



Background

Tax Deduction at Source (TDS) is one of the means of collection of direct taxes. TDS constitutes nearly 40% of the direct tax collections.

LEGACY

In the legacy system, the deductees claimed TDS credits based on manual TDS certificates, issued by the deductors. There was no correlation between tax deductions, tax payments and issuance of TDS certificates. Verification from the deductor was limited & restricted. Thus, the conventional practice of giving credit of tax deductions, based on manual TDS certificates was open ended leading to tax frauds.

PLUGGING THE GAP

The tax deductors electronically report TDS to the Income Tax Department through quarterly TDS statements. The deductor is obliged to report the following details:

- PAN & Name of the deductee:
- Nature, extent & the date of transaction;
- Amount, rate & the date of tax deducted/collected at Source;
- Details of tax payment including the amount & date thereof

Based on the information submitted by the deductor, the deductee is given credit of taxes. Therefore, a robust mechanism that ensures correct, reliable flow of data to the department's database and its collation on the basis of taxpayer identifier(s) (PAN) prevents revenue leakage.

Centralized Processing Cell for TDS (CPC(TDS)) has been conceptualized to ensure a seamless flow of data for tax credits. It leverages technology to provide efficient services. CPC(TDS) introduces transparency in the processes through online display of information. Thus, it forms the backbone of overall TDS administration of the Income Tax Department.



Concept

- Centralized Processing Cell (TDS) is a technology driven transformational initiative on 'Tax Deduction at Source' that provides a comprehensive solution through 'Tax Deduction, Reconciliation, Analysis and Correction Enabling System (TRACES)' - its core engine.
- CPC (TDS) undertakes bulk processing of TDS statements to generate 'Annual Tax Credit' statements for each taxpayer (PAN holder) in Form 26AS, TDS certificates in Form 16 / 16A & identifies TDS defaults of short payment, short deduction, interest etc.
- CPC (TDS) reconciles and co-relates information from various sources including banks (tax payment), deductors (reporting tax deduction), Assessing Officers (mapping no tax / low tax deductions) and tax professionals (reporting international transactions).

With its inclusive approach, the initiative provides bouquet of services to its stake holders including deductors, deductees, Principal Accounts Officers of the Central and State Governments & the officers of the Income Tax Department.

The users/stakeholders interact with the CPC (TDS) system and with each other through multiple channels of communication including Call Centre, e-mail, website etc.

India is amongst very few countries where Comprehensive Solution for withholding tax (TDS) has been put in place.



Approach & Strategy

Uniformity

Uniform interpretation of laws & procedures through conversion of laws into set of mathematical formulae.

Simplification

Simplification & standardization of Backend & Frontend processes. Redesigning & reduction in number of Forms.

Accessibility

Services at the doorstep of taxpayer – any time / anywhere & realizing jurisdiction free tax administration for bulk processes.

Good Tax Governance

Each Rupee that is collected is accounted for. Robust reconciliation of tax collected vis-à-vis tax credits claimed.

Empowerment

Empowering the taxpayer with information, knowledge of laws & procedures and status of the proceedings. Multiple communication channels.



Objectives

- Provide a comprehensive technology platform for all stakeholders
- Enhance TDS processing capabilities
- Streamline tax accounting
- Address TDS mismatch issues through Online Generation of TDS certificates
- Minimize TDS frauds
- Improve filing of Income Tax Returns and reporting of correct Income
- Release of manpower from Bulk Functions
- Empower assessing officers using Business Analytics for risk profiling and enforcement functions
- Provide insights for policy formulation on the basis of data relating to nature & extent of financial transactions & demographic profile of persons involved in such transactions



Components

Data Centre:

- Primary Data Centre, Noida
- Disaster Recovery Site, Pune

Document Management Centre, Vaishali

Website – TRACES Portal - for

- Deductors
- Deductees
- Principal Accounts Officers

Portal for Field Assessing Officers

• Call Centre:

