



No. G:142:06:2021

June 18, 2021

**Smt. Nirmala Sitharaman**

Hon'ble Union Minister of Finance and  
Corporate Affairs,  
Ministry of Finance  
North Block, New Delhi - 110 001

**Subject: Request to consider the suggestion on the issues/glitches in the recently launched e-filing portal of the Income Tax Department**

Respected Madam,

Greetings from the Institute of Cost Accountants of India!

Further to our representation submitted to your good office vide letter no. G:142:06:2021 dated 12th June 2021 requesting for Inclusion of the Name of the Cost Accountants (CMA) in "Tax Professionals & Others" in www.incometax.gov.in.

We would like to submit the attached suggestions as received from the practicing Cost Accountants who are playing a very vital role as E-Return Intermediaries on the issues/glitches being faced by them in the recently launched e-filing portal of the Income Tax Department.

We also request your good office to include the members of the Institute of Cost Accountants of India to be part of the interactive meeting scheduled on 22nd June, 2021 with Infosys on issues/glitches in the recently launched e-filing portal of the Income Tax Department.

We are confident that all the glitches and related issues will be sorted out with the active support of all the stakeholders.

We look forward to a favourable response to our request. Your good office may reach us at [trd@icmai.in](mailto:trd@icmai.in)

Thanking you,

Yours faithfully,

**CMA Biswarup Basu**  
President



# The Institute of Cost Accountants of India

(Statutory body under an Act of Parliament)

## Glitches on the new Income Tax website 2.0

1. As per section 288 Cost Accountant can do Income tax practice and can represent the case on behalf of the Assessee up to appellate tribunal, but name of Cost Accountant is not showing in Tax professionals & others tab.
2. Name of The Institute of Cost Accountants of India, in drop list under Register authority in update profile is not showing.
3. The Portal is very slow. It takes very long time to open and sometimes gets hanged. Not allowed to return back. The only option is log out from the portal.
4. IT acknowledgements in PDF cannot be downloaded. Error- Acknowledgement is downloaded in Pdf with 0kb file size.
5. Information on the earlier ITRs filed is not available in the new portal.
6. Other forms uploaded of earlier previous year like Form 3CADC/3CBCD, Form 10B etc. is shown in the new web portal of income tax but option to download the form is not available.
7. To file appeal or other online request like Form 35, request for rectification under section 154 etc. is not working.
8. The status of the ITR filed is not available as in the previous portal, viz.  
ITD Processed, Pending for e-verification etc.
9. JSON utility not available.
10. In pending action tab, e-proceedings are not opening.
11. In response to outstanding demand tab, response of earlier previous year submitted is not showing.
12. Response made of notices issued during the previous year is not showing.
13. Dashboard Tab, Grievance and Compliance tab is not working.
14. Unable to raise refund reissue request.
15. PAN is shown as invalid.
16. While filing Verification in ITR if 'Self' is selected in capacity then Name disappears.
17. Rectification of return options is not available.



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18. Earlier Validated Bank accounts are not getting VALIDATED.
19. There is also some technical problem in form 10A for renewal of 80G.
20. New Incorporated companies or Firms are not able to register themselves.
21. Assessee who registered on Income Tax old portal in May 2021 and also returns are filed, but it is showing in Income tax website that PAN is Inactive/ PAN Data not available.
22. Auto populated option is not working in the case of DIN.
23. No tab available for Vivad Se Vishwas Scheme.
24. The option of Forgot Password is not working.
25. Registering or Updating of DSC is not working.
26. Error in Profile Updation.
27. Unable to file 15CA/15CB.
28. Return Option is available for filing of Return for AY 2021-22 (FY 2020-21) but unable to file.
29. Unable to update UDIN for Audit report or other certification.
30. Unable to register a valid TAN for submit of TDS return.

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