposited amount or aggregate of amounts exceeding Rs. 1 Crore in one or more current account during the previous year? (Yes/No)					Amount (Rs) (If Yes)	
Have you incurred expenditure of an amount or aggregate of amount exceeding Rs. 2 lakhs for travel to a foreign country for yourself or for any other person					Amount (Rs) (If Yes)	
Have you incurred expenditure of amount or aggregate of amount exceeding Rs. 1 lakh on consumption of electricity during the previous year? (Yes/No)					Amount (Rs) (If Yes)	
(A22) If revised/defective then enter Receipt No. and Date of filing of original return (DD/MM/YYYY)		/ /				
(A23) If filed in response to notice u/s 139(9) /142(1)/148/153A/153C or order u/s 119(2)(b)- enter Unique Number & Date of such Notice or Order		/ /				
(A24) Details of a representative assessee, if applicable						
(1)	Name of the representative					
(2)	Capacity of the representative					
(3)	Address of the representative					
(4)	Permanent Account Number (PAN)/ Aadhaar of the representative					
(A25) Whether you are Partner in a firm? (Tick) <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please furnish following information						
S. No.		Name of Firm		PAN		
(i)						
(A26) Particulars of persons who were partners in the firm (Applicable in case of Firm)						
S. No.	Name and Address	Percentage of share	PAN	Aadhaar Number / Enrolment Id (if eligible for Aadhaar)	Rate of Interest on Capital	Remuneration paid/ payable
(i)						

PART B GROSS TOTAL INCOME		Whole- Rupee(₹) only
B1 Details of Employer: TAN of Employer (mandatory if tax is deducted), Name of employer, Nature of Employer, Address of Employer, Town/City, State, PIN/ ZIP Code (If TAN is provided name and address will be pre-filed)		Enter Employer details here
i Gross Salary		1

SALARY / PENSION	a	Salary as per section 17(1)	ia		
	b	Value of perquisites as per section 17(2)	ib		
	c	Profit in lieu of salary as per section 17(3)	ic		
	<i>Add multiple rows for Gross Salary in case of more than one employer</i>				
	Total Gross Salary (from all employers)				
	ii	Less allowances to the extent exempt u/s 10 (drop down to be provided in e-filing utility) (Ensure that it is included in Total Gross Salary in (ii) above)			ii
	iii	Net Salary (i – ii)			iii
	iv	Deductions u/s 16 (iva + ivb+ivc)			iv
	a	Standard deduction u/s 16(ia)	iva		
	b	Entertainment allowance u/s 16(ii)	ivb		
c	Professional tax u/s 16(iii)	ivc			
v	Income chargeable under the head 'Salaries' (iii – iv) (NOTE- Fill "Sch TDS1" if applicable)			B1	
B2	Tick applicable option Self Occupied <input type="checkbox"/> Let Out <input type="checkbox"/> Deemed Let Out <input type="checkbox"/> Address of property; Town/City; State; PIN Code/ ZIP Code			Enter Tenant details here If Let out, Name and PAN or Aadhaar of Tenant, if available	
HOUSE PROPERTY	i	Gross rent received/ receivable/ lettable value			i
	ii	The amount of rent which cannot be realized			ii
	iii	Tax paid to local authorities			iii
	iv	Total (ii+iii)			iv
	v	Annual Value (i – iv) (nil, if self-occupied etc. as per section 23(2) of the Act)			v
	vi	30% of Annual Value			vi
	vii	Interest payable on borrowed capital			vii
	viii	Total (vi + vii)			viii
	ix	Arrears/Unrealized Rent received during the year Less 30%			ix
	x	Income chargeable under the head 'House Property' (v- viii + ix) (If loss, put the figure in negative)			B2 ()
B3	Income from business or profession (enter value from E9 of schedule BP)			B3	
B4	Income from Other Sources (drop down to be provided in e-filing utility specifying nature of income) NOTE- Fill "Sch TDS2" if applicable. Less: Deduction u/s 57(ia) (in case of family pension only)				
	Less: Deduction u/s. 57(iv) [in case of interest received u/s. 56(2)(viii)]			B4	
B5	Gross Total Income (B1+B2+B3+B4)			B5 ()	

PART C – DEDUCTIONS AND TAXABLE TOTAL INCOME. (Refer to instructions for limits on Amount of Deductions as per Income-tax Act) (schedules to be provided to be by e-filing)