- Inbound
- Outbound

Bulk email facilities

- Awareness of Tax Provisions
- Feedback on compliance

Online Feedback Module

Ticket Management Systems



CPC (TDS) for End Users

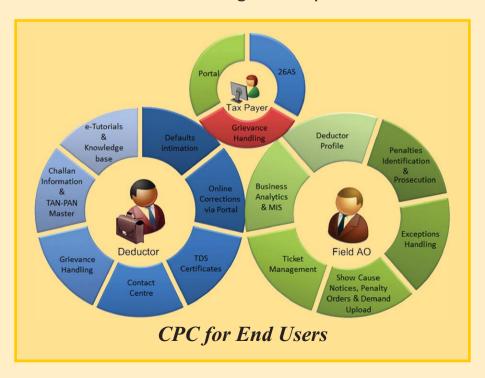
Deductors:

Non-intrusive integrated platform that provides online services related to TDS Statement / Challan processing, Corrections, Default information, TDS certificates and real-time support for clarifications

Taxpayers:

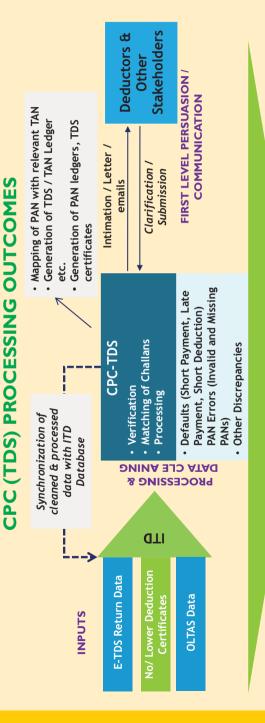
View of Tax Credit Statements in Form 26AS with realtime support for clarifications

- Field TDS Assessing Officers: Comprehensive Portal that enables:
 - Consolidation of Demand Registers
 - Real time Analytics and MIS for enforcement
 - Online Ticket Management System





CPC (TDS) Framework





Tools & Applications (such as

DMS, BI, Portal, CRM etc.)

ENABLERS

Processing of TDS Statements Contact Centre Reconciliation of TDS data Issue Intimations/ Demand notices

Attributes:

TAN Management Processing of TDS Statements Bulk Mail handling MIS Reporting

Reverse TAN Ledger Mapping of PANs reported by TAN Exception Management Grievance Redressal



Online Facilities for Deductors

- TRACES: https://www.tdscpc.gov.in
- Dashboard
 - Statement Status and Default payable
 - Deductor Compliance Profile
- Online Corrections
- Defaults Summary
- Online PAN Verification
- Online Verification of Certificates u/s 197 of Income tax Act
- Statement and Challan Status
- TAN PAN Consolidated File
- Downloads
 - TDS Certificates Form 16 / 16A
 - Transaction Based Report for Non Residents
 - Consolidated Statement File
 - Justification Reports on Defaults
- Aggregated TDS Compliance Report
- e-Tutorials and FAQs
- Circular and Notifications
- CPC (TDS) Communications
- Bulk Email Facilities



Online Facilities for TDS Officers

Consolidation & Update of TDS Demand:

- Upload & updation of manual demand raised by the Assessing Officer
- Integration of Manual Demands with demands generated by the CPC (TDS)
- Tagging of Challans against demand entries to liquidate demands

View and Download of:

- TDS/TCS Statement Processing Status
- TAN/ AIN details
- Consolidated Statement files
- Intimations u/s 200A/ 154 of the Income tax Act
- Challan details
- Justification Reports
- Foreign Remittance Reports in Form 15CA

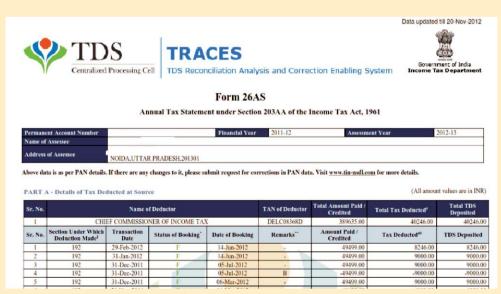
Challan Corrections:

- Change of one TAN/ PAN to other TAN/ PAN
- Change of Assessment Year
- Change of section Code
- Generation of customized MIS and Data Analytics Reports on various features of TDS Compliance.



