



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/ITAT/175/2016-17 / 746

Dated: 13/07/2016

To

**The Principal Chief Commissioners of Income-tax/CCsIT /CCIT (Intl tax) (By Name)**

Ahmedabad/ Allahabad/ Amritsar/ Bangalore/ Baroda/ Bhopal/ Bhubaneswar/  
 Bareilly/Chandigarh/ Chennai/ Cochin/ Coimbatore/ Dehradun/ Delhi/ Durgapur/  
 Guwahati/Hubli/ Hyderabad/ Indore/ Jaipur/ Jalpaiguri/ Jodhpur/ Kanpur/ Kolkata/  
 Lucknow/Ludhiana/ Madurai/ Meerut/ Mumbai/ Nagpur/ Nashik/ Panaji/ Panchkula/ Patna/  
 Pune/Raipur/ Rajkot/ Ranchi/ Shimla/ Shillong/ Surat/ Thane/ Trichy/ Trivandrum/  
 Udaipur/Vishakhapatnam; and

**The Principal Commissioner of Income-tax/CsIT/CsIT(DR)ITAT/CsIT(CO) (By Name)**

Agra/ Bikaner/ Calicut/ Dhanbad/ Gandhinagar/ Gwalior/ Jabalpur/ Jalandhar/ Kolhapur/  
 Muzzaffarpur/ Mysore/ Patiala/ Rohtak/ Sambalpur/ Varanasi/ Vijayawada/ Delhi(CO)/  
 Mumbai(CO)/ Chennai(CO) /Ahmedabad(CO)/ Bangalore(CO)/Bhopal(CO)/ Bhubaneswar (CO)/  
 Kolkata(CO)/ Cochin(CO)/ Chandigarh(CO)/ Hyderabad(CO)/ Jaipur(CO)/ Kanpur(CO)/ Patna(CO)/  
 Pune(CO)/ Guwahati(CO)/ Nagpur(CO)/ Lucknow (CO).

**Subject: Launch of Income Tax Business Application (ITBA) – ITAT Module – Reg.**

Sir/Madam,

This is in reference to the subject mentioned above. The ITAT module in Income Tax Business Application (ITBA) has been rolled out w.e.f. 11<sup>th</sup> July 2016

2. The ITAT Module is meant for use by the officers posted in the ITATs and the field offices for **communication on appellate matters pending before the Appellate Tribunal.**

(i) A Departmental Representative can call for a report from the field formation, by logging into the ITAT module. Similarly, if officers from the field want to communicate with the Departmental Representative in respect of any appeal matter, they can use the ITAT module to do so. It can be accessed by logging into the ITBA Portal.

(ii) Officers posted in the ITAT in various capacities, viz. Commissioner of Income Tax(Departmental Representative), Senior Departmental Representative(Sr. DR), Junior Departmental Representative(Jr DR), all AOs, Range Heads , CsIT, DsIT (Exemption), DsIT (International Taxation), CCsIT, DGsIT (Exemption), DGsIT(International Taxation), PCCsIT,

Members of CBDT and Chairperson CBDT are the users who have been provided access to the ITAT module.

(iii) ITAT module offers limited functionality for communication between officers posted as DRs in the ITAT and field offices. The DRs can use the functionality of Ad-hoc workflow or Issue letter for communication with **the other ITBA users in the field.**

### 3. Features of the ITBA- ITAT Module

a) The ITBA Portal can be accessed by entering the following URL in the browser:  
<https://itba.incometax.gov.in>

b) The path for the accessing ITAT module is: **ITBA Portal → Login → Modules → ITAT.**

c) The ITAT module offers the Following functionalities to the Users:

- **Initiate Suo-Moto Workflow** – The Departmental Representative can use the functionality of Ad-hoc workflow for any communication to be done with the other Departmental users. User (Initiator) will have provision to enter the details of information required and select the respondents (Field authorities), including those to whom a copy of such communication is marked. On Submission, a workitem will be created for the respondent(s) indicating that the Field Authority has been requested by the Departmental Representative to send the report/copy of documents etc... Communication both to and from the Initiator and the Respondents and vice-versa will flow online. There will not be any need to issue letters separately.

**The path for the same is ITAT → Menu → Initiate Suo-Moto Workflow**

- **Worklist:** Worklist will display the list of pending workitems for the user (Initiator) and the Respondent. In other words, all work initiated suo moto by the user will be displayed in the Worklist.

**The path for the same is ITAT → Common Worklist**

- **Workitem:** Respondent can access the workitem submitted to him by the Initiator. He can provide the required information and submit the workitem to the Initiator for closure of the workitem. Respondent also has the option to forward the requisite information through proper channel by using the “Forward” button. Facility to transfer or reassign or delegate a workitem to another officer/Headquarter/Inspector/staff is also available.
- **Issue Letter** – User will also have the provision to generate and issue letters, especially while communicating with external stakeholders/ officers outside the Department. User will be required to enter the details of the addressee, subject, draft body of the letter and then click on generate button to generate the letter.

The path for the same is ITAT → Menu → Issue Letter.

4. 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 on machines connected to the Taxnet nodes.
5. 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.
6. Training material including user manual, help content and frequently asked questions (FAQs) is available on the ITAT Home Page. Users can refer these in case of any issues.
7. 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](mailto: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,



(Prasanth V.K)

Joint Director of Income Tax (S)-3(4),  
New Delhi

**Copy to:**

1. The P.P.S to Chairperson, Member(L&C), Member(Inv.), Member(IT), Member(Rev.), Member(A&J) & Member(P&V),CBDT for information.
2. The P.S. to Pr. DGIT(S) for information.
3. The Web Manager, for [www.irsofficersonline.gov.in](http://www.irsofficersonline.gov.in) website.
4. ITBA Portal Publisher.



(Prasanth V.K)

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