

Frequently Asked Questions (FAQs)

- [GENERAL QUESTIONS](#)
- [QUESTIONS RELATED TO FORMS](#)
- [QUESTIONS RELATED TO E-FILING PROCESS](#)
- [QUESTIONS RELATED TO DIGITAL SIGNATURE](#)
- **QUESTIONS RELATED TO CPC**
- [QUESTIONS RELATED TO REVISED RETURN & RECTIFICATION](#)
- [QUESTIONS RELATED TO ITR- V](#)

QUESTIONS RELATED TO CPC

1. [I am not receiving any communication from ITD CPC regarding receipt of ITR-V, Intimation u/s 143\(1\) or other communications. What should I do?](#)
2. [If the Original e-return is invalid because of non-receipt of ITR-V, can I file Original return once again?](#)
3. [The Demand entries communicated by ITD CPC in my case are erroneous and ITD CPC has adjusted these demands against my refund. Whom to contact to clarify the correct position of demand?](#)
4. [If assessee does not receive any intimation from the CPC Bangalore u/s 148 or 153, then what is the procedure to contact CPC for refund without any reference no.?](#)
5. [How can I see the rectification status?](#)
6. [How can I open the rectification PDF, which is password protected?](#)
7. [If assessee has uploaded wrong rectification request, what is process of correction of rectification?](#)
8. [Under which conditions, assessee needs to contact CPC Bangalore?](#)
9. [What is CPC help line number?](#)
10. [Assessee wants to know email id for CPC?](#)
11. [Assessee is not able to call on toll free number from abroad?](#)
12. [What are the working hours of CPC?](#)

QUESTIONS RELATED TO CPC

1. I am not receiving any communication from ITD CPC regarding receipt of ITR-V, Intimation u/s 143(1) or other communications. What should I do?

Answer: Your email id and mobile number in ITD database may not be available. The electronic communications are sent to the email mentioned in the return and also to mobile number as mentioned in the return. It may be the case that your tax practitioner might have registered your PAN and might be receiving communications from CPC on his email ID and Mobile. Kindly ensure that the tax practitioner provides your own mail id and mobile no. in the return. You are advised to enter your own valid email id as well as your mobile number and not that of your tax practitioner, if you want to receive all the communication sent by the ITD. Further, to know the present status of e-return as well as ITR-V, facility has been provided under the menu “My Account” in the ITD e-filing website.

2. If the Original e-return is invalid because of non-receipt of ITR-V, can I file Original return once again?

Answer: If the Original Return has been rejected at CPC due to any reason :

- a. Case I : 120 days period (with extension, if any) has not elapsed – The assessee is required to send a signed copy of ITR-V again to "Income Tax Department – CPC, Post Bag No - 1, Electronic City Post Office, Bengaluru - 560100, Karnataka" **within 120 days of uploading the return by ordinary post or speed post only.**
 - b. Case II : 120 days period (with extension, if any) has elapsed : The assessee is required to file a revised return, however, the revised return filed now will be treated as Original return.
3. The Demand entries communicated by ITD CPC in my case are erroneous and ITD CPC has adjusted these demands against my refund. Whom to contact to clarify the correct position of demand?

Answer: These demands have been intimated by the Jurisdictional Assessing Officer to the CPC and accordingly refund has been adjusted by the CPC. You are advised to contact the jurisdictional Assessing Officer with all the documentary evidences to get the mistake rectified. The adjusted refund can be issued only by the Assessing Officer after verification of demand and taxes for the demand year. Do not approach the CPC for the same.

4. If assessee does not receive any intimation from the CPC Bangalore u/s 148 or 153, then what is the procedure to contact CPC for refund without any reference no.?

Answer: If assessee does not receive any intimation from the CPC Bangalore u/s 148 or 153, then assessee needs to dial toll free number 18004252229 or paid number 080-22546500 and after the call is connected- Press 9 to speak to CPC executive on the IVR response.

5. How can I see the rectification status?

Answer: Kindly login and goto My Account – Rectification – Rectification Status to check the status of the rectification

6. How can I open the rectification PDF, which is password protected?

Answer: The password is a combination of PAN (in lower case) and DOB in ddmmYYYY format for e.g. for PAN : bcmps1106b and dob : 02/10/1980, the password should be entered as bcmps1106b02101980

7. If assessee has uploaded wrong rectification request, what is process of correction of rectification.

Answer: Assessee can withdraw rectification within 7 days of upload, if assessee has uploaded wrong rectification request.

8. Under which conditions, assessee needs to contact CPC Bangalore?

Answer: Assessee needs to contact CPC in case of refund and intimation related matters

9. What is CPC help line number?

Answer: The helpline numbers for CPC are : 1800-4252229 (Toll free) chargeable No.080-22546500

10. Assessee wants to know email id for CPC?

Answer: All queries to CPC will be handled at the toll free number : 1800-4252229 or chargeable No.080-22546500

11. Assessee is not able to call on toll free number from abroad?

Answer: If Toll free no. not connected from the abroad, Call chargeable No.080-22546500

12. What are the working hours of CPC?

Answer: Taxpayers can contact CPC from 8:00am to 8:00pm from Monday to Friday.