

## A STUDY ON PROBLEMS AND PROSPECTS OF E-FILING OF INCOME TAX RETURN IN BANGALORE

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**Abstract**—In the current world step by step new advances are presented and improved extremely quickly in all fields. Presently innovation skilled to citizens for documenting their annual expense form through online is E-recording. The E-recording is the new viable strategy for documenting annual government form through on the web and make E-instalment charge. It spares our brilliant time, vitality cost and furthermore diminishes our strain. So, the citizens are required to utilize E-recording offices. This current examination look at that the current clients are happy with the E-recording offices yet the greater part of the individual citizens don't know about the E-documenting methodology so adequate advances are required for make more mindfulness in the psyches of expense pavers with respect to E-recording of personal assessment.

**Keywords**—E-Filing, Income Tax, Satisfaction, Technology, Taxpayers.

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### INTRODUCTION

A revenue tariff is an administration toll on persons or then again citizens that contrast with the pay or benefits of the citizen. Toll might be invigorating by both a country and divisions. Preeminent administrators absolved beneficent associations from charge. Expense rates may contrast contingent upon the sort or the attributes of the citizen. Capital increases might be charged at various rates when contrasted and other pay. Numerous purviews award notional derivations for people and may likewise incorporate conclusion of some close to home costs. Most wards either/do not burdens pay earned outside the purview or award a credit for charges that are paid to different locales on such salary.

Personal expense is a yearly duty on the pay of a surveyed. Segment 4 of the Indian expense Act, 1961 gives that in regard of the whole salary of the earlier year of every individual, charge will be charged for the practically equivalent to evaluation year at the taxes situated by the account Act for that appraisal year. Area 14 of the Income Tax Act further gives that to the motivation behind charge of personal duty and figuring of all out salary all pay will be ordered under the accompanying heads of pay:

- Salaries
- House Property
- Business or Profession
- Capital Gains
- Other Sources

The complete salary from all the five heads of pay is determined as per the arrangements of the expense Act, 1961 in regard of each head as they remain on the principal April of any financial year. The competency and genuineness in gathering financial livelihoods are government principle worry for any administration. The expense Department is subject for all exercises related with the tax assessment process. The duty Department is administered by the Central Board for Direct Taxes (CBDT) and is division of the Department of Revenue under the Ministry of Finance, Government of Indian. Annual Tax Department of India propelled the Electronic assessment record arrangement of expense forms on the grounds that a lot of income of the nation is produced by direct duties. E-Taxation conspire was one among the "activity

lines" presented in Indian assessment apparatus inside the A.Y. 2006-07 for all surveys for improving the Return record framework. The total objective of e-tax assessment is to trade cumbersome physical, administrative assistance frameworks with helpful, proficient, process-driven, and secure associated conveyance. The division favoured the arrangement of e-recording since that may make the strategy for documenting of government forms simpler for citizens likewise as diminish the time required for information passage at their endways receipt of the expense forms.

## **REVIEW OF LITERATURE**

Literature overview represents how widely the researcher has read and how thorough his studies are. It is an in-intensity account of previous research performed through students in his place of study. Writing a literature assessment is an incredibly important part of thesis writing process. Researcher must not best make sure how it's miles written, he desires to also know a way to prepare it and in which he can find relevant information. In the following he will talk some studies in the identical place, and here we targeted on the objectives of each study and its pointers and results, and ultimately of this chapter the researcher determined Some of the definitions are related to the have a look at.

A literature review is a critical summary of prior studies on the subject. The literature evaluates scholarly articles, books, and other sources relevant to a specific study area. This previous research must be listed, described, summarized, objectively evaluated, and made clear by the evaluation. It needs to provide a theoretical basis for the research and assist you (the writer) determine the nature of your studies.

### **Dr. Sujeet Kumar Sharma (2011)**

A Pragmatic Education on Levy Financier's Insolence toward Electronic return. The government mandates that individuals who earn a specified amount of annual income must file an income tax return within a pre-determined maturity. Failure to pay tax will invite penalties from the tax Department. The have a look at determined that perceived ease of use, perceived usefulness, perceived credibility, and pc awareness notably influence the customer's popularity of E-filing.

