



आयकर निदेशालय (पद्धति)  
**DIRECTORATE OF INCOME TAX (SYSTEMS)**  
आयकर भवन, वैशाली, गाजियाबाद.  
**AAYAKAR BHAWAN, VAISHALI, GHAZIABAD**

F.No. System/ITBA/E-mail Solution/12-13/95 / 2409

Date: 10.04.2015

To

All CsIT(CO)

Sir/Madam,

**Sub: Email Solution – Reg.**

**Ref: 1. F.No. System/ITBA/E-mail Solution/12-13/95 dated 03/12/2014.**  
**2. Instruction No. 4 vide letter F.No. System/ITBA/Instruction/14-15/144/1174 dated 07/10/2014.**

Please refer to the above.

2. The Directorate of Income Tax (Systems) has launched a new Email Solution for all Departmental employees. Old Lotus mail ids of domain [@incometax.gov.in](mailto:@incometax.gov.in) and IMail mail ids of domain [@incometaxindia.gov.in](mailto:@incometaxindia.gov.in) have already been migrated to new Email Solution. The new Email Solution has retained the domain [@incometax.gov.in](mailto:@incometax.gov.in).

3. The New Email Solution is accessible on intranet (TAXNET) as well as on internet through URL: <https://webmail.incometax.gov.in>. After launching the new mailing solution, the Directorate of Systems had issued **designation based email ids** to 7520 field users as per the new Jurisdiction order. The number of such email ids are based on the CIT(CO) region wise is given in **Annexure A**. The newly created **designation based E-mail ids** along with first password have already been communicated to respective CsIT(CO) office on their official E-mail ids (refer **Annexure B** for the list of official email IDs for CsIT (CO)). The entire list along with the default password is again sent to the CsIT (CO) for easy reference.

4. However, newly created E-mail ids are not being used actively by field users. Separately, the Directorate of Systems is receiving request from field users for creation of new Email ID. Apparently, users are unaware of the newly created post restructuring E-mail ids. In order to facilitate users / CsIT (CO), the entire list of email IDs, categorized CIT(CO) region wise is also placed on iTaxnet vide path **Resources->Download->Systems->Instruction-ITBA->CIT(CO) region wise Designation based email ids.xlsx** where users can check for their email ID. **It may be noted that as per the latest Email policy of the Government of India, only the Departmental or Government email should be used for any official email communication.**

5. **The CsIT (CO) are requested to communicate the new E-mail id along with the password to field user on or before April 15, 2015.** Field users can also get first/reset password directly by logging ticket in this regard on ITBA helpdesk and providing details like new E-mail id, Employee id, Tarang mobile number etc.

6. Due to the security policy, the reset password would be communicated only on official mobile number issued under project Tarang. In this regard, Directorate has requested respective Head Quarter office of the Pr CsCIT(CCA) to provide project Tarang details like Name, Employee ID, Designation, Posting, Mobile number etc. As of now, Directorate of Systems has received project Tarang details from 14 regions as per Annexure C. Tarang details would also help in building up HRMS data. **Hence, for smooth functioning of Email Solution and HRMS module, the CsIT (CO) are requested to provide project Tarang details, if not provided earlier on or before April 15, 2015.**

7. New E-mail ids are created in lieu of the old lotus E-mail ids which have also been migrated to the new mailing solution. However, the old lotus E-mail ids need to be discontinued. The CsIT (CO) are requested to provide the mapping of old lotus email ids with the new designation based E-mail ids, so that inbox (mails) can be migrated to the new E-mail ids before discontinuing the old lotus E-mail ids on or before April 15<sup>th</sup> 2015.

CIT (CO) - region				
Sl.No	New designation based Email ID allotted now by Directorate	Old official Lotus Email ID that has to be discontinued	Old official Imail ID that has to be discontinued	Any other Old Email ID that has to be discontinued
1				
2				

As a policy, the Old Imail or Lotus E-mail id lying unused for 6 months may be marked as dormant and would be deactivated immediately. If any new E-mail id is wrongly created, the same may be communicated to the Directorate of Systems for deletion/modification.

8. It is proposed that every officer up to the level of ITO would have a designation based email ID and also a name based email ID. The Designation based email ID would be used for all communication with taxpayers and for official communication that may need to be handed over to the succeeding incumbent in case of transfer etc. The designation based email ID would also enable viewing and response/forward by designated staff/ Hqrs. in case of Senior Officers. The name based email ID would be used / retained by the officer till retirement. In this regard, a data capturing screen has been deployed in ITD application for name based email id creation. This screen would capture details of an officer's request for name based email id creation and help in automating the process. Therefore, this facility may immediately be used by all officers and staff



accessing ITD system to obtain name based email ID. Thus, this screen would avoid paper form request as well as time delay for issuance of email ids.

9. It may be noted that a detailed list of proposed name based Email ID for senior officers (CIT and above) was circulated for confirmation by CsIT(CO) before allotment. However, there has been no response yet. In view of this the Directorate would proceed with the allotment of the proposed name based email ID on April 15<sup>th</sup> 2015.

