



Tele Fax: 033-2213-6417

## INCOME TAX GAZETTED OFFICERS' ASSOCIATION - WB UNIT

Aayakar Bhavan, 6<sup>th</sup> Floor, Room No. 28, P - 7, Chowringhee Square, Kolkata - 700 069

**President : Sudipta Guha**  
(Mobile No. 8902196555)

**General Secretary : Sayantan Banerjee**  
(Mobile No. 8902197979)

Date: 01.05.2018

To  
The Principal Chief Commissioner of Income Tax  
West Bengal & Sikkim,  
Kolkata.

Madam,

Subject: Online Submission of Annual Performance Appraisal Report (APAR) for the period  
2017-18 through HRMS/Digital Signature-Matter Reg.

Ref: Letter No : HRD/PM/APAR/403/HRMS/4/2018-19/431 dtd 17.04.2018

Kindly refer to the above captioned letter, under reference, vide which it has been communicated that the APARs of the IRS officers (below the grade of CCIT/ DGIT) for the period of 2017-18 are to be submitted in ITBA-HRMS module after signing digitally.

2. Our members have received *sms* from ITBA helpdesk requesting to complete the formalities of submitting the APAR to their respective reporting authorities, by the due date of 30.04.2018, which suggests that the timeline is applicable for all the officers of the Department (Group A and Group B).

3. In this context your kind attention is drawn to the following technical glitches that our members are facing while submitting their APARs.

(a) HRMS module was initially introduced in ITBA platform of Departmental Intranet. Although the same has recently been made available in internet using the web address *vpn.incometax.gov.in*, but the webpage seldom opens. We have time and again reported regarding very poor server speed in ITBA platform and high user inconveniences. This time too, ITBA platform (HRMS Module) in Departmental Intranet has let us down, when the users are trying to submit Basic Information or verify it or submit self appraisal.

(b) As discussed above, the alternate pathway of accessing HRMS in internet has also been of little help, specially in the last fortnight of the month of April. During last few working days, the HRMS module behaved so erratically that even data/information saved in the module for APAR submission couldn't be accessed later on, thus compelling the users to start from scratch.



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(2)

(c) Apart from those general inconveniences, there are some other specific problems faced by our members as under:

(i) After retirement of a particular DDO on 31.03.2018, RSA Token and DSC are yet to be arranged for his successor. Surprisingly the retired DDO's name is not showing in the search option in the ITBA module; though he should have the access in HRMS till one month after retirement as per policy. As a result all officers of that particular charge are yet to submit the basic information part, let alone the self appraisal part.

(ii) Again in case of a particular PCIT, his name is not tagged with the charges, which he held more than 90 days in 2017-18, in the ITBA-HRMS Module. So the officers of those two charges are unable to send their APARs to his code. Numerous complaints have been booked in ITBA Helpdesk, but to no avail.

(iii) In another case, it is observed that the Form for initiating the APAR cannot be generated after the DDO has approved the basic appraisal part, compelling all the officers of that charge to wait till the problem gets resolved. But it is pertinent to mention here that lodging complaints with ITBA has bore no result so far.

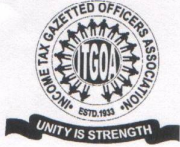
(iv) In case of the officers having one reporting officer but multiple reviewing officers are facing a peculiar problem that the names of the reviewing officers ( even for more than 90 days) are not reflecting in the APAR Management system, initiated at their end and thus their APARs may remain without reviewing.

(v) It is reported in certain cases, while submitting the APAR to the DDO, the following message is displayed on the screen-*"The data structure from the page does not match with the data structure in the database..... This is a non-recoverable error and the current transaction will be aborted "*.As a result the APAR for the basic appraisal part cannot be saved and subsequently submitted before the DDO.

(vi) Due to software incompatibility, DSC is found not working in some computers connected to internet. So many members had to rush to others' only for signing the self appraisal digitally.

(vi) Personnel handling the APAR related complaints at ITBA Helpdesk are found lacking while providing solutions in many occasions.

(vii) Moreover, due to maintenance of ITBA, the server was completely closed for a number of days at various intervals-firstly from 16<sup>th</sup> April to 18<sup>th</sup> April and then from 24<sup>th</sup> April to 26<sup>th</sup> April instant. Adding to the problems, the Office has remained closed for last three days of the month.



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(d) As a result, many of our members couldn't be able to submit their APAR (Self Appraisal) in ITBA-HRMS Module within the due date (i.e. 30.04.2018).

4. During the last year (for the period 2016-17), CBDT has extended the last date of online submission of Self Appraisal to 31.07.2017 vide its letter dated 29.06.2017.

5. In view of the above, it is requested to your good office to kindly take up the issue with the Board, so that **similar extension may be granted for online submission of self appraisal for the period of 2017-18.**

6. The shortcomings of ITBA platform and HRMS module have once again surfaced during online submission of APAR. In spite of our repeated requests, no proper initiative has ever been taken to address the problems of ITBA Platform like very poor server speed, problem in accessibility, erratic behavior of different modules, lack of proper training (specially to the DDOs), lack of infrastructure (non-implementation of universal node policy, software incompatibility for running ITBA or using of DSC), poor ITBA Helpdesk support etc. **It is therefore requested to kindly impress upon the Board to address all the issues related to ITBA effectively on priority basis.**

Yours faithfully,

(SAYANTAN BANERJEE)  
General Secretary, ITGOA, WB Unit

Copy to the Secretary General, ITGOA CHQ with a request to pursue the matter at the Board.