### **Mohammed (2014)**

Has explained about the problems and the tasks faced by the excise payers or the individual while filling or filing the levy, he has mainly focused on the tasks which are very much complicated in the filing the IT... like server issues, multiple filing etc..?

### **Mohammed Anees (2015)**

E-submitting is easy for people who can file one of the less difficult forms. Once you upload on headaches like walking your own commercial enterprise or claiming hobby on a domestic you own, matters get a bit more complicated. One of the risks of e-filing tax returns is that the software you use may not be sufficient for inputting the statistics the manner you need. The IRS continues a listing of known boundaries for its e-filed paperwork that permit you to determine beforehand of time if you may need to bypass the electronic version and go directly to paper.

Even if you may do the entirety you want to do electronically, though, you can simply locate it is less difficult to have everything in the front of you. This is mainly true if you have a complicated go back that requires a couple of worksheets where the data needs to be transferred over.

## **STATEMENT OF THE PROBLEM**

A few wages are tax-exempt, some permit findings. In such a situation, processing available pay is testing. The way toward recording annual expense form (ITR) can turn out to be very unpredictable if you do not comprehend the ramifications of what you are filling in the structure. Subsequently, when you record ITR ensure you are prepared with all the right data required because any distractedness on your part can prompt a higher expense outgo. ET Wealth online lists 10 challenges that taxpayers can face at the time of filing ITR and how to overcome them. Which ITR to file, Computation of taxable income, Calculating deduction, filling correct tax deducted at source (TDS) in ITR, Having multiple form 16, Not able to get HRA tax relief, Not submitting tax proofs to the employer on time, Forgetting/not knowing passwords, Not paying Advance Taxes on time, Last minute ITR filing.

## **NEED FOR THE STUDY**

Annual Tax is a required commitment to country income, collected by utilizing the legislature on labourer's income and business venture benefits, or added to the cost of a couple of products, administrations, and exchanges. It very well may be most limited duty or slanting assessment. Expense arranging might be depicted as a course of action of one's financial

undertakings so that without abusing in any capacity the jail arrangements, full advantage is taken all things considered, reasoning, concessions. Refunds, recompenses and various reliefs or gifts allowed under the Act all together that the heaviness of tax assessment, as some separation as could reasonably be expected, is the least. Expense making arrangements may, thusly, be appeared as a method of astute programming of master information while making arrangements one's undertakings that permits you to making sure about the intentionally given duty endowments on the reason of nation-wide needs in accordance with the authoritative and legal sentiment.

Expense planning is neither duty shirking nor charge avoidance. It is the logical arranging of one's money related issues in such a way as to pull in least risk to expense or deferment of the assessment legitimate obligation regarding the resulting time frame by benefiting of various motivating forces, concessions, stipends, refunds and reliefs provided for, inside the setting of current duty laws.

“In fact, you must ideally record your return so that you can bring ahead the losses you've got incurred to set it off in opposition to the profits of the following years.”

### **OBJECTIVES OF THE STUDY**

The subsequent are the objective of the study

1. on the way to Study the purpose of taxation.
2. To know the importance of E-filing of revenue levy profit.
3. In the direction of understanding problems faced through IT filers.
4. To treasure available the benefits of earnings excise to government & public.
5. To determine the overall issues & problems faced by income tax department of India.

### **LIMITATIONS OF THE STUDY**

E-submitting is easy for people who can file one of the less difficult forms. Once you upload on headaches like walking your own commercial enterprise or claiming hobby on a domestic you own, matters get a bit more complicated. One of the risks of e-filing tax returns is that the software you use may not be sufficient for inputting the statistics the manner you need. The IRS continues a listing of known boundaries for its e-filed paperwork that permit you to determine beforehand of time if you may need to bypass the electronic version and go directly to paper.

Even if you may do the entirety you want to do electronically, though, you can simply locate it's less difficult to have everything in the front of you. This is mainly true if you have a complicated go back that requires a couple of worksheets where the data needs to be transferred over. You can also know enough approximately tax laws that you could do a more accurate process than any tax software could, making the selection to record a paper-primarily based go back less complicated.

- Data loss issues.
- Server problem.
- Last minute filing.
- Which ITR to file?
- Your own technical limitation.

