

1004

9 SEP 2014

1004

Office of the Commissioner of Income Tax

Hyderabad-04.

Resolution of certain reported issues on e-mail and Help-desk raised in VC on 3 Sept 2014

In pursuance to Video Conference held on 3rd Sept 2014, following resolutions are offered to some of the issues projected by users. **CsIT and CsIT(CO) are requested to circulate amongst users under their jurisdictions**

Office of the Commissioner of Income Tax

13 SEP 2014

(कम्प्यूटर प्रचालन), हैदराबाद
Computer Operations, Hyderabad

E-mail Solution

1. User ID of email

- Users using domain name incometaxindia.gov.in will now use domain name incometax.gov.in
ie your email which was abc@incometaxindia.gov.in will now be abc@incometax.gov.in
- Existing lotus notes users. There is no change in email ID

2. Password for e-mail (without sending mail at Helpdesk)

To get first Password, send your request through CIT or CIT (CO) to DIT(S)-III at Fax No 0120-2770108 with the details of Name, Designation, email-ID, Mobile No of user. Helpdesk will inform the concerned user.

Password for e-mail (By sending e- mail at Helpdesk) For first password request can also be send to wadhwa.lokesh@tcs.com specifying the following

Name, Designation, Current Mail ID, Office address, Mobile number

3. How to reach email?

On browser type: **webmail.incometax.gov.in**

It is available both on Internet as well as intranet (TAXNET)

Help-desk

4. How to reach helpdesk

On browser type: **itbahelpdesk.incometax.net**

5. User ID and password for Help –desk

User ID is same as ITD login ID. For logging for the first time the password is same as User ID. Please change your password immediately.

6. First action after logging in

Please update your profile through icon on Home Page. Ensure your mobile nos and email IDs are updated.

7. Which complaints to log-in at Help-desk

The new Helpdesk would cater to complaints of ITD application, Sevottam, iTaxnet, RSA token, Email Solution & Anti-Virus (excluding desktop related issues.) For any hardware related complaints/ local complaints/network related complaints, the **Co-Desk will continue to operate as per past practice** and its toll free number would be 1800110015.

CIT(CO)

Attn of

Mr. Noor Mohd

Addl.CIT(Admin)/DC(Admin)/DC(Vig)/DC(Infra)
Addl.CIT(Tech)/Addl.CIT(Judl.)/AC(Judl.)/AD(Proc.)
A.O(D.L.)/A.O(Exams)/A.O(Accts.)/A.O(Estt)
ITO(Fin)/ITO(Mal)/ITO(Legal)/PRC./ScPC.

DD (SYS)/AD(SYS)/ITO(HQRS)
DPA GR 'B' MODH. GHOUSE
DPA GR 'B' SAI BABA /ESST
AO&DDO/CASHIER/

DD

Lokesh

Attn of

8. Phone Call timings at Help-desk

The helpdesk will take calls from 8:30 AM to 6:00 PM

9. Closure of Complaints

The complaints will be closed after connecting user. User can also re-open the complaint, if not satisfied.

10. Display Help Nos, email id on Home page

Changes being done on Login Screens

11. Hierarchy matrix in case of any difficulty in reaching Helpdesk

From Service provider (TCS)

Sandeep Girdhar (09971556265)	-	For ITD related issues
Sunil Kumar Singh (09911443904)	-	For ITD related issues
Kuldeep (07042119745)	-	For RSA related issues
Owais (08447669772)	-	For Citrix related issues
Lokesh Kumar (09953720991)	-	For e-mail related issues

From Department Side

E-mail		Helpdesk	
Officer	Mobile #	Officer	Mobile
Sh. D.S. Chawla - DIT(S)-III	9013850505	Sh. D.S. Chawla, DIT(S)- III	9013850505
Sh. Prasanth V.K - JDIT(S)-III(5)	9013853054	Sh. Pradeep Kumar Meel, Addl DIT(S)-III(6)	9013850326
Sh. Ajay Bhende AD(S)-III(2)	9968626373	Sh. Ajay K Bhende, AD(S)-III(2)	9968626373
Sh. Rajendra Kumar AD(S)-III(3)	9968626462	Sh. Rajendra Kumar, AD(S)-III(3)	9968626462

12. Presentation for Users

The same are attached

TATA CONSULTANCY SERVICES

Experience certainty.