Online Facilities for Taxpayers

- View and Download
 - Annual Tax Credit Statements in Form 26AS
 - TDS Certificates in Form 16B
- Feedback Module to log issues relating to TDS credits & other obligations on part of deductors & other stakeholders.
- Comprehensive view of TDS defaults relating to all TANs associated with a PAN through 'Aggregated TDS Compliance' Utility & 'Part G' of the 26 AS statement.
- Non Resident Taxpayer Registration



Snapshot of Form 26AS



Key CPC (TDS) Statistics

Processing upto 30th June, 2014

Statements* processed

Original: 101.41 lacs (99%)@

Corrections: 40.36 lacs (98%)@

Total: 141.77 lacs (98.3%)@

Default Paper**
Intimations issued

75.34 lacs

- * Average Processing time : < 5 days from date of filing.
- @ percentage is with respect to the total statements received.
- ** Intimations also sent to registered emails.

Online facilities

Online Correction Requests Processed	> 12,500
Challan Correction Requests Processed	> 20,000
Deductors Registered#	> 12 lacs (88%)
Taxpayers Viewing 26AS##	> 2.75 Crores
TDS Certificates	> 10 Crores
Educational Emails	> 1.25 Crores

- # percentage of Total Active TANs.
- ## Facility for registered tax payers at CPC (TDS), Income Tax India E-filing Website & Banks.



Attributes of the CPC (TDS) System

- 1 Processing of more than 1 Crore deductee records in 24 Hours
- 2 Processing of nearly 2000 Inbound letters in a day
- 3 Processing of nearly 30000 Outbound intimations in a day
- 4 Attending to more than 3000 Inbound Calls per day at the Call Centre
- 5 Database size 700 Crore Transactional Data
- 6 State of Art Data Centre at Noida and Pune
- 7 250 Plus Operational Resources
- TDS statements are processed within 5 days from the date of their filing at the TIN-Facilitations Centres.
- More than 12 lakh registered deductors besides
 2.75 crore taxpayers use various online facilities.

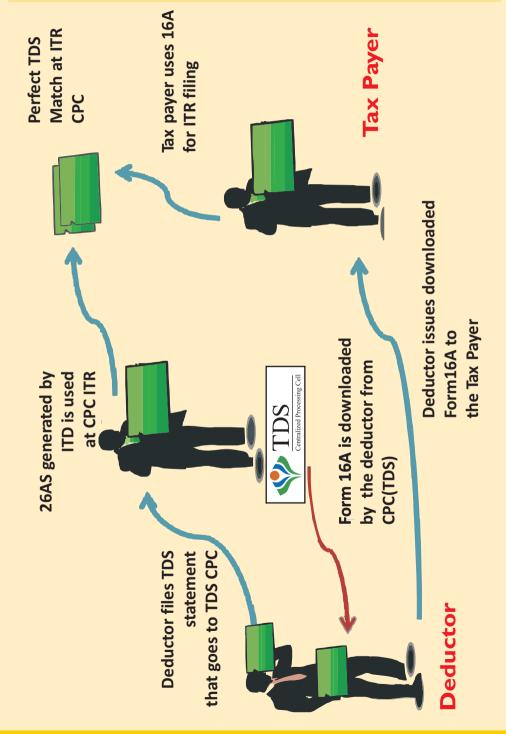


Value Addition through CPC(TDS)

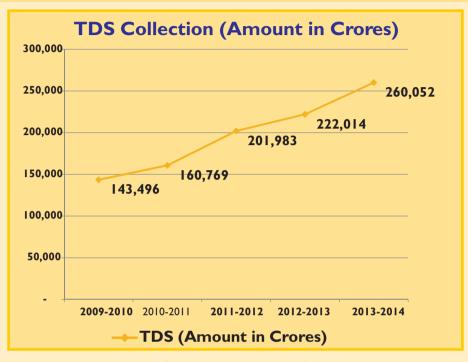
	Output	Significance
1	Tax Credits	Critical for Income tax return processing.
2	Online view of 26AS	Facilitates timely reconciliation of Tax Credits - Inclusive approach
3	TDS Certificates	Addressing TDS Mismatch
4	TDS Defaults	Tax Compliance & Revenue Augmentation
5	Analytics	Risk Profiling
6	Online Services	Minimizing Physical interface
7	Educational emails, FAQ, e-tutorials	Non-adversarial tax administration



