आयकर निदेशालय (पद्धति)
DIRECTORATE OF INCOME TAX (SYSTEMS)
ए आर ए सेंटर, भू-तल, ई-2 झंडेवालान एक्स
ARA Center, Ground Floor, E-2, Jhandewalan Extension,
नई दिल्ली - 110055, **New Delhi – 110055**

F.No.System/ITBA/Instruction/Common/180/2016-17   **Dated: 05/09/2016**

To

    All Principal Chief Commissioners of Income-tax/CCsIT /Pr DGsIT/DGsIT (By Name)
    All Principal Commissioner of Income-tax/CsIT/CsIT(CO) (By Name)

Sir/Madam,

Subject: Launch of Income Tax Business Application (ITBA) – Common Functions Module – Reg.

This is in reference to the subject mentioned above. The functionality for delegation of work is available in Common Functions Module of Income tax Business Application w.e.f. 05/09/2016.

2. The Module can be accessed by logging into the ITBA Portal. To log into the the ITBA Portal enter the following URL in the browser: https://itba.incometax.gov.in .**The path for the accessing Common Functions module is: ITBA Portal → Login → Modules → Common Functions.**

3. Following functionalities will be available through ITBA- Common Functions Module:
    a. **Initiate Suo-Moto Workflow** – The functionality of Ad-hoc workflow is available to the User for online communication with other ITD users. User will have provision to enter the details of information required and select the respondent officer (s). On Submission a work-item will be created for the respondent which will have to be completed by the respondent officer. Example of such task can be Calling for a Report by PCIT to AC/DCs to furnish in response to Parliament Question.
    Path for the same is **Common Functions → Menu → Initiate Suo-Moto Workflow**
        • Worklist: A Worklist will be displayed showing the list of pending workitems for the user. The path for the same is **Common Functions → Worklist**
        • Workitem: Respondent will provide the required information/response and submit the work item back to the initiator for closure of the workitem. Facility to reassign the workitem to other ITD users or delegate the workitem to Headquarter/Inspector/ Staff is also available.
    b. **Issue Letter** – User will also have the option to generate a letter and send it offline. User has to enter the subject and draft the letter and then click on Generate to issue the letter.
    The path for the same is Common Functions → Menu → Issue Letter.
    c. **Configuration of Auto Delegation of workitem to Headquarters and/or Staff -** Provides privilege to supervisory authority to automatically assign the incoming tasks i.e., workflows from other users among the Headquarter or staff reporting to such authority as a one-time configuration. For example – CIT (A) can select Auto Delegate to the CIT (A) staff such as Administrative Officer. After this has been so configured, all E-filed Appeals filed by taxpayers will be automatically routed to the CIT (A) staff for

verification of pre-requisites, preparation of Appeal Memo and notices etc. Whenever the Staff has completed all the basic tasks and final order is to be approved then the workitem can be submitted to the CIT (A).

4. For the auto delegation functionality, users are advised to do a one time setup of the auto delegation of available processes to their Headquarters and Staff as needed.

5. However, auto-delegation will be applicable only prospectively. ie all prior proceedings in system will remain in the worklist of the Officer and will have to be manually delegated if desired.

6. Users as mentioned above will need their individual name based department email IDs and RSA tokens. The username and passwords will be communicated on their respective email ID. The log in to the system will be through the username and password (sent on individual email ID) along with the RSA token over the Taxnet nodes.

7. Users on Windows XP system are advised to download the latest Chrome (v38 or above) or Firefox (v36 or above) browser to access the new ITBA application.

8. Training material including user manual, help content and frequently asked questions (FAQs) is available on the Common Functions Home Page. Users can refer these in case of any issues.

9. Users are advised to contact helpdesk in case of any issues in respect of the ITBA.
    a. URL of helpdesk - http://itbahelpdesk.incometax.net
    b. Help desk number – 0120-2772828 - 42
    c. Email ID – helpdesk_messaging@incometax.gov.in
    d. Help desk Timings – 8.30 A.M. – 7.30 P.M. (Monday to Friday)

The above Instruction may kindly be brought to the notice of all users for compliance.

Yours sincerely,

Ramesh Krishnamurthi
ADG(S)-3, New Delhi

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

Ramesh Krishnamurthi
ADG(S)-3, New Delhi