



कार्यालय प्रधान मुख्य आयकर आयुक्त,

आन्ध्र प्रदेश व तेलंगाना, हैदराबाद

Office of the Pr. Chief Commissioner of Income Tax,
Andhra Pradesh & Telangana, Hyderabad,
दसवीं तल, आयकर शिखर / 10TH Floor, Income Tax Towers,
ए.सी.गार्ड्स, हैदराबाद / AC Guards, Hyderabad – 500 004.
टेलि.नं./Tel. No. 040 – 23425474, फैक्स /Fax 040-23241427

F. No. Pr.CCIT/AP & TS/Estt/Circulation/2023-24

Date:09.06.2023

CIRCULAR

विषय/Sub: CPC Newsletter for the Month of April-2023- Reg.

संदर्भ/Ref: Email received from CPC-ITR, Bengaluru, dated:30.05.2023.

Please refer to the above.

Please find enclosed herewith a copy of the CPC Newsletter for the month of April-2023 received from CPC- ITR Bengaluru. This is for kind information and circulation.

भवदीय/Yours faithfully,


(थंबा महेंद्र/THAMBA MAHENDRA)

आयकर उपायुक्त (मुख्या.)(प्रशा.)

Dy. Commissioner of Income Tax

(Hqrs)(Admn.),

कार्या. प्रमुआआ, आन्ध्र प्रदेश व तेलंगाना, हैदराबाद

O/o.Pr.CCIT, AP&TS, Hyd.

संलग्न/Encl: उपरोक्त/As above.

To

All the Heads of Offices, AP & Telangana Region.

To be uploaded on the website www.incometaxhyderabad.gov.in

Subject: Fwd: CPC Newsletter for the Month April - 2023 - reg

To: "Hyderabad CIT (ADMIN & TPS), Hyderabad" <hyderabad.cit.admin.tp>

CPC Newsletter - April.pdf (1.4MB)

Date: 05/30/23 10:00 AM

From: "hyderabad.pccit" <hyderabad.pccit@incometax.gov.in>

----- Original Message -----

From: "cit.cpc.bangalore" <cit.cpc.bangalore@incometax.gov.in>

Date: May 29, 2023 6:10:21 PM

Subject: CPC Newsletter for the Month April - 2023 - reg

To: "kochi.pccit" <kochi.pccit@incometax.gov.in>, "bangalore.pccit" <bangalore.pccit@incometax.gov.in>, "mumbai.pccit" <mumbai.pccit@incometax.gov.in>, "nagpur.pccit" <nagpur.pccit@incometax.gov.in>, "hyderabad.pccit" <hyderabad.pccit@incometax.gov.in>, "delhi.pccit" <delhi.pccit@incometax.gov.in>, "bhubaneswar.pccit" <bhubaneswar.pccit@incometax.gov.in>, "pune.pccit" <pune.pccit@incometax.gov.in>, "kolkata.pccit" <kolkata.pccit@incometax.gov.in>, "NER.PCCIT" <NER.PCCIT@incometax.gov.in>, "lucknow.pccit" <lucknow.pccit@incometax.gov.in>, "jaipur.pccit" <jaipur.pccit@incometax.gov.in>, "kanpur.pccit" <kanpur.pccit@incometax.gov.in>, "patna.pccit" <patna.pccit@incometax.gov.in>, "chennai.pccit" <chennai.pccit@incometax.gov.in>, "Delhi.pccit.it" <Delhi.pccit.it@incometax.gov.in>, bhopal.pccit <bhopal.pccit@incometax.gov.in>, ahmedabad.pccit <ahmedabad.pccit@incometax.gov.in>, DELHI PCCIT <delhi.pccit.neac@incometax.gov.in>, "Delhi PCCIT[NFAC]" <delhi.pccit.nfac@incometax.gov.in>, "Delhi Pr. DGIT[Vig.]/CVO" <pdgit.vig@incometax.gov.in>, "Delhi Pr. DGIT[Logistics]" <pdgit.logistics@incometax.gov.in>, "dgit.systems" <dgit.systems@incometax.gov.in>

Dear Madam/Sir,

Please find attached CPC Newsletter for the month of April -2023 for kind perusal with a request to circulate it amongst officers of your region / Directorates.

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With regards,
Team CPC - ITR
Bengaluru.

