

## Income Tax department to ensure 'e-nivaran'

The Income Tax department has launched a special electronic grievance redressal system called 'e-nivaran' in order to fast track taxpayer grievances and ensure early resolution of their complaints. A separate and dedicated window for grievance redressal has been launched recently in the Income Tax Business Application (ITBA), the new smart electronic platform for the regular operations of the department. The facility is called 'e-nivaran' (electronic solution) and acts to integrate all online and physical complaints gathered by the department at this platform which will be monitored by the Assessing Officer of the case up to the supervisory officers in a paperless environment. "The new system is called unified grievance management system and is acronymed 'e-nivaran'. The system not only records the origin of the grievance on the electronic platform it works on, but it also keeps tracking it till it reaches its logical conclusion for final resolution," a senior IT official said. The e-portal will also ensure that grievances related to any section or domain of the tax department is transferred quickly to the department concerned like that of refunds issue or any other IT matter concerning an assessee. The decision to launch 'e-nivaran', the official said, was taken in view of Prime Minister Narendra Modi few months back asking the IT department to pull up its socks and ensure that taxpayers grievances are resolved in the shortest possible time.

(Source: [www.thehindubusinessline.com/](http://www.thehindubusinessline.com/))

## CBDT Directs Income Tax Department to Comply with CIC Orders Invariably

Citing some cases of non-compliance of Central Information Commission's orders to the Income Tax department, CBDT has said the taxman should strictly comply with them and non-compliance will be taken "adversely". Officials said Central Board of Direct Taxes, the policy-making body of the department, had to issue a directive to all tax offices and their Central Public Information Officers (CPIOs) after CIC made its unhappiness known to it, stating the orders passed by the central transparency watchdog are not being "complied with" by the IT department in certain cases. They said CIC recently wrote to CBDT Chairman Atulesh

Jindal, citing some specific cases where the field offices of the department did not take required action after it ordered them to do so.

(Source: [www.financialexpress.com](http://www.financialexpress.com))

## Now, Services to Attract 10 Per Cent Tax under Revised DTAA

The amended India-Mauritius tax treaty has inserted a new clause allowing source-based taxation at 10 per cent on fees paid for technical and consultancy services. Besides, services-based permanent establishment has been introduced under which the business income of an employee of a foreign company in India will be taxable if he or she spends 90 days in India in the past 12 months. The revision provides for 10 per cent tax on gross basis for fees for technical services (FTS) in the source state, according to the text of the treaty amendment signed recently. So far, a company or entity was deemed to have a permanent establishment (PE) in India if it had a place of business or site or office building or factory workshop. Tax experts said that now if a company's employees spend 90 man days in India, then the companies' business income in India will be taxable at 40 per cent. "Through the inclusion of the services PE clause, the tax net has been widened," an expert said, adding that tax credit can be obtained. The tax will be at the highest applicable rate between the two countries. As per the protocol, the definition of PE has been enlarged to include "furnishing of services, including consultancy services, by an enterprise through employees or other personnel" for more than 90 days within any 12 months.

(Source: <http://www.business-standard.com/>)

## Govt. Cuts Excise Duty on Impure Gold to 9.35 per cent

The Central Government has reduced excise duty on impure or dore gold to 9.35% from 9.5%, widening the difference in import duty on pure gold to 0.65% in a move aimed at making bullion manufacturing in the country more attractive. Finance Minister Arun Jaitley had increased the excise duty on impure dore gold to 9.5% from 9% in this year's budget, narrowing the difference between the duty on impure and pure gold, making refining of gold less profitable.

(Source: [www.economictimes.com](http://www.economictimes.com))