

NEXT-GENERATION TAX PROCESSING: INTEGRATED E-FILING & CPC 2.0

Abstract

The transformation of income tax filing in India has become a fully digital ecosystem, culminating in the launch of the Integrated e-Filing and Centralized Processing Centre (IEC 2.0). This unified platform streamlines e-filing, tax processing, and taxpayer support, serving over 140 million users and handling millions of annual registrations and queries. Key innovations include pre-filled forms, real-time calculators, and robust communication management, which collectively enhance compliance, reduce grievances, and improve taxpayer experience. Proactive campaigns, targeted outreach, and digital self-help resources further strengthen engagement and compliance, while the system's readiness for AI adoption positions it for future advancements in efficiency and service quality.

Income tax filing in India has transformed from a manual, paper-heavy process to a fully digital one by enabling online submission of ITRs and audit forms, authentication of users, verification and faster processing.

Centralized Processing Center (CPC) was introduced to create a centralized, automated, fast, accurate and scalable system for processing income tax returns by improving both efficiency for the department and experience for taxpayers.

This major transformation journey since 2010 has significantly reduced queues, paperwork, and manual interventions. The Department aimed to bring e-filing, tax processing, and taxpayer support to one platform to improve engagement, reduce complaints and deliver better taxpayer experience. The Integrated e-Filing and Centralized Processing Centre (IEC 2.0) was launched to bring e-Filing and CPC under a single MSP, providing end-to-end ownership

of the taxpayer journey. This unified model ensures better coordination, faster processing and greater accuracy across filing, verification, processing, communication and grievance resolution. With features such as pre-filled forms, real-time calculators, quicker refunds and improved status tracking, IEC 2.0 simplifies compliance, enhances service quality, reduces grievances and enables a smooth transition from legacy systems.



Scale, complexity, and evolving user needs

IEC 2.0 currently serves approximately 140 million users according to the IT department's official website, and processes 12 million new registrations annually, while handling a high volume of taxpayer queries. Operating in a complex environment, it manages multiple ITRs and statutory forms, frequent regulatory

changes, recurring deadlines and integrates seamlessly with systems like TDS CPC, Insight, PAN, and Aadhaar. The platform ensures high uptime, strong security, and adapts to evolving compliance needs—even during peak filing seasons. Each year, 6–7% of filers are first-time taxpayers, according to the

Press Information Bureau, leading to more queries as they navigate the process. To address this, the e-Filing portal was redesigned with a focus on simplicity, accessibility, and clarity by creating an intuitive experience that builds trust and improves the end-to-end taxpayer journey.

Integrated Communication Management (ICM): Enhancing taxpayer support and compliance

Infosys's Integrated Communication Management (ICM) framework provides centralized, accurate and multilingual taxpayer support across a robust multi-channel ecosystem, serving as the first point of assistance within the entire filing lifecycle. With continuous agent training, deep domain expertise and a structured grievance management framework covering 126 categories, this helpdesk efficiently resolves routine queries through

L1 agents and manages complex cases via L2 specialists, ensuring timely and high-quality service. Supporting over 80 million ITR filings annually, the Helpdesk leverages digital innovations, streamlined processes and internally developed systems to reduce errors, prevent delays and strengthen compliance. In partnership with the IT Department, ICM also drives enhanced taxpayer experience

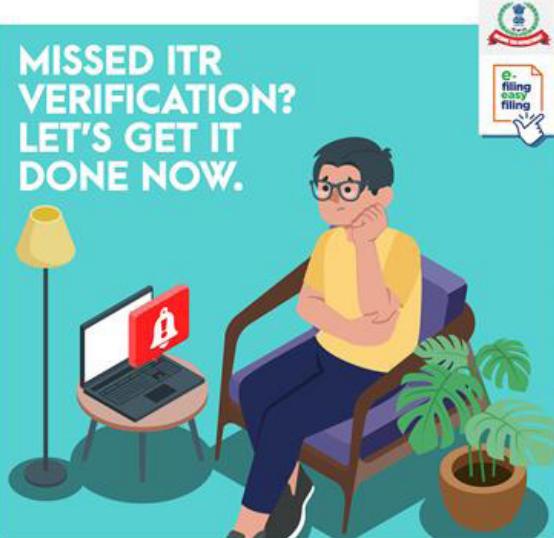
and ease of compliance through proactive multi-channel engagement, including targeted campaigns, social media outreach, webinars, Webex sessions, and self-help resources (such as awareness videos). These initiatives simplify processes, provide timely guidance, reduce grievances, improve satisfaction and build confidence in a transparent, citizen-friendly, digital tax ecosystem.