TDS Matching- Post CPC(TDS)





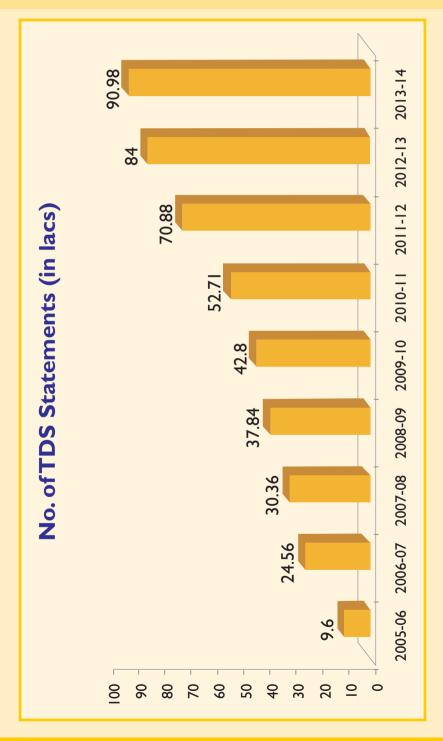


Financial Year
2010
2011
2012#
2013

Percentage of statements received within due date
35.80
40.10
52.80
73.10

Oct 2012 : CPC(TDS) commences operations

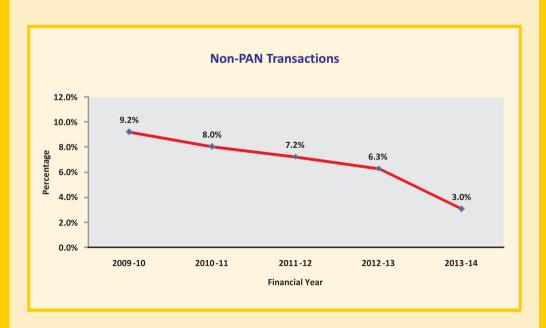




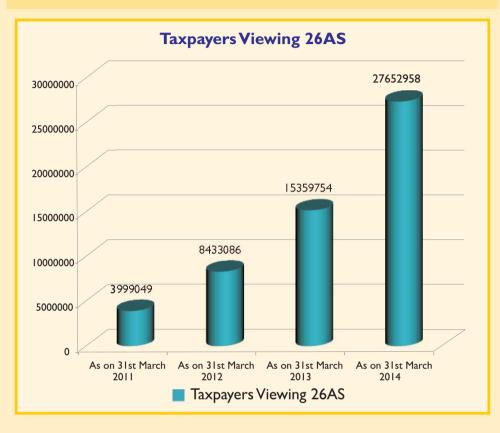


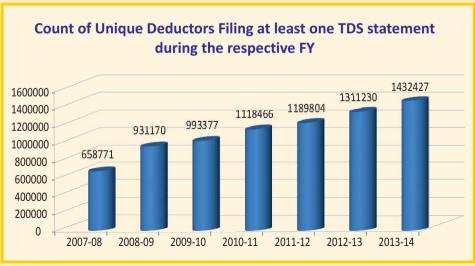
Improved reporting of transactions - Quantitative & Qualitative













Visitors' Feedback @ TDS CPC

Message from the Union Finance Minister

I am happy and proud to inaugurate

CPC (T35) of the Income Tax Department

This is a world class facility employing

the most advanced technologies and

I am save will be a boon to the

trapage and an effective tool for

the tax collector. My best works

pure live

23.02.20/3

It is a privilege to be port of the irranguestion of this excellent facility. This CPC TDS cornes as a boon to the tox payer as well as for the forement.

My congratulations to all three who have loiled for this launch and my best makes for the systames delivery of demices to the tex payer from this lenter.

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Sindha Shakma Member (140) CBDT. 33.2. 2013

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Congratulations to the IT beam,

If the vision of the ITOpt which has wade his happen

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26/6/13

T. M. Shanti Sundhavan.

Member CBEC (with Team)



Operations @ CPC (TDS)







Operations @ CPC (TDS)







Venue @ CPC (TDS)





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