10. To have a correct database of employees for HRMS, details from MMS and other modules have being reviewed. During this exercise various defects have been noticed:

- i. Duplicate employee id
- ii. invalid employee id (starts with '2')
- iii. Employee not having Employee ID

Therefore, the MMS data needs be corrected and it is reiterated that all employees must have a valid, non-duplicate employee ID. It is requested that this aspect may be given high priority. In this regard a consolidated list categorized region wise is placed on iTaxnet vide path **Resources->Download->Systems->Instruction-ITBA->Region wise data to be corrected by CIT(CO).xlsx**. The corrections may be carried out in MMS by April 15<sup>th</sup>, 2015

10. A reply / confirmation may be sent on [prasanthvk@incometax.gov.in](mailto:prasanthvk@incometax.gov.in) & [ajay.bhende@incometax.gov.in](mailto:ajay.bhende@incometax.gov.in).

11. This is issued with the approval of Pr.DGIT(S).

Yours sincerely,



(Prasanth V.K.)

Joint Director of Income Tax (S)-III(4)

**Copy to:**

- i. PS to DGIT (S)
- ii. Web manager for uploading to [irsofficersonline.gov.in](http://irsofficersonline.gov.in) and in DGIT(S) corner.

**Annexure A: Number of designation wise email ID created after restructuring**

Sr.No.	CIT(CO) Region	Count of new Designation based Email IDs issued
1	Ahmedabad	599
2	Bengaluru	224
3	Bhopal	317
4	Bhubaneswar	215
5	Chandigarh	836
6	Chennai	672
7	Delhi	766
8	Guwahati	197
9	Hyderabad	344
10	Jaipur	260
11	Kanpur	251
12	Kochi	234
13	Kolkata	649
14	Lucknow	242
15	Mumbai	1145
16	Nagpur	92
17	Patna	110
18	Pune	367
<b>Total</b>		<b>7520</b>

**Annexure B: List of Email ID of CsIT (CO)**

Sr. No.	CIT(CO)	Email ID1	Email ID2
1	Ahmedabad	citco.ahmedabad@incometax.gov.in	AHMEDABAD_CIT-CO@incometax.gov.in
2	Bengaluru	citco.bangalore@incometax.gov.in	BANGALORE-CCIT-1_CIT-CO@incometax.gov.in
3	Bhopal	citco.bhopal@incometax.gov.in	BHOPAL_CIT-CO@incometax.gov.in
4	Bhubneshwar	citco.bhubaneshwar@incometax.gov.in	BHUBANESWAR_CIT-CO@incometax.gov.in
5	Chandigarh	citco.chandigarh@incometax.gov.in	CHANDIGARH_CIT-CO@incometax.gov.in
6	Chennai	citco.chennai@incometax.gov.in	CHENNAI_CIT-CO@incometax.gov.in
7	Coachin	citco.cochin@incometax.gov.in	KOCHI_CIT-CO@incometax.gov.in
8	Delhi	citco.delhi@incometax.gov.in	DELHI_CIT-CO@incometax.gov.in
9	Guhawati	citco.guwahati@incometax.gov.in	GUWAHATI_CIT-CO@incometax.gov.in
10	Hyderabad	citco.hyderabad@incometax.gov.in	HYDERABAD_CIT-CO@incometax.gov.in
11	Jaipur	citco.jaipur@incometax.gov.in	JAIPUR_CIT-CO@incometax.gov.in
12	Kanpur	citco.kanpur@incometax.gov.in	KANPUR_CIT-CO@incometax.gov.in
13	Kolkata	citco.kolkata@incometax.gov.in	KOLKATA_CIT-CO@incometax.gov.in
14	Lucknow	citco.lucknow@incometax.gov.in	LUCKNOW_CIT-CO@incometax.gov.in
15	Mumbai	citco.mumbai@incometax.gov.in	MUMBAI_CIT-CO@incometax.gov.in
16	Nagpur	citco.nagpur@incometax.gov.in	
17	Patna	citco.patna@incometax.gov.in	PATNA_CIT-CO@incometax.gov.in
18	Pune	citco.pune@incometax.gov.in	PUNE_CIT-CO@incometax.gov.in

**Annexure C: Details of Tarang Mobile received from CCA region**

Sr. No.	Region	Number of Tarang Mobile Number Details Received
1	Ahmedabad	935
2	Bengaluru	1892
3	Bhopal	1326
4	Bhubaneswar	585
5	Delhi	4808
6	Hyderabad	1869
7	Kolkata	5173
8	Mumbai	4927
9	NER (Guwahati)	713
10	NWR (Chandigarh)	934
11	Patna	1210
12	Pune	1875
13	Jaipur	360
14	Chennai	3324
15	Nagpur	Not received
16	UP East	Not received
17	UP West	Not received
18	Kerala	Not received
	<b>Total</b>	<b>29931</b>