1. Campaign to strengthen taxpayer compliance

Targeted campaigns are part of a key strategy to enhance taxpayer awareness and compliance by providing clear updates on filing deadlines, pending ITR verifications, DSC expiries, and refund

failures. By proactively addressing common issues, such as missed deadlines, incomplete verifications, and outdated DSCs, these campaigns prevent penalties, encourage early filing, reduce last-

minute helpdesk reliance and help lower grievance volumes. These campaigns aim to inform taxpayers and address common challenges in ITR filing and post-filing activities.



MISSED ITR VERIFICATION? LET'S GET IT DONE NOW.

You can still e-verify your ITR using the following modes: AADHAAR OTP, Netbanking, EVC through pre-validating Bank Account or De-mat Account, using DSC to ensure a secure and hassle free process.

Please note, that your Income Tax Return will be treated as non-est. if you fail to verify your Income Tax Return.

Delayed verification of ITR has consequences as per CBDT Notification No.02 of 2024 dated 31.03.2024. Since 30 days have elapsed from the time of submission of your ITR data for A.Y. 2025-2026, the date of verification will be considered as the date of filing.

For verification of ITR, login to www.incometax.gov.in, click on e-file → Income Tax Returns → e-Verify Returns.

Ignore if not applicable to you.
www.incometax.gov.in


For help, contact : 1800 103 0025 | 080-46122000

ITR filed but not verified

Many taxpayers skip ITR verification, leaving returns unprocessed. Creative campaigns promoting e-verification via Aadhaar OTP, net banking, or DSC have cut related grievances greatly, improved compliance and enabled faster revenue realization.



A VALID E-SIGNATURE ENSURES AN EASY E-FILING.

Do Remember

- To check the expiry date of DSC.
- To de-register the old DSC before registering a new and valid DSC.
- To install the latest version of the emBridge application* if you get the 'something went wrong' error.
- To ensure that DSC is linked to the PAN of the principal contact, who should be registered in the 'My Profile' section of the e-Filing portal.

* Uninstall existing emBridge application – Install latest version – using the path
<https://embridge.emudhra.com> – Delete existing certificate – Import the certificate again in epass token tool – Retry

Ignore if not applicable to you.
www.incometax.gov.in


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DSC expiry

Expired DSCs often disrupt corporate filings. Proactive campaigns on timely renewal and re-registration have cut DSC-related grievances by a huge margin, proving the impact of early intervention.

3 CRORE+ ITR'S FILED TILL DATE.

#File Smart. File Early.

DUE DATE IS
15TH SEPT*

All eligible Taxpayers who are individuals and Non-audit cases — including Salaried Individuals, HUFs, Firms, and Trusts not under Audit — must file their Income Tax Return by 15th September 2025.

To get started, please keep the following in mind:

- ITR-1, ITR-2, ITR-3 and ITR-4 for A.Y. 2025-2026 are available on the e-Filing portal. Kindly file your return at the earliest.
- Collect your Form-16 from your employer before you begin the filing process.
- Review your AIS and 26AS carefully to ensure accurate reporting.
- Note: The New tax regime is the default option. If you wish to opt for the old tax regime, select YES under Section 115BAC(6) in the relevant column while filing.

www.incometax.gov.in

FOR HELP, CONTACT: 080-46122000 | 1800 103 0025

*Due date of 15thSeptember 2025 applies to Salaried Individuals, Firms, Association of Person/Body of Individuals (AOP/BOI), Artificial Juridical Person (AJP), Trust, Local Authority (Non-audit Cases).
② Don't forget to e-Verify the Income Tax Return within 30 days from date of submission of the ITR.
③ For more secure, faster, and hassle-free verification of ITR, e-Verify through Aadhaar OTP, Pre-Validated Bank Account, Net-Banking & Pre-Validated Demat Account. ④ New tax regime is the default tax regime. For more information, kindly refer to the CBDT circular no. 05 of 2023 under old tax regime and new tax regime.
If already filed, kindly ignore.

ATTENTION TAXPAYER!

A Validated Bank account is necessary for receipt of Income Tax Refunds.

An already validated Bank account will require re-validation after updation of account details consequent to change in branch, IFSC, Merger of Bank etc.

For adding a new bank account:
Login to e-Filing portal at www.incometax.gov.in → Click on My Profile at right top corner of the screen → My Bank Account → Add Bank Account → Validate.

For updating the bank account details in already added bank account:
Login to e-Filing portal at www.incometax.gov.in → Click on the Bank Account 'Update' reflecting on the left side of the screen
Choose bank account → Click on Re-validate → Update bank account Details such as bank account no., IFSC, account type → Validate.
Ignore if not applicable to you.

www.incometax.gov.in

For help, contact : 1800 103 0025 | 080-46122000

Non-filing of ITR

Campaigns promote timely filing of ITRs to avoid penalties, errors, and last-minute system load. Proactive communication has reduced last-day filings from by millions over three years, ensuring smoother compliance and fewer grievances.