### **RESEARCH METHODOLOGY**

Research methodology is the process of systematic investigation of any management problem is deal with research design, data collection method, sampling plan, statistical tools, research comprises defining and problems, formulating or suggesting solution.

### **RESEARCH DESIGN**

A research design is an arrangement of collection and analysis of data in a manner that aims to combine relevance to the research purpose. It contains blueprint for the collection, measurement, and analysis of data.

## DESCRIPTIVE RESEARCH

Descriptive research aims to describe a population, situation, or phenomenon accurately and systematically. It can answer *what, when, where, when* and *how* questions, but not *why* questions.

## SOURCES OF DATA

For this study, research is based solely on secondary and primary data. Primary sources consist of direct interviews, surveys, and surveys with respondents from the questionnaire under review, and secondary sources comprise evidence already available from public media, such regular IT filers, IT websites and other published material.

## SAMPLE SIZE

In explore terms a model is a social affair of people, articles, or things that are taken from a greater mass for estimation. The model ought to be illustrative of the masses to ensure that we can summarize the revelations from the assessment test to the people all in all.

The sources utilized for gathering the vital date incorporate both essential and optional sources. Essential information is additionally thought to be through perception, Questionnaire and direct meeting strategy, it has hack somewhere around distinct way and the Secondary sources incorporate the information effectively accessible from the distributed sources like papers, sites, diaries and magazines and so forth.

Testing is a technique used in quantifiable examination in which a foreordained number of recognitions are taken from a greater populace. The technique used to test from a greater populace is on such an assessment being performed anyway it may be straightforward arbitrary examining or comfort inspecting.

- Sample type: Simple Random Sampling
- Sampling techniques: convenience sampling
- Sample size: I have planned to keep 100 (Individual e-filing income tax return, Bangalore).
- Sampling unit: The target respondents will be the individual taxpayers.

## TOOLS FOR DATA COLLECTION

The sources utilized for gathering the important date incorporate both essential and optional sources. Essential information is additionally viewed as through perception, Questionnaire and direct meeting technique, it has slash somewhere near spellbinding way and the Secondary sources incorporate the information effectively accessible from the distributed sources like papers, sites, diaries and magazines and so on.

Exploration consistently creatures with an inquiry or an issue, its motivation is to discover answer to address during the capacity of orderly and logical technique. For the examination both essential and auxiliary information is thought of.

This examination depends on clear system targets considering the "issues and prospects e-recording of annual assessment form in Bangalore". Information of IT filers and individual citizens are gathered, and the issues looked by them.

- ❖ Pie chat
- ❖ Graph
- ❖ Bar diagram

## DATA SOURCE

- Questionnaire
- Newspapers
- Social media
- IT websites
- Articles

## **DATA ANALYSIS AND INTERPRETATION**

The plan of analysis is used to draw generalize conclusion and data will be tabulated. The data will be represented through graph and charts.

Data evaluation and interpretation is the manner of assigning meaning to the collected facts and figuring out the conclusions, importance, and implications of the findings.

Examination includes assessing the estimations of obscure boundaries of the populace and giving a shot of speculations for drawing derivations.

Data collection is the systematic recording of information; records analysis entails operating to find styles and tendencies in datasets; records interpretation entails explaining those styles and tendencies.

After identifying a research topic, doing a literature background studies, setting up philosophical assumptions and awareness problem, determining on the right research paradigm and method with unique purpose, designing a research plan and collecting enough statistics, the subsequent step in the studies system is statistics evaluation and interpretation, which precedes reporting of research. Data analysis is, therefore, a process that includes examining, and moulding collected records for interpretation to discover applicable information, draw or propose conclusions and guide decision-making to clear up a studies problem. This involves interpreting facts to answer studies questions and making study's findings be geared up for dissemination. Data analysis additionally serves as a reference for future information series and other studies activities.

