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DIRECTORATE OF INCOME TAX (SYSTEM)
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F.No. System/ITBA/Instruction/e-Nivaran/2016-17/	Dated: 14/12/2016

To

All Principal Chief Commissioners of Income Tax/ CCsIT (By Name),
All Principal Director Generals of Income Tax/DGIT (By Name)
All Principal Commissioner of Income Tax/CsIT/CsIT (Admin & TPS, CO) (By Name),
All Principal Directors of Income Tax/DsIT (By Name)

Subject: Enhancements and Improvements to e-Nivaran Module – Reg.

Sir/Madam,

In continuation of **ITBA e-Nivaran Instruction No. 1**, issued vide F.No. System/ITBA/Instruction/e-Nivaran/2016-17/1 dated 02/05/2016 and **ITBA e-Nivaran Instruction No. 2,** issued vide F.No./ITBA/Instruction/e-Nivaran/2016-17/2 dated 29/08/2016, various enhancements and improvements have been done in e-Nivaran module based on the feedback received from various field offices.

2. Following enhancements and improvements are available to department users through ITBA – e-Nivaran module:
   a. **Control Register**
      i. Supervisors can **view** the grievances **pertaining to them or their underlying sub-ordinates directly** from control register through the search filters for PCCIT/PDGIT, CCIT/DGIT, PCIT/PDIT, Range and AO as applicable within their hierarchy.
      ii. It may be noted that for the subset of grievances specifically marked for supervisory officer for resolution, action will be possible/will be available ONLY in the worklist for transfer/disposal etc ie no action can be initiated in the Control Register.
      iii. Case History / Notings have been provided in the grievance details screen (opened on click of Grievance UID from Control Register). All actions taken on grievance are displayed here chronologically.

iv. The Case History /Notings will include the Grievance Resolution Letter if the grievance has been disposed and will include the mode of delivery – eg by Email.

v. Supervisor Officers can give directions to their sub-ordinate officers for a particular case in the case history / notings screen.

vi. Status of any grievance can be search for from the control register through the Grievance UID or Acknowledgement Number – List of Grievance(s) should be selected as "All Grievances".

vii. Enhanced search parameters to list a grievance which is pending or closed by the user, transferred out to external stakeholder / officer, created by self or all grievances available in e-Nivaran.

viii. Users can export the grievances visible in control register to MS Excel directly from the control register.

ix. TPS Officers having Tax Payer Services Monitoring (TPSM) role will be able to search across any hierarchy and give directions if required using the Case Notings / History screen.

b. **e-Nivaran Work list and Work item**

i. Work list provides the list of grievances where action is pending at the level of user. For supervisory level, the work list will not contain any grievances pending with subordinates, therefore, to view any such grievance, supervisory officer should only use the Control Register.

ii. Search parameters have been enhanced in the work list screen.

iii. Look and feel of the e-Nivaran work item has been improved.

iv. Grievance Category and Sub-Category are updatable from the work item directly.

v. Users can update the grievance status and resolution remarks directly in the work item screen.

vi. Grievance pendency will be removed from the user's work list once the Resolution letter is generated for the Fully Resolved/ No Action Pending grievances.

vii. **By selecting the option 'Send by Email' the Grievance Resolution Letter generated will be automatically sent to the taxpayer at the email address mentioned in the e-nivaran form. No paper letter has to be sent manually unless specifically desired.**

viii. Various system checks incorporated to aid users in processing the grievance application correctly.

ix. Case Notings / History available in the work item.

   c. e-Nivaran solution has been integrated with CPC-TDS and NSDL so that any AO / Officer can transfer any grievance appropriately to CPC-ITR, DIT (Systems), CPC-TDS, E-Filing or NSDL, if so required, for resolution.

3. In future releases, the e-Nivaran module will further be enhanced:-
   a. To enable integration of grievance with UTITSL and Refund Banker.
   b. To enable receipt of grievance from CP-GRAMS.
   c. To enable linkage with ITBA modules for further action as and when the relevant modules are released.

4. In order to reduce movement of paper documents, users are advised to scan and upload the grievance letter/ form including important enclosures. For this purpose, the Board in its meeting dt 30.03.2016 has approved, in –principle, relevant upgrade of infrastructure available with Officers.

5. 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 – itba.helpdesk@incometax.gov.in
   d. Help desk Timings – 8.30 A.M. – 7.30 P.M. (Monday to Friday)

Yours sincerely,

(Ramesh Krishnamurthi)
Addl.DG(S)-3, CBDT, New Delhi

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

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