



आयकर निदेशालय (पद्धति)
DIRECTORATE OF INCOME TAX (SYSTEMS)
ए आर ए सेन्टर, भूमि-तल, ई-2, झण्डेवालान एक्सटेंशन,
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
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F.No. System/ITBA/Helpdesk/2018-19/145

Dated 20.11.2018

To,

All CsIT(Admin & TPS),

Sir/Madam,

Sub:- **Roll out of new functionality under ITBA Helpdesk-reg.**

ITBA Helpdesk has already been launched by Directorate of Income-Tax (Systems) since September 2014 to provide better & quick resolution for ITBA/ITD issues. In order to provide better supervision and control over helpdesk tickets, it has been decided to provide access/view to RCC users in the O/o CIT(Admin & TPS.) to tickets of the respective Region and also to provide the solution which is technical in nature and which can be resolved at their end only.

Helpdesk access to RCC Users:-

2. Recently, additional feature in ITBA Helpdesk online functionality has been provided to RCC users. Using this new feature RCC Users can not only monitor the tickets logged under their jurisdiction but also resolve/close the tickets at their end. RCC users can take action on such complaints by contacting the user to guide them to resolve simple problems, add comments, add attachments etc. and close the tickets after providing suitable resolution. The step by step method to access the ITBA Tickets and procedure to mark them resolved/closed has also been given in the annexure along with this instruction.

3. User can access ITBA Helpdesk through the URL itbahelpdesk.incometax.net over Taxnet/Intranet. User can login first time using User ID as ITD Login ID and password same as User ID. Further user is requested to change password immediately after first login. The complaints will be addressed, resolved and closed after connecting user.

4. New feature of closure has been provided to the RCC Users, detailed list of these users is attached herewith. All AD/DD/JD(S) in the O/o CIT(Admin & TPS) should review the status of pending ITBA Helpdesk tickets, interact with field users to understand the problem, provide solution if already available, explain the problem to TCS/Directorate in order to facilitate expeditious resolution and closure action on these such tickets may be provided.

5. This issues with the approval of Pr. DGIT(S)

Encls: As Above

Yours faithfully,



(Ramesh Krishnamurthy)
Addl. Director General(S)-3, CBDT

Copy to:-

1. PS to Pr. DGIT(S) for information.
2. The Web Manager to upload in irsofficersonline.gov.in website
3. The ITBA Publisher to upload in ITBA Portal.



(Ramesh Krishnamurthy)
Addl. Director General(S)-3, CBDT

Steps for: - RCC Admin for Marking Incidents as Resolved

Introduction

This is a manual for RCC admin to guide the process of marking incident as resolve/Close.RCC user can work on the ITBA helpdesk incidents of their respective location .If incidents are related to the functional domain or instructions ,RCC Admin can able to mark those incident as Resolve/Close .

Process of marking incident as Resolve/Closure

RCC user can do the analysis of the incidents and if incident found that issue not related to functional domain or part of any instructions ,RCC user can able to give proper resolution as per the expertise in that area and also update the incident as Resolve .

STEP 1:- Open incident by clicking on their respective location

The screenshot displays the ITBA HELPDESK SERVICE web application. The browser address bar shows the URL 10.10.12.84/Cand/pdmweb.exe. The page header includes the ITBA logo and the text 'ITBA HELPDESK SERVICE'. Below the header, there is a search bar with the placeholder text 'Search for a solution using keywords:' and a 'Go' button. The main content area is divided into two columns. The left column contains 'Announcements' with several entries, including one dated 13/08/2018 10:44 am (emergency) about Outlook not working, and another dated 12/01/2018 10:52 am about the ITBA Application being now on LIVE. The right column contains a section titled 'Look up my existing tickets' which lists various incidents by location. The entry 'You have 254 Active Incident in Cochin' is highlighted with a red circle. Other locations listed include Ahmedabad, Allahabad, Amritsar, Bangalore, Baroda, Bhopal, Bhubaneswar, Chennai, Coimbatore, Delhi, Guwahati, Hyderabad, Jabalpur, Jaipur, Jalandhar, Jodhpur, Kanpur, Kolhapur, Kolkata, Lucknow, Madurai, Meerut, Mumbai, Nagpur, and Nasik.

