



आयकर निदेशालय (पद्धति)

DIRECTORATE OF INCOME TAX (SYSTEMS)

ए आर ए सेंटर, भू-तल, डे-2 झंडेवाला एक्स

ARA Center, Ground Floor, E-2, Jhandewalan Extension,

नई दिल्ली - 110055, New Delhi - 110055

F.No. PDGIT(S)/ADG(S)-I/ITBA-PAN Instructions/0001/2016

Dated: 29.11.2016

To,

**The Principal Chief Commissioners of Income-tax/CCsIT**

Ahmedabad/ Allahabad/ Amritsar/ Bangalore/ Baroda/ Bhopal/ Bhubaneswar/ Bareilly/ Chandigarh/ Chennai/ Cochin/ Coimbatore/ Dehradun/ Delhi/ Durgapur/ Guwahati/ Hubli/ Hyderabad/ Indore/ Jaipur/ Jalpaiguri/ Jodhpur/ Kanpur/ Kolkata/ Lucknow/Ludhiana/ Madurai/ Meerut/ Mumbai/ Nagpur/ Nashik/ Panaji/ Panchkula/ Patna/ Pune/Raipur/ Rajkot/ Ranchi/ Shimla/ Shillong/ Surat/ Thane/ Trichy/ Tiruvandrum/ Udaipur/Vishakhapatnam, and

**The Principal Commissioner of Income-tax/CsIT/CsIT(CO & Adm.)**

Agra/ Bikaner/ Calicut/ Dhanbad/ Gandhinagar/ Gwalior/ Jabalpur/ Jalandhar/ Kolhapur/ Muzaffarpur/ Mysore/ Patiala/ Rohtak/ Sambalpur/ Varanasi/ Vijayawada/ Delhi(Adm. & TPS)/ Mumbai(Adm. & TPS)/ Chennai(Adm. & TPS)/ Ahmedabad(Adm. & TPS)/ Bangalore(Adm. & TPS)/ Bhopal(Adm. & TPS)/ Bhubaneswar (Adm. & TPS)/ Kolkata(Adm. & TPS)/ Cochin(Adm. & TPS)/ Chandigarh(Adm. & TPS)/ Hyderabad(Adm. & TPS)/ Jaipur(Adm. & TPS)/ Kanpur(Adm. & TPS)/ Patna(Adm. & TPS)/ Pune(Adm. & TPS)/ Guwahati(Adm. & TPS)/ Nagpur(Adm. & TPS)/ Lucknow (Adm. & TPS)

**Subject: Gearing up of the PAN services due to sharp increase in PAN applications after the recall of high denomination bank notes and requirements for quoting of PAN in recent amendments in Rule 114B and Rule 114E.- Regarding.**

Sir/Madam,

Please refer to the above subject matter. It has been reported by PAN service providers M/s NSDL eGov and M/s UITSU that there is a sharp increase in the number of PAN applications being received due to requirements for quoting of PAN in recent amendments in Rule 114B and Rule 114E.

2. As per procedure put in place a reasonable number of PAN allotment requests are being marked as probable duplicate by the system, during process of allotment of PAN, which has to be resolved by respective Regional Computer Centres(RCCs)/Computer Centres(CCs) and a decision is taken by matching details of already allotted PAN and new PAN request to either allot a new PAN or mark the request for allotment of PAN as duplicate request.

3. It is brought to the notice that duplicate resolution for Company cases is done at central level from the Directorate and software changes for implementation of the same for foreign non individual PAN allotment requests is presently underway which will also be implemented shortly.

4. In view of above, it is requested that all out efforts should be made by the RCCs/CCs to timely resolve duplicate PAN requests marked during allotment of PAN process so as to ensure non-specific tendency on this account.

ITBA-PAN Instruction No.7

- 2 -


5. The above may kindly be brought to the notice of all technical persons working at Regional Computer Centres(RCC) or Computer Centres(CC's) and other relevant users engaged in above work. It is also requested to depute adequate manpower on immediate basis to carryout above work at RCC/CC level if there is any shortage reported.

6. Users are advised to contact helpdesk in case of any issues/clarifications/difficulties in respect of the ITBA-PAN module details of which are as follows:-

- a. URL of helpdesk - <http://itbahelpdesk.nscnometax.net>
- b. Help desk number - 0120-2772828 - 42
- c. Email ID - [helpdesk\\_messaging@nscnometax.gov.in](mailto:helpdesk_messaging@nscnometax.gov.in)
- d. Help desk Timings - 8:30 A.M. - 7:30 P.M. (Monday to Friday)

It is also advisable that Mobile Number and eMail Ids are mentioned in references sent to the Directorate for communicating resolution of problems to field formations in shortest possible time.

Yours faithfully,

  
K. K. Srivastava  
Addl. DGIT(S)-I,  
New Delhi

Copy to:

1. The P.P.S. to Member(I&C), Member(Inv.), Member(II), Member(Rev.), Member(A&J) & Member(P&V), CBDI for information.
2. The P.S. to Pr.DGIT(S) for information.
3. The Web Manager for [www.irs/officersonline.gov.in](http://www.irs/officersonline.gov.in) website.

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