



आयकर निदेशालय (पद्धति)

DIRECTORATE OF INCOME TAX (SYSTEMS)
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F.No. Sevottam/DIT(S)-2/2016-17/_____

Dated: 29.08.2016

✓ To,

The Pr Chief Commissioners of Income-tax/Pr DGsIT/ CCsIT/DGsIT (By Name)

Ahmedabad/ Allahabad/ Amritsar/ Bangalore/ Baroda/ Bhopal/ Bhubaneshwar/
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/ Trivandrum/
Udaipur/Vishakhapatnam and

The Commissioner of Income-tax(Admin & TPS) (By Name)

Ahmedabad/ Bangalore/ Bhopal/ Bhubaneshwar /Chandigarh/ Chennai/ Cochin/ Delhi/
Guwahati/ Hyderabad/ Jaipur/ Kanpur/ Kolkata/ Lucknow/ Mumbai/ Nagpur/ Patna/ Pune.

Subject: Integration of ASK Module with E-nivaran, launch of Online DAK receipt and resolution thereof in new ASK module of Income Tax Business Application (ITBA) - Reg.

Madam/Sir,

Kindly refer to the above subject.

2. The ASK module for all Aayakar Seva Kendra has been revamped and released. This includes and subsumes the existing ASK/Sevottam software and includes the E-Nivaran or grievance form receipt as well as Paper return acceptance and receipt of DAK online. A new functionality has also been developed to receive/resolve dak online for use by all Officers of the Department. This functionality can be access through ASK/Online Dak module in ITBA. An officer can view pending and resolved dak online anytime. This functionality is available for use w.e.f. 22.08.2016 in Income Tax Business Application (ITBA) through the ASK module.
3. Key features of new ITBA - ASK module:-
 - i. Jurisdiction free dak and paper return receipt. Any dak can be received at any ASK and same can be assigned to any officer irrespective of jurisdiction/location across the country.
 - ii. **Integration of ASK with ITBA modules (PAN, TAN, Exemption and Appeal etc.). Action can be initiated on dak by respective officer in ASK and same will be redirected for resolution to respective module based on dak category and sub-category.**
 - iii. **Integration with e-Nivaran module of ITBA and update of status of all grievances filed in e-filing portal will be available in ASK as well.**
 - iv. Facility to attach documents - supporting documents can be scanned and attached in application for reference of concerned officer.
 - v. Communication through Email/SMS - Email/SMS will be sent to acknowledge receipt of

- vi. Centralized dak status at ASK centre – Status of dak received through ASK or with AO etc. can be viewed on real time basis.
 - vii. Integration with AST for rectification related DAK – All rectification related DAK will be sent into ITD AST application for necessary action.
4. In future releases, the ASK module will be enhanced with following functionalities-
- i. **Jurisdiction Flexibility** -Provision to authorize ITO(TPS) at the ASK centers to process rectification application.
 - ii. **Integration with e-Filing** – ASK will be integrated with e-filing for all e-enabled services so that status of any application can be viewed at e-filing portals also.
 - iii. **Integration with ITBA modules** – ASK will be integrated with ITBA modules for dak resolution in respective modules on an on-going basis ie as and when new ITBA modules are released, the relevant applications, forms, daketc received at ASK will be integrated to those modules and resolution or action taken in those modules by the concerned officer will be visible in ASK module in case any taxpayer desires to know the status update.
5. The ASK/DAK module under ITBA can be accessed by entering the following URL in the browser: <https://itba.incometax.gov.in>The navigation path for ASK module is: **ITBA Portal → Login → Modules → ASK/DAK**. Refer annexure for details enclosed herewith.
- 6. Features of Online DAK:**
- i. Dak can be received online in ITBA-ASK/DAK module by any officer/staff after login into ITBA portal.
 - ii. Any grievance received by email can also be transcribed into DAK on dak receipt screen (for Grievance Dak Type only) so that the grievance is entered in the system.
 - iii. It is important to note that this module is available to all officers and staff in ITD from Chairperson to TA.
 - iv. Any DAK received by the superior officer can be marked down in the hierarchy to the subordinate and the subordinate officer need not re-enter the details. So any DAK has to be entered only once.
 - v. If the attachments or the DAK is scanned and attached, then the DAK is entirely electronic and dependency on the paper DAK can be avoided.
 - vi. DAK can be linked to pending notices or letters as reply/response received from taxpayer in respective modules of ITBA.
 - vii. All DAK can be tracked on real time basis.
7. *Existing Sevottam application will continue till further orders and concerned officers have to dispose off all dak received in Sevottam pending with them in Sevottam itself. However, all new dak, grievances, returns etc will have to be received in the new ASK/Dak module.*
8. *MIS reports shall be available both in Sevottam and ITBA-ASK separately.*
9. *Sevottam Instruction No. 8 vide F. No. Sevottam/DIT(S)-II/2016-17/5478-5544 dated 23.06.2016 was issued to the field formations on Pre-Requisites for accessing ASK module in ITBA where Front Desk (FD) and Back Desk (BD) users must have following –*
- i. *RSA token*
 - ii. *Employee number*
 - iii. *Name based email_id*
10. All users having role in ITD application/ITBA shall also have access to ITBA-ASK. In case the user has not accessed ITBA, then the Users will be required to login to the existing ITD

application and change their password before logging into ITBA. Refer Directorate's Letter F. No. System/ITBA/Instruction/Portal/157/2015-16 dated 10.07.2015 for details on accessing ITBA.

11. Users on Windows XP system are advised to download the Chrome (version 43) or Firefox (version 36) browser (if unavailable) from ITBA Portal → Download Pre-Requisites to access the new ITBA application.

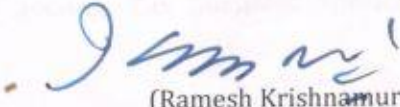
12. Training material including user manual, help content and frequently asked questions (FAQs) are available on the ASK/Dak module Home Page and on ITBA Portal → Online Training on ITBA. Users can refer these in case of any issues.

13. The functionality of uploading scanned document has been provided in ITBA-ASK. **The Board has approved, in its meeting and SOP dated 02.08.2016 was prepared by Directorate of TPS where upgradation of infrastructure like high speed scanner, printer, computers etc. is one of the action points. Reference may be made to OM from CBDT in F No. 225/267/2015-ITA-II dated 27th July 2016 where the same has been reiterated.**

14. It is requested to kindly bring this functionality to the notice of all officers in your region and directions may kindly be issued for receiving dak online through the system only.


15. Users are advised to contact helpdesk in case of any issues in respect of the ITBA.

- i. URL of helpdesk - <http://itbahelpdesk.incometax.net>
- ii. Help desk number - 0120-2772828 to 42
- iii. Email ID - helpdesk_messaging@incometax.gov.in
- iv. Help desk Timings - 8.30 A.M. - 7.30 P.M. (Monday to Friday)


(Ramesh Krishnamurthi)
Addl. Director General (Systems)-3

Copy for information to -

1. PPS to Chairperson, PPS to Member(Inv.)/ Member(P&V)/ Member(R)/ Member(IT)/ Member(L&C)/ Member(A&J) CBDT for information.
2. Pr. DGIT(Systems), New Delhi
3. ADG(TPS-1) and ADG (TPS -2), ADG(Systems)-2, New Delhi.
4. The Web Manager, for www.irsofficersonline.gov.in website with request to upload the instruction on the website.
5. ITBA Publisher for <https://itba.incometax.gov.in> portal with request to upload the instruction on the ITBA Portal.


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