Oracle Messaging Deployment

Project Name: Income Tax Business Applications (ITBA)

September 3, 2014

URL for Messaging

<http://webmail.incometax.gov.in>

Login Page

Convergence x
webmail:incometax.gov.in:1980/accuser/layouthtml?lang=en&3.0.0.1:62072455:accuser/layouthtml/calendar

Messaging Solutions



ITBA
INCOME TAX BUSINESS APPLICATION

Username:

Password:

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Powered By TATA CONSULTANCY SERVICES



3:09 PM
8/26/2014

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After Login Page

Most Visited Getting Started

Messages

Inbox **Important** [No subject]

Get Mail Write

Quota 1% of 3072 MB

Praeshant.Rastogi@incore

From	Date	Size
Fraeshant Rastogi	08-22-14 08:23 PM	4KB
Vipin Kurnai	08-20-14 10:33 AM	3KB
Vipin Kurnai	08-20-14 10:31 AM	3KB
demo	08-16-14 02:41 AM	2KB
demo	08-16-14 02:35 AM	2KB
testuser1	08-16-14 02:22 AM	2KB
Fraeshant Rastogi	08-13-14 10:21 AM	3KB

Messages 1

Want to read one of the messages?
Just click on it to view it here on the reading pane

Messaging Solution Features

1 Messaging:

The Messaging component enables you to perform the following tasks:

- Sending Messages
- Receiving Messages
- Searching Messages
- Managing Messages
- Attaching Files to Messages (attachment size limit is 10 MB which is composite(attachment + mail body))
- Sorting Messages
- Managing Folders

Sending Messages (TO)

Most Visited Getting Started

incometax.gov.in

Prashant Rastogi@income

Quota 1% of 3072 MB

Inbox Trash Sent Drafts (1) Spam [[SPAM]] Deleted Demo Junk E-mail personal

Inbox [No subject]