STEP 2:- Click on the incident number on which is RCC user is working

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Not secure | 10.10.12.84/CAisd/pdmweb.exe

ITBA
Central Tax System for Scientific Assessment

ITBA HELPDESK SERVICE

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Incident List

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Incident #	Location	User ID	User Name	Status	Incident Area	Open Date	Severity	Group	Assigned to	Resolved By	Closed By	ADG Escalated Date	ADG Action Taken
608100	DELHI	U170455	CHAUDHARY, PRATIBHA	Open	ITBA Application Assessment, Computation of Income	02/11/2018 03:21 pm	4	Lev-0 Group 3	L1-HELPDESK-Group 3				
608124	DELHI	U112273	VERMA, ANITA	Open	HRMS, POST ASSIGNMENT	02/11/2018 03:21 pm	4	Lev-0 Group 3	L1-HELPDESK-Group 3				
608089	DELHI	U126187	SHARMA, SATYA PRAKASH	Assigned	ITD Applications, AST, Rectification	02/11/2018 03:07 pm	4	Lev-0 Group 1	L1-HELPDESK-Group 1				
608083	DELHI	U179359	SHRUTI	Assigned	ITD Applications, OLTA	02/11/2018 02:59 pm	4	Lev-0 Group 1	L1-HELPDESK-Group 1				
608081	DELHI	U156288	KUMAR, RAJESH	Assigned	ITBA Application, Dossier, Demand Analysis data not showing	02/11/2018 02:59 pm	4	Lev-0 Group 1	L1-HELPDESK-Group 1				
608073	DELHI	U158707	KUMAR, RAJEEV	Assigned	ITD Applications, AST, Tax Calculation	02/11/2018 02:59 pm	4	Lev-0 Group 1	L1-HELPDESK-Group 1				
608057	DELHI	U100472	GUPTA, MADAN LAL	Assigned	ITBA Application Assessment, Computation of Income	02/11/2018 02:45 pm	3	Lev-0 Group 3	L1-HELPDESK-Group 3				
608060	DELHI	U105843	NARWAL, VEENA	Assigned	ITBA Application, Recovery, List of pending demands	02/11/2018 02:41 pm	3	Lev-0 Group 3	L1-HELPDESK-Group 3				
608066	DELHI	U156090	KUMAR, VIPIN	Assigned	ITD Applications, AST, Scrutiny	02/11/2018 02:40 pm	3	Lev-0 Group 1	L1-HELPDESK-Group 1				
608048	DELHI	U164834	PASRY, AMAR PREET	Assigned	ITBA Application Assessment, Assessment Order Passing	02/11/2018 02:30 pm	4	Lev-0 Group 3	L1-HELPDESK-Group 3				
608042	DELHI	U144942	NAGRAH, VIVEK	Assigned	ITBA Application Assessment, Computation of Income	02/11/2018 02:30 pm	3	Lev-0 Group 3	L1-HELPDESK-Group 3				
608032	DELHI	U177183	GAUR, PARUL	Assigned	ITD Applications, AST, Challan	02/11/2018 02:19 pm	3	Lev-0 Group 3	L1-HELPDESK-Group 3				
608020	DELHI	U163956	SINGH, HIMMAT	Assigned	ITD Applications, OLTA	02/11/2018 02:11 pm	4	Lev-0 Group 3	L1-HELPDESK-Group 3				
608027	DELHI	U177183	GAUR, PARUL	Assigned	ITD Applications, AST, Tax Calculation	02/11/2018 02:11 pm	4	Lev-0 Group 3	L1-HELPDESK-Group 3				

For all FMS & Network related services, please log tickets in Co-Desk

STEP 3:- Click on Edit Incident

Convergence x ITBA HELPDESK SERVICE - 608100 x

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ITBA HELPDESK SERVICE

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608100 Incident Detail

Edit Incident Attach Document Close Incident

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
02/11/2018 03:21 pm	U170455	CHAUDHARY, PRATIBHA	sefo1921e	2018
Status	Mobile Number	Phone Number	Email Id	Location
Open	3750669544			DELHI
Severity on Open Status	Current Severity	Incident Category	Call Back Date/Time	
4	4	ITBA Application Assessment, Computation of Income		
Time Barring Case				
N				
Incident Closure Requested By RCC Admin / Dept Users				
Closure Comment by RCC Admin/Enduser				
Marked for Closure				
N	Inc. Closure Requested By			
CPGRAM & E-Nivara Details				
Is CPGRAM?	CPGRAM Reg Date	CPGRAM Reg No.		
N				
Is e-Nivara?	e-Nivara Reg Date	e-Nivara UID No.		
N				
ADG's Action Taken Information				
ADG Action Taken?	ADG ACTION TAKEN ON	ADG Action Taken Comment		
N				
Incident Related Information				

