

Whom should Assessee contact for Income Tax refund related queries

- Whom should I contact for refund related queries?

For any refund related query the taxpayer should contact Aaykar Sampark Kendra at 0124 2438000 or email at refunds@incometaxindia.gov.in

In case return is submitted at Centralised Processing Centre (CPC) Bangalore, the taxpayer can contact CPC on 1-8004252229 or 080-43456700.

- Whom do I contact for queries related to payment of refund which has been processed by ITD?

For any payment related query the taxpayer should contact SBI at 18004259760 or email at itro@sbi.co.in.

- My refund details are showing wrong in Form 26AS. How can I correct it?

The State Bank of India (SBI) is the refund banker to the Income Tax Department (ITD). The Cash Management Product department of SBI (CMP SBI) processes the refunds under the refund banker scheme. Details of refunds are forwarded to CMP SBI by the ITD. The tax payer should contact SBI at the following address:-

Cash Management Product (CMP)

State Bank of India

SBIFAST

31, Mahal Industrial Estate

Off Mahakali Caves Road

Andheri (East)

Mumbai – 400 093.

Contact no: 18004259760 or email at itro@sbi.co.in

- I have received refund in my bank A/C through ECS, but Form 26AS reflects mode of payment as 'Paper'.

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- How do I know whether my refund is in process at ITD in Form 26AS?

Form 26AS displays only the refund paid by Income Tax Department. There is no provision in Form 26AS to view in-process or pending refunds. The tax payer should contact Aaykar Sampark Kendra at 0124 2438000 or email at refunds@incometaxindia.gov.in.

In case return is submitted at Centralised Processing Centre (CPC) Bangalore, the taxpayer can contact CPC on 1-8004252229 or 080-43456700.

- The Assessing officer has refused to grant me refund saying credit entry is not reflecting in their system. What should I do?

You can submit copy of Form 26AS to assessing officer. For further clarification please contact Aaykar Sampark Kendra at 0124 2438000 or email at refunds@incometaxindia.gov.in.