DCU Admin

malham krishna



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- Taxpayer appreciation of work done by Demand Management Facilitation Center
- Glimpses of the Sports Tournament was held at CPC for 3 days during the month of April

News in Statistics

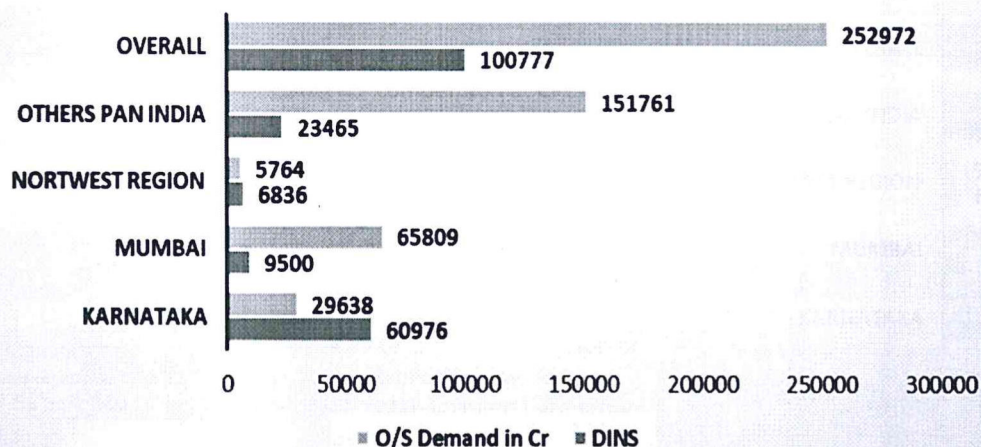
Processing

Excel utilities for filing of Income Tax Returns ITR 1 and ITR 4 for AY 2023—24 have been deployed in the e-filing portal during the month of April 2023.

Demand Management

From the time of inception of Demand Management Facilitation Center till the end of 30th April 2023, an amount of 2,52,972 Crores have been reduced in 1,00,777 DINs.

Total Efforts on closing the demand:



During the month of April 2023, demand in 5,916 cases amounting to Rs. 25,150 Crores have been reduced. Major source of contribution for the closure of Demands is CPC/ITBA Demands which is 85% of overall demand closed. The region-wise break-up of the demands is as provided overleaf.

Arts and crafts competi-
tion conducted at CPC on
17.4.2023

An arts and crafts competi-
tion was conducted at CPC
during the month of April
2023 based on the theme—
'CPC as a workplace' or
'Our Nation in your eyes'.

The first prize in competi-
tion was won by Shri Pankaj
Dwivedi, Addl DIT, CPC.

The photo of the winning
work is below:

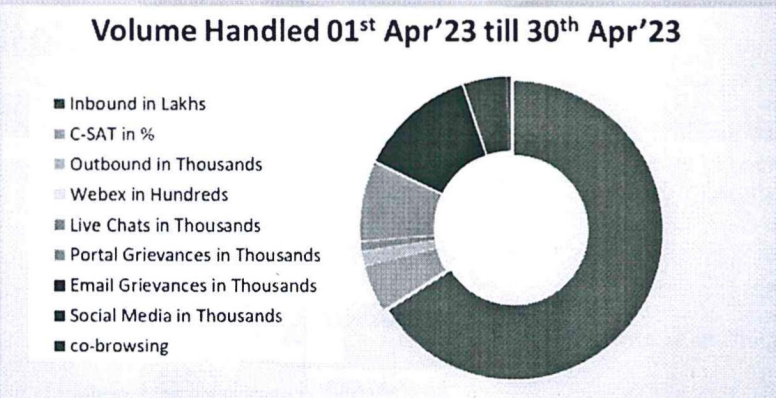


Painting by Shri Dharani
Nath VC, JCIT(OSD), CPC
which won the second prize.

Interview of Late Shri C
Aswath, eminent Kannada
Music Composer by Ms Su-
prabha, ITO, CPC won the
first prize in the literary cat-
egory

REGION	Total	
	No of Demands	Demand in cr
APR	1402	879
BBN	337	353
BPL	996	499
CHE	1909	6885
DEL	2857	21262
DLC	5799	105720
GUJ	1621	2203
KAR	60976	29638
KNP	910	4140
KRL	625	377
LKN	765	101
MUM	9500	65809
NGP	360	132
NWR	6836	5764
PNE	2429	1040
PTN	1007	68
RJN	705	4275
SHL	208	269
WBG	1535	3560
Grand Total	100777	252972

Helpdesk Statistics:



ICM Verticals	Volume Handled
	01 st Apr'23 to 30 th Apr'23
Inbound	1.13 L
C-SAT %	86.87 %
Outbound	25.5 K
Webex	130 Calls
Live Chats	17.3 K
Portal Grievances	15.1 K
Email Grievances	21.3 K
Social Media	2.8K
CO-Browsing	128 Calls

Notable works or art and craft which won awards and accolades



Assessing Officer's Corner:

1.Path for legal heir addition in ITBA:

Jurisdictional/ Central/ International Taxation AOs can add legal heir, and not FAUs. Following is the overview of the steps to be followed by AOs for adding Legal Heir in ITBA:

ITBA Portal >> Common Functions >> Menu >> Legal Heir Details >> Enter PAN of the Deceased and tab out. Click on Search

If the legal heir details are available in the system, same will be displayed. Otherwise, a new Legal Heir will have to be added for the deceased PAN by clicking on **Add Legal Heir >> Enter Date of death >> Enter Legal Heir PAN.**

Based on PAN, Name and communication Address is displayed on screen >> **Select Relation with Assessee >> Select Refund to be released to legal heir (Yes or No).**

In case where **Refund to be released** is selected as **Yes**, the request will be submitted to **Range Head** for approval of legal heir addition request. If **Refund to be released** is **No**, it will not be submitted to **Range Head** for approval. >> Click on **Save** button to save the details in the system >> AO can add any supporting documents for the Legal Heir request >> In case where **Refund to be released** is **Yes**, User has to save Bank Details for the Legal Heir request.

