

**GOVERNMENT OF INDIA  
FINANCE  
LOK SABHA**

UNSTARRED QUESTION NO:859  
ANSWERED ON:04.03.2005  
ISSUE OF PAN CARDS  
Verma Shri Rajesh

**Will the Minister of FINANCE be pleased to state:**

- (a) the number of PAN cards issued in the country as on date especially in Uttar Pradesh;
- (b) whether acquiring and possession of PAN cards become a problem for small income groups;
- (c) if so, the reasons therefor; and
- (d) the steps taken to reduce the harassment meted out to small income groups?

**Answer**

MINISTER OF STATE IN THE MINISTRY OF FINANCE (SHRI S.S. PALANIMANICKAM)

- (a): The number of PAN cards issued in the country as on date is 3,73,00,171 including 31,44,688 cards in respect of Uttar Pradesh.
- (b),(c)&(d): A number of steps have been taken to facilitate the process of obtaining PAN Cards by small income groups. The Income Tax Department has outsourced a part of the activities to UTI Investor Services Ltd. (UTIISL) and National Securities Depository Ltd. (NSDL). Application forms for PAN can now be obtained from the 1343 PAN collection centres of UTIISL and NSDL and can also be downloaded from the websites of the Income Tax Department, UTIISL and NSDL. Besides, facilities for filing PAN application on internet have been provided under Tatkal Scheme. If PAN application is made on internet and processing fee is paid through a credit card, PAN is communicated through e-mail in 5 working days. Even in case of Paper applications, PAN card is normally dispatched in 15 working days.

Both UTIISL and NSDL have set up grievance redressal mechanisms. Income Tax Department has also set up a PAN complaint resolution mechanism through a call centre called "Aayakar Sampark Kendra" where the PAN applicants can make telephonic enquiries to know the current status of their PAN applications.