

No.20-404/2013/AS-I
Government of India
Ministry of Communications & Information Technology
Department of Telecommunications
(Access Services-I Division)

Subject: Suggestive guidelines to all the ISPs and Access Service Providers to take care of the connectivity issues of the e-filing website of Income Tax Department i.e. incometaxindiaefiling.gov.in

Reference DoT's letter No.813-07/42/2013-DS-II(Pat-I), dated 10.12.2013 on the above subject (copy enclosed).

2. It is requested to get uploaded the suggestive guidelines (2 Pages) contained in the letter under reference on the website of DoT.



(P. CHADHA)
Under Secretary (AS-I)

Director (IT Cell),
DoT, Sanchar Bhawan

Encls. : 3 (Three)

Department of Telecommunications
(TS Cell)

10/10

No. 813-07/02/2013-TS-II (Part-2)

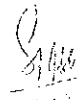
Dated 10.12.2013

Subject: Issue of suggestive guidelines for all the ISPs and Access Service Providers regarding e-filing website of income tax department.

Please find enclosed herewith a letter of enquiry dated 10.12.2013 addressed to all ISPs and Access Service Providers containing herewith a suggestive guidelines to take care of the connectivity issues of the e-filing website of Income Tax Department at www.indiaefiling.gov.in.

^{enclosed}
This letter has been issued with the approval of Member (C). It is requested to dispatch this enclosed letter to all the Access Service Providers.

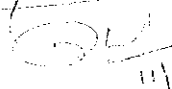
Cont. 4/1


(A.T. ARSAS)
DIR (DS-II), DOT

✓ To: ~~Smt. R. K. Soni, Director (AS-I), DOT~~

US/AS-1

cc sent to all concerned officials / CAS / CHS / DL Senior
Principal


11/12/13

It got it updated in DOT website but Action
taken on it is not clear / not clear / not clear

cont. 4/1

Government of India
Ministry of Communication & IT
Department of Telecommunications
Sachar Bhawan, 20, Ashoka Road, New Delhi -110001
(Data Services Cell)

No. 813-07/42/2013-D3-31(Part-1)

Dated 30.08.2013

To

All Internet Service Providers
All UASL/CMTS/UL (AS)/UL Licensees

Subject: Suggestive guideline to take care of the connectivity issues of the e-filing website of Income Tax Department i.e. incometaxindiaefiling.gov.in

Directorate of Income Tax (Systems), Central Board of Direct Taxes has stated that due to ever increasing response for e-filing from every corner of the country, during the peak periods of e-filing, many users are unable to connect to e-filing website of the income tax department i.e. incometaxindiaefiling.gov.in website. (The peak periods of e-filing are observed ten days prior to 31st July, 30th September and 31st March of every financial year, to above dates or as extended by the CBDT). The Income Tax Department has internally checked its system during the last peak period, and is sure that there are no issues on its side as the website was working properly and also the bandwidth utilization was within limit.

2. Income Tax Department has requested that all the Internet Service Providers (ISPs) may internally check their system on the issues regarding DNS, IP load, Firewall Filter and DHCP Server and make necessary amendments. In this regard, CBDT has forwarded certain suggestions for the Internet Service Providers.

3. The Internet service Providers and the UASL/CMTS/UL (AS)/UL Licensees are hereby directed to follow the enclosed suggestive guideline to take care of the connectivity of the e-filing website of Income Tax Department ten days prior to 31st July, 30th September and 31st March of every financial year.

Encl: A/A


(S. T. Arora)

Director (D3-31)

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Necessary Guidelines to the Internet Service Providers (ISPs) to take care of the connectivity issues to the e-filing website of the Income Tax Department i.e. incometaxindiaefiling.gov.in.

It has been observed that there has been huge response for e-filing from every corner of the country, but at the same time during the peak periods of e-filing, many users are unable to connect to e-filing website of the Income Tax Department i.e. incometaxindiaefiling.gov.in website. (The Peak periods of e-filing are observed ten days prior to 31st July, 30th September and 31st March of every Financial Year, to the above dates or as extended by the CBDT). The Income Tax Department has internally checked their system during peak period and they are sure that there are no issues on their side as the website is working properly and also the bandwidth utilisation is within limits. However, all the Internet Service Providers (ISPs) are directed to internally check their systems on following issues and make necessary amendments in this regard:

- I. **The DNS Issue:**
 - In the last days of approaching due date for filing of Income Tax Returns (ITRs), there are thousands of users trying to access the e-filing website incometaxindiaefiling.gov.in. When they try to access, the command let hit the DNS which directs it to the particular site. There may be limit to one particular route and the users are unable to access the website.
 - Possible Solution: To relax the limit of this particular network routing for the identified few days.
- II. **The ISP Load is unable to handle the huge traffic in the last days of approaching due date for filing of Income Tax Returns (ITRs).**
 - Possible Solution: The bandwidth may be increased to handle the load for the identified few days.
- III. **Firewall Filter:**
 - Since there are thousands of hits for the particular website in the last days of approaching due date for filing of Income Tax Returns (ITRs), there may be filter limit set by the ISP.
 - Possible Solution: The filter may be relaxed for the identified few days.
- IV. **HTTP Server:**
 - There can be limit of number of concurrent users accessing the internet through the ISP and because of it some users may not be able to connect to the internet.
 - Possible Solution: the limit may be increased for the identified few days, if possible.