In case where **Refund to be released** is **No**, Bank details are optional >> If the request has to go to **Range** for approval, **Range User** will be able to **Approve, Reject** or **Send Back** the request. In **Range Head** code, screen will be displayed in **View Only** mode for viewing the details for the Legal Heir request >> Once Legal Heir request is approved by **Range Head**, **status** of the Legal Heir in Legal Heir screen as seen by AO will be updated as **Active**.

This can be accessed from the path: ITBA Help Guide >> Recovery Module >> FAQs on Recovery Module>> FAQs on frequently faced issues in ITBA – March 2023

2. Submission of response to outstanding demands by AO:

In order to submit response to outstanding demands, the AO is required to follow the following path: ITBA Portal -> Login -> Modules -> Recovery -> Menu -> Demand Analysis

Demand available on screen will be from 5 sources:

- CPC processed demand u/s 143(1) and consequential Rectification orders passed by CPC-ITR
- ITBA passed/processed 143(1), Assessment, Rectification, Give effect, Penalty orders
- Demand updated through Manual Order Upload functionality in ITBA
- Legacy AST passed orders after 01.04.2010. (Legacy demand before 01.04.2010 were required to be uploaded by AO in CPC-FAS)
- CPC- AO Demand Portal demand (Manually uploaded by AO).

Demand Analysis Details

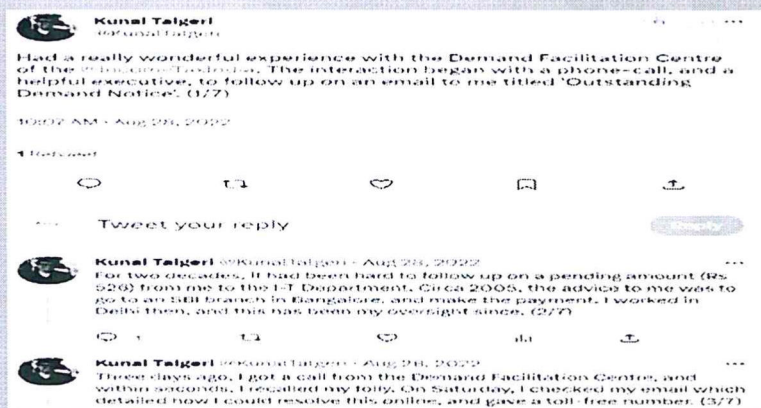
i) Enter the search criteria and click on **Search** button.

Glimpses of the Sports Tournament held at CPC for 3 days during the month of April



- ii) Click on PAN hyperlink to navigate to Demand Analysis Details screen.
- iii) On click of PAN hyperlink user will be navigated to Analysis of a demand screen where AO will be able to select the demand and enter recoverability status for selected demand.
- iv) User selects the Demand and selects the Recoverability Status. Click on Enter Recoverability Details button and grid will open enter the relevant information based on selected recoverability status.
- v) Click on **Save** to save the Recoverability details and click on **Delete** to delete the details. By clicking on Save/delete the Amount difficult to recover will be updated accordingly.
- vi) Click on **Submit to CPC** to share the recoverability status with CPC.

Taxpayer appreciation of Demand Management Facilitation Center, Mysuru:



From: "Rudramuni B" <rudra.bas@gmail.com>
To: taxdemand@cpc.incometax.gov.in
Sent: Thursday, February 2, 2023 2:01:54 PM
Subject: Appreciation for your service

I would like to appreciate the assistance in filing the rectification for FY2022-23. It is a truly complex set of steps. I wholeheartedly appreciate the help over the phone by **Noor Mohammadi**. She was calm and patient for more than 30mins till all steps were completed. I highly recommend rewarding her through an appreciation note or bouquet or gift voucher or anything that's permissible in your company/department.

Thank you Noor for the assistance.

Best wishes,
 Rudramuni

Compiled and Edited by:

Team CPC, Bangalore

Feedback and further suggestions may be sent to cpcnewsfeedback@gmail.com.



ಆರಾಧನಾ ಕೇಂದ್ರ
 आयकर केन्द्र
 CENTRALIZED PROCESSING CENTER
 INCOME TAX DEPARTMENT

centralized processing center

Income Tax Department

Prestige Alpha Building Hosur Road, Bangalore 560100

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