For all FMS & Network related services, please log tickets in Co-Desk

STEP 4:- Option for marking incident as resolve

There is separate section added on incident page for marking incident as resolved if issue has been confirmed by RCC Admin :- **Incident Closure Requested By RCC Admins / Dept Users.**

By clicking on Tick box **Marked for Closure** and providing mandatory comments in input box **Closure Comment by RCC Admin/Enduser**, user can mark the particular incident as resolve.

608142 Update Incident

Open Date/Time: 02/11/2018 02:36 pm

User ID: U105026

User Name: KUMAR, RAJ

PAN Number: 27LPA2623B

Mobile Number: 9013852162

Phone Number:

Email Id:

Assessment Year: 2015

Location: DELHI

Incident Category: ITBA Application Assessment/Computation of Income

Severity on Open Status: 4

Current Severity: 4

Time Barring Case: ☐

☐ Incident Closure Requested By RCC Admins / Dept Users

Closure Comment by RCC Admin/Enduser:

Marked for Closure: ☐

Inc. Closure Requested By:

CPGRAM & e-Nivara Details

Is CPGRAM? ☐ CPGRAM Reg Date: CPGRAM Reg No.:

Is e-Nivara? ☐ e-Nivara Reg Date: e-Nivara UID No.:

For all FMS & Network related services please log tickets in Co-Desk

STEP 4:-Save incident if selected **Marked for Closure and Closure Comment by RCC Admin/Enduser** has been added.

<<<<<END OF THE DOCUMENT>>>>>

CCA Region	Employee Id	Name (Shri./Smt.)	RCC Locations for enabling Helpdesk Ticket resolving role
CCA Nagpur	102323	MRINMAY BAL	RCC Nagpur
CCA Lucknow	103727	OM GOND	RCC Allahabad
CCA Kanpur	109304	DR. ANIL KUMAR	RCC Meerut
CCA Chandigarh	109534	HARINDER YADAV	RCC Rohtak
CCA Jaipur	109565	ASIT KUMAR	RCC JAIPUR
CCA Kolkata	109650	SADHAN KUNDU	RCC KOLKĀTA
CCA Lucknow	109853	VINEET	RCC LUCKNOW
CCA Pune	109890	BADRINATH SATPUTE	RCC PUNE
CCA Hyderabad	109905	NUR SHAIK	RCC HYDERABAD
CCA Guwahati	109976	AMIT CHATTOPADHYAY	RCC GUWAHATI
CCA Mumbai	109994	S RENGANATHAN	RCC MUMBAI
CCA Pune	110007	KRUTIKA NETKAR	RCC NASIK
CCA Patna	110071	DEORAJ SINGH	RCC PATNA
CCA Ahmedabad	110132	AMRESH KUMAR	RCC SURAT
CCA Ahmedabad	110688	JAYESH DAVE	RCC AHMEDABAD
CCA Ahmedabad	111755	RANGRAO LANDGE	RCC VADODARA
CCA Delhi	112273	ANITA VERMA	RCC DELHI
CCA Bhubaneswar	114141	ANIL PRADHAN	RCC BHUBANESWAR
CCA Chandigarh	114175	RAJDEEP SINGH	RCC CHANDIGARH
CCA Bhopal	118472	D. PUGAZHENDHI	RCC BHOPAL
CCA Chandigarh	119739	AJAY KUMAR	RCC AMRITSAR
CCA Kochi	120877	T. K. HARIDAS KUMAR	RCC KOCHI
CCA Kochi	124524	SREEKUMAR PUSHPAKATH	RCC TRIVENDRUM
CCA Jaipur	125244	PURAN AGRAWAL	RCC AGRA and JAIPUR
CCA Pune	132656	ANINDYA MUKHERJEE	RCC PUNE
CCA Patna	166399	SHAIL KUMAR	RCC RANCHI
CCA Bangalore	166719	SANKAR ESWARAMOORTHY	RCC BANGALORE
CCA Kanpur	166720	DEEPAK KATIIYAR	RCC KANPUR
CCA Chennai	105501	V. Vijaykumar	RCC CHENNAI