



**ALL INDIA TAX PAYERS'
ASSOCIATION (AITPA)**
Educate, Empower & Excel

SOLUTIONS TO KEY ISSUES IN INCOME TAX PORTAL



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SOLUTIONS TO KEY ISSUES IN INCOME TAX PORTAL

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IF YOU HAVE ANY ISSUES OTHER THAN THOSE LISTED HERE, KINDLY LET US KNOW FOR EARLY RESOLUTION.

| S.NO | ISSUE | SOLUTIONS |
|------|--|---|
| 1 | Availability of ITR 3 Form | It is now available by JSON format for selection |
| 2 | ITR V (acknowledgement) and ITR Forms not available for download | The Forms are available for download now. Works faster in non-working hours. Try downloading before 10 AM or after 10 PM |
| 3 | Can the Java Utility be downloaded for filling ITR Forms? | Excel and Java Utility are now not available. Only JSON utility is available on the new IT Portal |
| 4 | Aadhar OTP not getting delivered for verification | If the Aadhar OTP does not get delivered, try resending the OTP atleast 2 more times. Alternatively, can log out and select 'OUR SERVICES' ; then select "E-VERIFY". |
| 5 | DSC Registration for Filing ITR for Companies/Firms | Director/Partner has to register the DSC with their own login. |

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| 6 | Response to Notice u/s 148 | Please go to “E-Proceedings” Tab and select “FILE RESPONSE” |
| 7 | 234F levied even after 31 st July, 2021 | Download the latest JSON utility. 234F will not be levied |
| 8 | Acknowledgement not immediately available after filing return | As soon as return is filed before clicking Proceed option, select “DOWNLOAD FORM”. The acknowledgement will get downloaded |
| 9 | Return Filed with Refund but Refund not Displayed on Acknowledgement | The issue will be fixed shortly, however, a grievance may be raised on the same |
| 10 | Form 35 - Unable to be filed due to DIN not getting Filled | A dummy number can be put in place. The issue will be resolved shortly, however a grievance can be raised to resolve the same |
| 11 | Non Availability of Vivad Se Viswas Forms | The issue will be fixed shortly, however, a grievance may be raised on the same. It is advisable to wait till the issue is fixed before filing Form 4 (even though it is available) |
| 12 | Return filed on 04/08/2021 but displaying on the website as filed on 08/04/2021 | The issue will be fixed shortly, however, a grievance may be raised on the same. |
| 13 | Bank Pre-Validation not working | Go to My Profile and add the bank account to pre-validate the same. If this does not work, check with the bank if it has been pre-validated correctly. |

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| 14 | ITR 3 – Depreciation calculation issues | The depreciation calculation is done including decimals but is not rounded off in the ITR Form. This leads to some validation errors and does not allow the Assessee to file the return. The same is being fixed and will be resolved shortly. |
| 15 | Legal Heir Registered in Old Website – Unable to Login through new Portal | The legal heir option is not available but profile shows that it is registered. Raise a grievance and keep the same on a record. |
| 16 | Remote filing of DSC | The new IT Portal does not allow remote filing using DSC. The filer needs to have the DSC in hand. Alternatively, team viewer or remote controlling software can be used. |

DO YOU HAVE ANY MORE CHALLENGES OR DIFFICULTIES?

KINDLY LET US KNOW FOR EARLY RESOLUTION

Forever Yours in Service

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