**The information which is grabbed by the respondents is shown below.**

**TABLE 1: A FEMININITY OF THE RESPONDENTS**

<i>Sl No.</i>	<i>Femininity</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Man	70	70
2	Woman	30	30
	Total	100	100

The above table shows that the femininity between man and woman, here man have 70% out of 100 and woman 30% out of 100. Therefore, the man has more % in number that is 70%

**TABLE 2: PHASES OF THE RESPONDENTS**

<i>Sl No</i>	<i>Phase</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	19-29	38	38
2	30-40	40	40
3	41-50	10	10
4	Above 51	12	12
	Total	100	100

Table 2 speaks to Stage of the plaintiffs. Out of 100 respondents 38% of respondents goes under the age gathering of 19-29 years, 40% are under 30-40 years, 10% are under 41-50 years or more 51 years are 12%.It is deciphered that greater part of a respondents who pay charge goes under the age gathering of 31-40 years 40% out of 100%. Because of adolescents know about E-recording Income charge.

**TABLE 3: INFORMATIVE PREREQUISITE**

<i>Sl No</i>	<i>Informative condition</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	SSLC	00	00
2	Pre-University College	00	00
3	Under Graduation	00	00
4	Post-Graduation	37	37
5	Additional	63	63
	Total	100	100

Table 3 portrays instructive capability of the respondents. Out of 100 respondents following capability is recognized 37% has Post-Graduation and other capability holder is 63%. It shows that lion's share citizens have Post-graduation capability and other people who notable about examination point.

**TABLE 4: CAREER**

<i>Sl.No.</i>	<i>Occupation</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Entrepreneur	52	52
2	Worker	30	30
3	Specialized	8	08
4	Additional	10	10
	Total	100	100

Table 4 speaks to control of the respondents. Out of 100 respondents 52% are specialists, 30% are worker, 08% are proficient, and 10% have other occupation. It is deciphered that dominant part of the citizens is entrepreneurs. It shows that in all the occupations pretty much equivalent citizens we can discover

**TABLE 5: REGULAR TAXPAYER**

<i>Sl No</i>	<i>Taxpayer</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Yes	81	80
2	No	19	20
	Total	100	100

The regular taxpayers are 81.10% out of 100 responses were as the irregular taxpayers are 18.90%. Its appearances that common levy clients are paying the tax regularly who well known about income tax return.

**TABLE 6: BEHAVIOR OF OFFICE STAFF OF THE TAX CONSULTANTS IS**

<i>Sl No</i>	<i>Details</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Decent	39	39
2	Excellent	22	22
3	Outstanding	39	39
	Total	100	100

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The regular taxpayers say that office staff of tax consultant is decent 39% out of 100 responses, 22% taxpayers are responded excellent, 39% responses say that staff is outstanding. It shows that majority taxpayers say that the behaviour of office staff of the tax consultant is outstanding.

**TABLE 7: HEAD OF INCOME IS TAXABLE**

<i>Sl.No.</i>	<i>Particulars</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Salary	35	35
2	House Property	13	13
3	Business or Profession	29	29
4	Capital Gain	10	10
5	Other sources	13	13
	Total	100	100

Table 7 demonstrates that available of 100 respondents 35% are Salary, 13% House Property, 29% Business or profession, 10% Capital Gain and 13% Other Sources.

**TABLE 8: YEARLY REVENUE**

<i>Sl.No.</i>	<i>Annual Income</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	A smaller amount than Rs.3 lakh	39	39
2	More than Rs.5 lakh	61	61
	Total	100	100

Here the above table shows that the large number of individuals have their yearly revenue more or greater than Rs.5 lakh.

**TABLE 9: NOTIFICATION REGARDING OF EXICSE BY CONSULTANT**

<i>Sl.No.</i>	<i>Excise payer</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Yes	80	96
2	No	20	04
	Total	100	100

Table 9: The regular taxpayers are 80% out of 100 responses were as the irregular taxpayers are 20%. It shows that majority taxpayers are paying the tax regularly who well known about income tax return.

**TABLE 10: EXPENSES CHARGED BY YOUR DUTY SPECIALIST**

<i>Sl.No.</i>	<i>Particulars</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Highest	17	19
2	Lowest	31	35
3	Reasonable	39	44
4	Any additional	13	2
	Total	100	100

Table 10 shows that out of 100 respondents 19% tax consultant charge highest, 35% tax consultant charge lowest, 44% tax consultant charge reasonable. 13% tax consultant charge any other. Therefore, specialist charges reasonable that is 44%

