

आयकर निदेशालय (पद्धति)

DIRECTORATE OF INCOME TAX (SYSTEMS)

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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 <u>itbahelpdesk.incometax.net</u> 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.

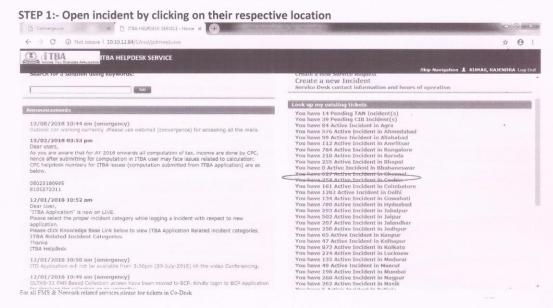
(Ramesh Krishnamurthy) Addl. Director General(S)-3, CBDT

Introduction

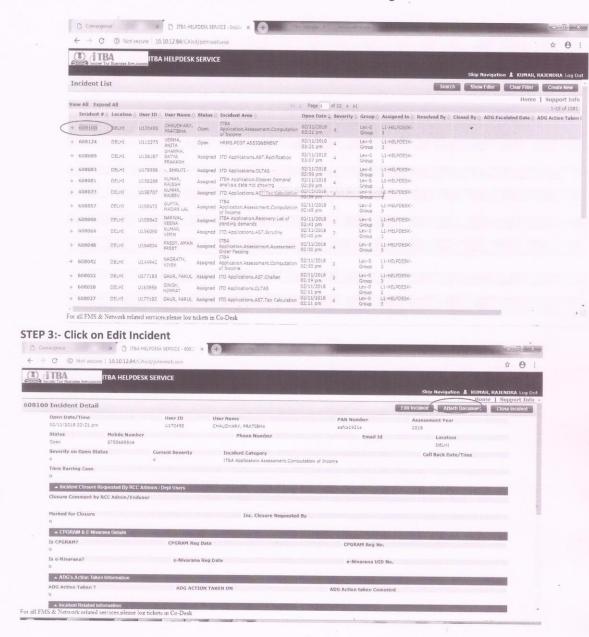
This is a manual for RCC admin to guide the process of marking incident as resolve/Close.RCC user can work on the ITBA helpdesk incidents of their respective location. If incidents are related to the functional domain or instructions ,RCC Admin can able to mark those incident as Resolve/Close.

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 .



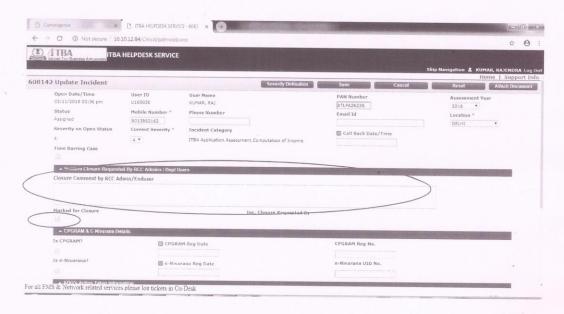
STEP 2:- Click on the incident number on which is RCC user is working



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.



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

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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 KOLKÄTA
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 KATIYAR	RCC KANPUR
CCA Chennai	105501	V. Vijaykumar	RCC CHENNAI