



A Study on Problems of E-filing under income Tax Act

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Abstract

In Current Scenario India Year by year new concept are emerge and developed very hastily, in all trends. Now new automation gives to tax payers for filing their return through online portal. The E-filing is the altered fruitful method of filing income tax return through online and make E-payment tax. It saves our golden time, energy and cost and also reduces our tension. So the tax payers are required to use E-filing facilities. This study reveals 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. In India E-filing Income tax was introduced in September, 2004, initially on a voluntary usage basis for all categories of Income tax assesses. But from July, 2006 it was mandatory for all corporate firms to E-file their Income tax returns. Filing of Income tax return is a legal obligation of every person whose total Income for the previous year has exceeded the maximum amounts that is not chargeable for the Income tax under the provisions of the Income tax Act 1961. Income tax department has introduced a convenient way to file these returns online using the internet. The process of electronically filing Income tax returns through the internet is known as E-filing. It is mandatory for the companies and firms requiring statutory audit under section 44AB to submit the Income tax returns electronically. E-filing is possible with or without digital signature. Digital signature is mandatory for companies from assessment year 2010-11

Key Words: E-filing, tax payers, income tax

Review of literature

To find-out the gap in the literature, the following review of earlier works been done and summarized as below:

Dr. Samir Mazidbhai Vohra, (2015) “E-filing; New Revolution in Taxation of India”. Analyzed that the Income tax department has introduced E-filing of Income tax returns to make the filing process easier for tax payers which will result into reduction of time and paper work.

India is in the phase of revolutionary changes in information technology which ultimately gives more encouragement in E-filing of Income tax return. The study shows that the E-filing is the new effective method of filing Income tax return through online and make E-payment of tax.

Jyothi Arora, (2016), “E-filing of Income Tax Return in India”, he analyzed in this study, deals with the benefits, process, trends and highlights (ITRs) of E-filing among the residents of country. In the current world new information technology is being introduced very fast in all fields.

Due to the facet of time, researchers could not review more articles and books, but with the available literature, they found that a very few works have been done on the area of this topic earlier, hence, it's a small effort is put in to fill-up the literature gap.

Objectives of the study:

1. To investigate whether the tax payers have problems while using E-filing system.
2. To study satisfaction level of assesses about E-filling

Research Methodology

The following paragraphs elucidate the methodology followed in this study:

Type of research: This study is an empirical in nature, conducted to know the proposed study intends to study the problems of E-filing of income tax returns.

Scope of the Study: The proposed study intends to study the problems and prospects of E-filing of income tax returns. For this purpose, it is proposed to study the various factors relating to E-filing and also its contribution to Economy. Therefore the study is restricted to Sangamner, Rahuri and Rahta Sub District

Research tool: This study is conducted through Stratified sampling method. Its include Sangamner, Rahuri and Rahta Sub District

Sample size:

Sr.no	Strata	Population	Percent	Sample
1	Sangamner	500	10	50
2	Rahata	500	10	50
3	Rahuri	500	10	50
		1500		150

Sample size is 150 respondents. Respondents are scattered over Sangamner, Rahuri and Rahta Sub District, so Questionnaire was taken only for the selected respondents of the study area.

Sources of Data: For the purpose of data collected in two ways:

- Primary data:** Primary data is collected through structured questionnaire and personal interview with respondents.
- Secondary data:** Secondary data is collected through Journals, Books, E-Sources, and Reports etc.

Analysis and Interpretation

The data collected through field study is presented in tables and interpreted as below:

Demographical factor – Gender of the Respondents

Sl No	Gender	No. of Respondents	Percentage (%)
1	Male	100	66.66
2	Female	50	33.33
	Total	150	100

Table No5.1 Represents gender of the respondents. It is clear that, out of 150 respondents, 66.33% of respondents are male and remaining 33.33% are female. Here interpreted that majority of respondents are male as they are the earners and head of the family

Classification of Respondents on the basis of Reasons for Filing the Return

Sl No	Particulars	No. of Respondents	Percentage (%)
1	Regular provision	25	16.66
2	Refund claiming	40	26.66
3	Carry forward loss	54	36
4	Based on law	31	20.66
	Total	150	100

shows that out of 150 respondents 16.66% respondents filing the return because, of regular provision, 26.66% are Refund claiming, 36% are carry forward loss and 20.66% are based on law. Here interpreted that majority of respondents who files the returns because of regular provision. If the Tax payers file the return it is easy to them get refund very fast.

Classification of Respondents on the basis of Way to File the Return

Sl No	Particulars	No. of Respondents	Percentage (%)
1	Filing using a digital signature	78	52
2	E-filing without a digital signature	72	48
	Total	150	100

shows that out of 150 respondents 52% of respondents are file the Return by using a digital signature and remaining 48% file the return by using without a digital signature. It is interpreted that majority of respondent are using digital signature while paying the income tax, because it is easy to file a tax.

Classification of Respondents on the basis of Reasons for facing the problem in E-filing

Sl No	Particulars	No. of Respondents	Percentage (%)
1	Lack of security	45	30
2	Difficult in procedure	60	40
3	High cost	10	6.66
4	Lack of technical knowledge	35	23
	Total	150	100

represents reasons for facing the problem in E- Filing. Out of 150 respondents, 30 respondents are facing the problem while making the E-filing. In that 40% of respondents are facing the problem of lack of security, 6.66% of respondents opined that difficult in procedure, 23% of respondents opined that high cost and remaining 29% respondents are facing the problem of lack of technical knowledge while making E-filing. It is interpreted that majority of respondents are facing the problem of lack of technical knowledge.

Classification of Respondents on the basis of Reasons for using the E-filing

SI No	Particulars	No. of Respondents	Percentage (%)
1	Easy to use	75	50
2	Improve tax return filing performance	20	13.33
3	Perceived credibility	25	16.66
4	Secured	27	18
5	All the above	3	2
	Total	150	100

From the above observation it is clear that out of 150 respondents, 50% of respondents opined that tax E-filing is easy to use, 13.33% of respondents opined that it has improves tax efficiency, 16.66% of respondents opined that it has perceived creditability, 18% of respondents opined that it is secured and remaining 2% of respondents opined all the above reasons. It is interpreted that majority of respondents prefer to use the tax E-filing because of all the above reasons.

Conclusion

People's acceptance of E-filing is highly related to their level of technology readiness. Technology readiness is defined as people propensity to embrace and use new technology for accomplishing certain tasks. So more efforts must be made in this direction by Indian Income Tax Department then only the can achieve their mission "Technology in the service of Tax Payers". E-filing can be tremendous boom to revenue authorities in developing countries, reducing their administrative cost and error rates and improving their efficiency.