**TABLE 11: EXPLANATIONS AIMED AT TROOPING THE PRINCIPAL REAPPEARANCE**

<i>Sl.No.</i>	<i>Particulars</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Systematic establishment	50	55
2	Repayment requesting	26	29
3	Transmit advancing loss	14	15
4	Notice from income tax department	10	01
	Total	100	100

Table 11 is all about the explanations aimed at trooping the principal reappearance. As shown in the above table out of 100 respondents the more are systematic establishment that is 55%

**TABLE 12: GENERALLY, WHEN YOU DO FORMULATE DESIGNED FOR TROOPING OF REAPPEARANCE?**

<i>Sl.No.</i>	<i>Specifics</i>	<i>No. of Respondents</i>	<i>Percentage (%)</i>
1	Multi month before due date	36	40
2	Multi week before due date	26	29
3	Multi week before due date	27	30
4	Later due date	11	01
	Total	100	100

The above table shows the per cent of the IT filers that when they pay their revenue excise. It is shown that the huge number of respondents pay before one month prior. Multi month before due date 40%, Multi week before due date 29%, Multi week before due date 27% and Later due date or after due date is 11%.

## FINDINGS

For the purpose of data analysis on the basis of data collected by using the questionnaire, the researcher has analysis the data by using analysis tool in this data collection the collection of demographic variables about the respondents that are helpful for the study and hold the better attributes, which is considered to know the perception of respondents towards e-filing of IT with respect to their demographic variables.

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## SUGGESTIONS

The current examination attempted to do a broad investigation of various parts of Personal Tax System in India. Be that as it may, at present there is a degree for additional examination in the accompanying fields:

- A near investigation of various parts of Income Taxation in India may be attempted as for different nations.
- A serious examination might be led to look at different angles of Income Tax System in India.



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- The current investigation looks at the view of expense experts with deference to Revenue Excise Scheme in India. So also view of Income Tax authorities and citizens might be considered.
- Operations on e-submitting must be added in some places, everyone is privy to its flexibility.
- Awareness toward accurate ITR forms ought to take delivery of to the taxpayers.

Certain issues ascend in the physical procedure of sending all through the proliferation of the affirmation. This happens because of a couple of variables. The principal factor is that the generation must be sent uniquely to the Bangalore office address of the office that has been indicated. Whenever sent to each other office, it will never again be substantial. Also, dispatched by regular post least difficult; speed submit, enrolled post or messenger is not permitted. Whenever dispatched through these different modes, the arrival will never again be acknowledged. Which implies the citizen has no proof that the set-up has clearly arrived at the assessment branch, which reasons stress? The time considered the citizen initially diverted into 30 days from the day of presenting the arrival information on the web.

### **CONCLUSION**

E-Return recording is getting ubiquity inside the nation. Numerous analysts have featured the significance of saw chance identified with E-Return. Be that as it may, there are numerous advantages of filling return electronically. It empowers residents to record whenever from anyplace, decrease necessity of physical space, precision of information guaranteed, and Enable quicker handling of profits. Anyway, there are numerous difficulties with respect to appropriation of e-documenting by mass populace. The most test is danger of security. Security incorporates classification of information got through E-Return and Integrity of information kept up in legitimate way all together that no one can adjust information got through E-return. Assessment office done tons to mindful people groups yet at the same time there must advance e-recording campaigning and improve some openings for work as TRPs inside the general public all together that individuals become increasingly mindful of this new chance. So significance should keep an eye on security of individual information of purchasers , all together that an ever increasing number of individuals electronically record their profits likewise some mindfulness drives ought to be organized by charge division and furthermore web-based social networking is frequently utilized propel people groups to document their arrival electronically.

Individuals' acknowledgment of E-documenting is very connected with their degree of innovation availability. Innovation availability is characterized as individual's inclination to grasp and utilize innovation for achieving certain undertakings. So, more endeavours must be made during this bearing by Indian assessment Department then just the can ready to do their main goal. "Innovation inside the administration of Taxpayers". E-documenting is frequently enormous blast to income experts in creating nations, diminishing their managerial expense and blunder rates, and improving their productivity.

Whenever and from anyplace. Along these lines, the citizens are profited by utilizing use e-submitting and e-value administrations. In this manner, it is far glaring that e-tax collection clearly demonstrated a couple of dynamic final products and it is in all actuality going to make its total time place inside the Indian Tax framework.

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