C1	80C	C2	80CCC	C3	80CCD (1)
C4	80CCD(1B)	C5	80CCD(2)	C6	80D (Details to be filled in drop down to be provided in e-filing utility)
C7	80DD (Details to be filled in drop down to be provided in e-filing utility)	C8	80DDDB (Details to be filled in drop down to be provided in e-filing utility)	C9	80E
C10	80EE	C11	80EEA	C12	80EEB
C13	80G (Details to be filled in drop down to be provided in e-filing utility)	C14	80GG (Details to be filled in drop down to be provided in e-filing utility)	C15	80GGC
C16	80TTA	C17	80TTB	C18	80U
C19	Total deductions (Add items C1 to C18)				C19
C20	Taxable Total Income (B5 - C19)				C20

PART D – TAX COMPUTATIONS AND TAX STATUS

D1	Tax payable on total income (C20)	D1
D2	Rebate on 87A	D2
D3	Tax payable after Rebate (D1-D2)	D3
D4	Health and Education Cess @ 4% on (D3)	D4
D5	Total Tax, and Cess (D3+D4)	D5
D6	Relief u/s 89	D6
D7	Balance Tax after Relief (D5 – D6)	D7

D8	Total Interest u/s 234A	D8			
D9	Total Interest u/s 234B	D9			
D10	Total Interest u/s 234C	D10			
D11	Fee u/s 234F	D11			
D12	Total Tax, Fee and Interest (D7 + D8 + D9 + D10 + D11)	D12			
D13	Total Advance Tax Paid	D13			
D14	Total Self-Assessment Tax Paid	D14			
D15	Total TDS Claimed (total of column 4 of Schedule-TDS1 and column 6 of Schedule-TDS2)	D15			
D16	Total TCS Collected (total of column 5 of Schedule-TCS)	D16			
D17	Total Taxes Paid (D13 + D14 + D15 + D16)	D17			
D18	Amount payable (D12 – D17, if D12 > D17)	D18			
D19	Refund (D17 – D12, if D17 > D12)	D19			
D20	Exempt income: For reporting purpose (NOTE – If Agricultural income exceeds Rs.5,000/-, other ITR, as applicable, has to be filed) (Drop down to be provided in e-filing utility mentioning nature of exempt income, relevant clause and section)	D20			
D21	Details of all Bank Accounts held in India at any time during the previous year (excluding dormant accounts)				
BANK ACCOUNT	Sl.	IFS Code of the Bank	Name of the Bank	Account Number	(tick account(s) <input type="checkbox"/> for refund)
	i				
	ii				

SCHEDULE BP – DETAILS OF INCOME FROM BUSINESS OR PROFESSION

COMPUTATION OF PRESUMPTIVE BUSINESS INCOME UNDER SECTION 44AD							
S. No.	Name of Business	Business code		Description			
(i)							
E1	Gross Turnover or Gross Receipts						
	a	Through a/c payee cheque or a/c payee bank draft or bank electronic clearing system or prescribed electronic modes received before specified date			E1a		
	b	Any other mode			E1b		
E2	Presumptive Income under section 44AD						
	a	6% of E1a or the amount claimed to have been earned, whichever is higher			E2a		
	b	8% of E1b or the amount claimed to have been earned, whichever is higher			E2b		
	c	Total (a + b)			E2c		
	NOTE—If Income is less than the above percentage of Gross Receipts, it is mandatory to have a tax audit under section 44AB & other ITR, as applicable, has to be filed						
COMPUTATION OF PRESUMPTIVE INCOME FROM PROFESSIONS UNDER SECTION 44ADA							
S. No.	Name of Business	Business code		Description			
(i)							
E3	Gross Receipts						E3
E4	Presumptive Income under section 44ADA (50% of E3) or the amount claimed to have been earned, whichever is higher NOTE—If Income is less than 50% of Gross Receipts, it is mandatory to have a tax audit under 44AB & other ITR, as applicable, has to be filed						E4
COMPUTATION OF PRESUMPTIVE INCOME FROM GOODS CARRIAGES UNDER SECTION 44AE							
S. No.	Name of Business	Business code		Description			
(i)							
E5	Gross Turnover or Gross Receipts relating to presumptive income u/s. 44AE						E5
	<u>Registration No. of goods carriage owned by the assessee</u>	<u>Gross Vehicle Weight of goods carriage (in MT)</u>	<u>Number of months for which goods carriage was owned</u>	<u>Presumptive Income per month for the good carriage (Computed @ Rs.1000 per ton per month in case Gross Vehicle Weight of goods carriage exceeds 12MT, or else @</u>	<u>Total Presumptive Income in respect of the Good Carriage (3*4)</u>	<u>Income claimed to have been actually earned in respect of goods carriage</u>	<u>Presumptive income u/s 44AE Higher of (5) or (6)</u>