Send Attach Save Bcc Aa Spell Check Options Cancel

To Kolkata

Cc Corporate Director

Subject

"cit ap6 kolkata" <cit ap6 kolkata@incometax.gov.in>

"cit ap8 kolkata" <cit ap8 kolkata@incometax.gov.in>

"cit audit1 kolkata" <cit audit1 kolkata@incometax.gov.in>

"cit audit2 kolkata" <cit audit2 kolkata@incometax.gov.in>

"cit cent1 kolkata" <cit cent1 kolkata@incometax.gov.in>

"cit cent3 kolkata" <cit cent3 kolkata@incometax.gov.in>

"cit central3 kolkata" <cit central3 kolkata@incometax.gov.in>

"additit inttax1 kolkata" <additit inttax1 kolkata@incometax.gov.in>

"additit inttax2 kolkata" <additit inttax2 kolkata@incometax.gov.in>

"addititrv3 kolkata" <addititrv3 kolkata@incometax.gov.in>

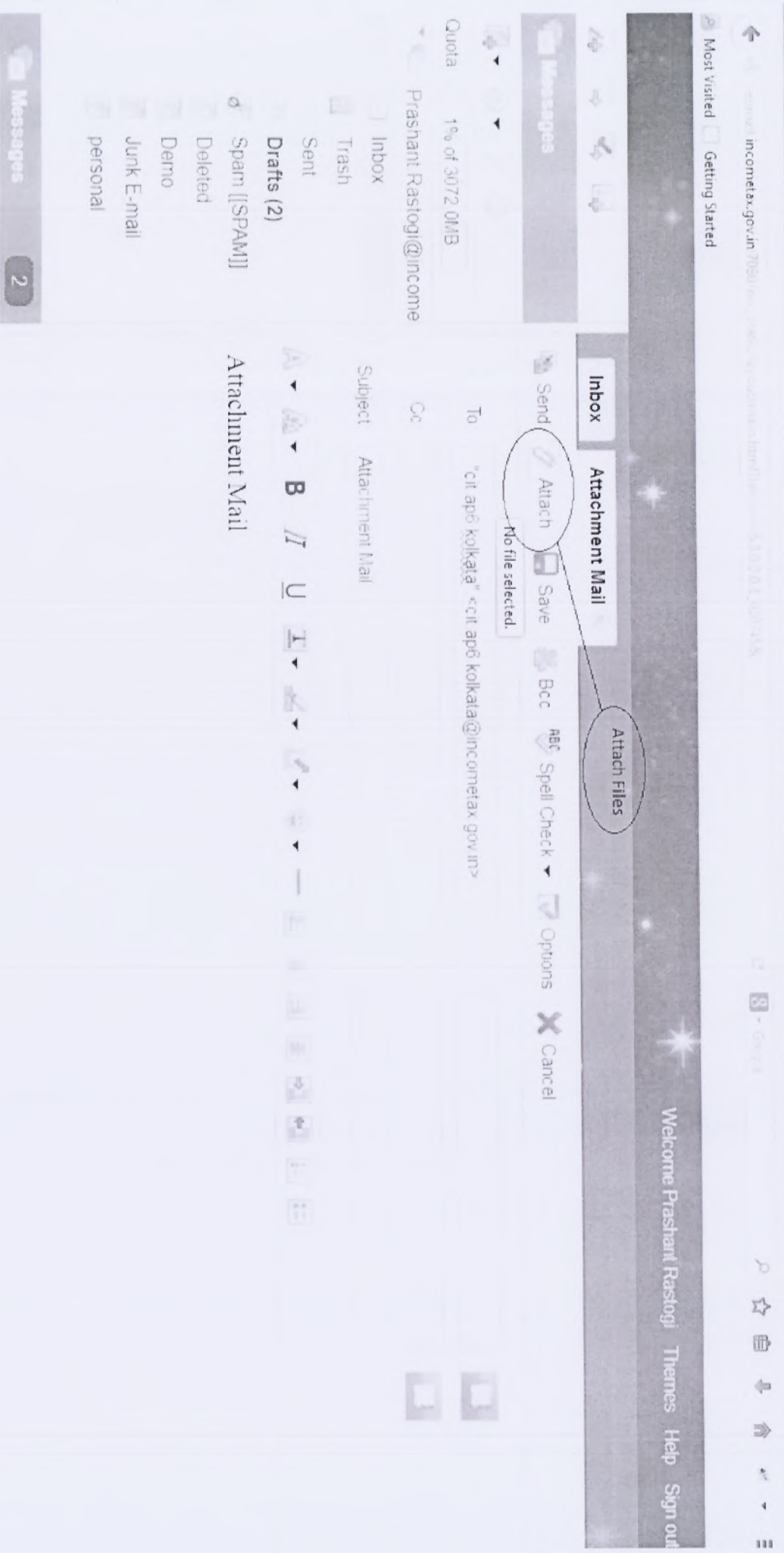
Welcome Prashant Rastogi Themes Help Sign out

