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

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)
Government of India  
Ministry of Communications & T
Department of Telecommunications  
Sanchar Bhawan, 20, Asokan Road, New Delhi -110061  
(Date: Services Cell)

No. 813-62/42/2013-DoT (Part-I)  
Dated 30/12/2012

To  
All Internet Service Providers  
⇒ All UASL/CMTS/UL (AS)/UL Licenses

Subject: Suggestive guideline to take care of the connectivity issues of the e-filing website of Income Tax Department i.e. incometaxindia.e-filing.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 period of e-filing, many users are unable to connect to e-filing website of the income tax department i.e. incometaxindia.e-filing.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 systems on the issue regarding DTP, MRT, local, firewall filter and other server etc. 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 Licenses 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.

End: A/A

[Signature]

Director (ITD-1)
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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. The peak periods of e-filing are observed ten days prior to 31st July, 30th September and 31st March of every Financial Year, (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. 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 for 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. Website Failure:
   - 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 lower limit set by the ISP.
   - Possible Solution: the limit may be relaxed for the identified few days.

IV. ISP Failure:
   - 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.