Refund failures

Refund delays often stem from unvalidated bank accounts. Awareness campaigns on updating and validating details reduced refund-related grievances greatly, significantly improving taxpayer experience.

2. Managing public engagement via social media outreach and ORM

The Income Tax Department, under CBDT, operates a comprehensive online reputation management (ORM) framework that integrates proactive communication with real-time engagement to ensure

transparent and effective taxpayer outreach. Through its official X handle @IncomeTaxIndia and regular updates on the Income Tax website, the Department disseminates timely notifications,

policy updates, and press releases while actively addressing taxpayer queries and grievances.

The media cell monitors public sentiment, tracks trends, corrects misinformation, and escalates complex cases to specialized

units. During peak periods, it ensures timely crisis communication, collectively strengthening trust, enhancing awareness,

reducing confusion, and maintaining a positive digital reputation.

Webinars and Webex sessions



Webinars and Webex sessions are a key ICM initiative, conducted in collaboration with IT Department, to address recurring grievances and simplify newly introduced forms and functionalities on the Income Tax portal. These interactive sessions provide clear, step-by-step guidance

on complex tax processes, helping taxpayers understand new features, reduce e-filing errors, minimize grievances, and build confidence to use the portal independently. Webex further serves as an extended support channel, enabling real-time collaboration, screen sharing,

and direct interaction with helpdesk and technical teams for accurate issue diagnosis and faster resolution, thereby enhancing taxpayer satisfaction, trust, and overall support effectiveness.

3. Awareness videos

ICM promotes self-service through a dynamic library of 68+ awareness videos hosted on the Department's website and YouTube. These step-by-step visual guides simplify return filing, form understanding, troubleshooting, reducing reliance

on helpdesk support and minimizing errors caused by misinterpreting written instructions. Continuously updated to reflect system and regulatory changes, these videos help taxpayers stay informed, improve compliance, and enhance portal

usability. By leveraging technology, ICM builds transparency, user confidence, and ensures a smoother, more user-friendly filing experience.



Targeted outbound calls: Taxpayer interventions

Targeted outbound calls are a proactive ICM initiative designed to support taxpayers and prevent filing-related issues through early, personalized intervention. A dedicated team conducts post-deployment sanity checks and outreach to address challenges related to ITR forms, audit documents, new features, and regulatory updates, helping taxpayers avoid last-minute errors, delays, penalties, and grievances. The calls also include

reminders, data validation, pre-submission issue resolution, and specialized assistance such as sharing secure VC passwords for e-proceedings and guiding legal heirs through registration rejections. Feedback gathered through these interactions improves portal usability and service quality, ultimately strengthening compliance, building trust, and delivering a smoother, more citizen-friendly filing experience.

Proven excellence with readiness for future AI adoption

ICM has consistently exceeded RFP expectations through proactive engagement and strong operational controls, improving portal usability, filing accuracy, and reducing grievances. As the Department envisages AI-enabled operations to enhance efficiency and taxpayer experience, ICM is well-

positioned to leverage its mature processes and domain expertise for faster, smarter, and more intuitive services.

Key strengths & readiness indicators

- Consistently surpasses RFP commitments
- Strong governance with proactive monitoring and checks
- Improved portal stability and fewer

grievances

- Mature processes and data ready for AI adoption
- Ability to deploy AI-driven automation and analytics

Focus on faster, accurate resolutions and better taxpayer experience.

Authors



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Karthick is a Senior Lead – Client Operations & Services at Infosys BPM, with 10+ years of leadership experience in a large government program. He holds an MBA in Operations Management. He has over 20 years of experience across customer service, business operations, order management, e-commerce and vendor management and has successfully led large and complex operations. Karthick specializes in change management and leading high-performing teams and is experienced in managing scale while delivering consistent outcomes in high pressure public service environments which cater to over 130 million users. He manages end-to-end delivery of customer service using an innovative platform which unifies all customer queries received over 13 different channels into single resolution repository.



Kotresh M.G

Senior Services Head-Client Operations

Kotresh is a senior services head for client operations at Infosys BPM, taking care of service delivery for a large Government of India client in taxation domain. With over 28 years of experience in Tax Law Practice, Litigation, Arbitration, he brings expertise in building processes in finance, taxation and customer service domains using technology for delivering digital services. Kotresh has a track record of managing the account for 17 years, executing several innovations in digitization of the taxpayer services for the client, improving the turnaround time taken for tax return processing from months to minutes, ensuring high accuracy in accounting and delivery of tax refunds and associated services to more than 130 Million users. He is Graduate of Commerce and Law, holding Post Graduate Diploma in ADR from NALSAR University.

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