				Rs.7500 per month)			
(i)	(1)	(2)	(3)	(4)	(5)	(6)	(7)
(a)							
(b)							
Add row options as necessary (At any time during the year the number of vehicles should not exceed 10 vehicles)							
E6	Presumptive Income from Goods Carriage under section 44AE [total of column (7)] NOTE—If the profits are lower than prescribed under S.44AE or the number of Vehicles owned at any time exceed 10 then other ITR, as applicable, has to be filed					E6	
E7	Salary and interest paid to the partners, if any NOTE - This is to be filled up only by firms					E7	
E8	Presumptive Income u/s 44AE (E6-E7)					E8	
E9	Income chargeable under Business or Profession (E2c+E4+E8)					E9	
INFORMATION REGARDING TURNOVER/GROSS RECEIPT REPORTED FOR GST							
Note - Please furnish the information below for each GSTIN No. separately							
F1	GSTIN No(s).					F1	
F2	Annual value of outward supplies as per the GST returns filed					F2	
PARTICULARS OF CASH AND BANK TRANSACTIONS RELATING TO PRESUMPTIVE BUSINESS							
	Description				Cash	Bank (aggregate amount of all the bank accounts)	
G1	Opening Balance						
G2	Receipts during the previous year (drop down to be provided in e-filing utility)						
G3	Payments / Withdrawals during the previous year (drop down to be provided in e-filing utility)						
G4	Closing Balance						
NOTE ► Mandatory to fill for all cases where 44AD, 44ADA and 44AE is applicable or books of account not required to be maintained							

SCHEDULE IT DETAILS OF ADVANCE TAX AND SELF ASSESSMENT TAX PAYMENTS												
	BSR Code			Date of Deposit (DD/MM/YYYY)			Challan No.			Tax paid		
	Col (1)			Col (2)			Col (3)			Col (4)		
R1												
R2												
R3												
NOTE ► Enter the totals of Advance tax and Self-Assessment tax in D13 & D14												

Schedule TCS Details of Tax Collected at Source [As per Form 27D issued by the Collector(s)]					
Sl No	Tax Collection Account Number of the Collector	Name of the Collector	Details of amount paid as mentioned in Form 26AS	Tax Collected	Amount out of (4) being claimed
(1)	Col (1)	Col (2)	Col (3)	Col (4)	Col (5)
i					
ii					
NOTE ► Please enter total of column (5) of Schedule-TCS in D16					

SCHEDULE TDS1 DETAILS OF TAX DEDUCTED AT SOURCE FROM SALARY [As per Form 16 issued by Employer(s)]				
	TAN	Name of the Employer	Income under Salary	Tax deducted
	Col (1)	Col (2)	Col (3)	Col (4)
S1				
S2				
S3				
NOTE ► Enter the total of column 4 of Schedule-TDS1 and column 6 of Schedule TDS2 in D15				

SCHEDULE TDS2 DETAILS OF TAX DEDUCTED AT SOURCE ON INCOME OTHER THAN SALARY [As per Form 16 A issued or Form 16C furnished by Deductor(s)]

Sl. No.	TAN of the Deductor/ PAN of Tenant	Unclaimed TDS brought forward (b/f)		TDS of the current Fin. Year	TDS credit being claimed this Year (only if corresponding receipt is being offered for tax this year)	Corresponding receipt offered		TDS credit being carried forward
		Fin. Year in which deducted	TDS b/f	TDS Deducted	TDS Claimed	Gross Amount	Head of Income	
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)
i								
ii								

NOTE ▶ Enter the total of column 6 of Schedule TDS2 and column 4 of Schedule-TDS1 in D15

VERIFICATION

I, _____ son/ daughter of _____ solemnly declare that to the best of my knowledge and belief, the information given in the return is correct and complete and is in accordance with the provisions of the Income-tax Act, 1961. I further declare that I am making returns in my capacity as _____ (drop down to be provided in e-filing utility) and I am also competent to make this return and verify it. I am holding permanent account number _____. (Please see instruction)

Place:

Date :

Signature here ➔

FOR OFFICE USE ONLY

STAMP RECEIPT NO.
HERE

SEAL, DATE AND SIGNATURE OF RECEIVING OFFICIAL

If the return has been prepared by a Tax Return Preparer (TRP) give further details as below:		
TRP PIN (10 Digit)	Name of TRP	Counter Signature of TRP
Amount to be paid to TRP		