Messages 1

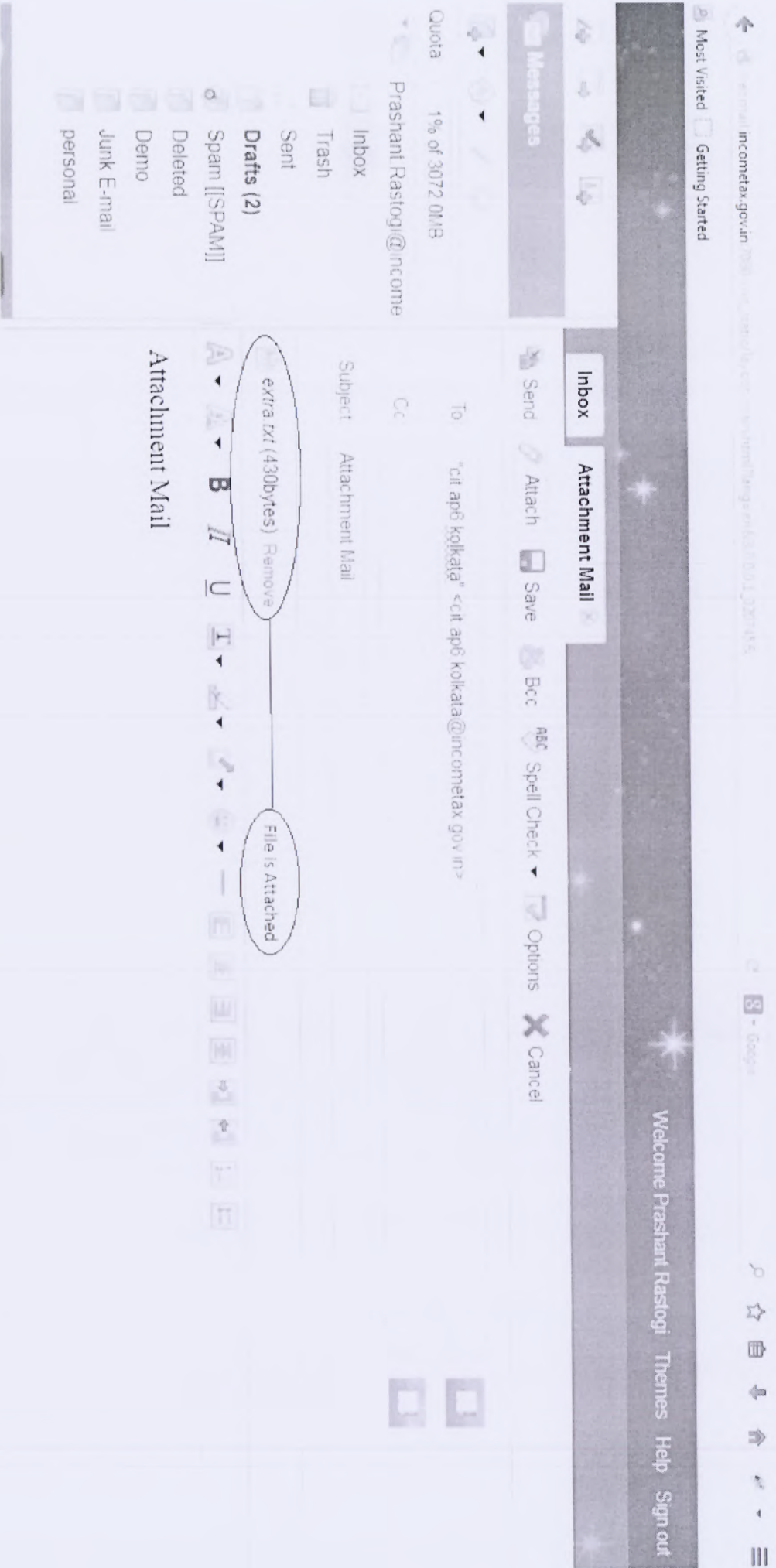
TATA CONSULTANCY SERVICES
Experience certainty.

If you want to send mail to a id as shown above you have to just type only some keywords "Koi" as shown above

Sending Messages (Adding Attachment)



Sending Messages (File is attached)



Sending Messages (Save as Draft)

IncomeTax.gov.in | 100% Secure | 100% Confidential | 100% Safe

Most Visited Getting Started

Welcome Prashant Rastogi Themes Help Sign out

Inbox Attachment Mail

Send Attach Save Bcc Abc Spell Check Options Cancel

Quota 1% of 3072 MB

To "Cit ap6 k6lkai6" <Cit.ap6.kolkata@inc.omnetax.gov.in>

Cc

Subject Attachment Mail

extra.txt (198bytes) Remove

Drafts (2)

Spam [[SPAM]]

Deleted

Demo

Junk E-mail

personal

Sent

Inbox

Trash

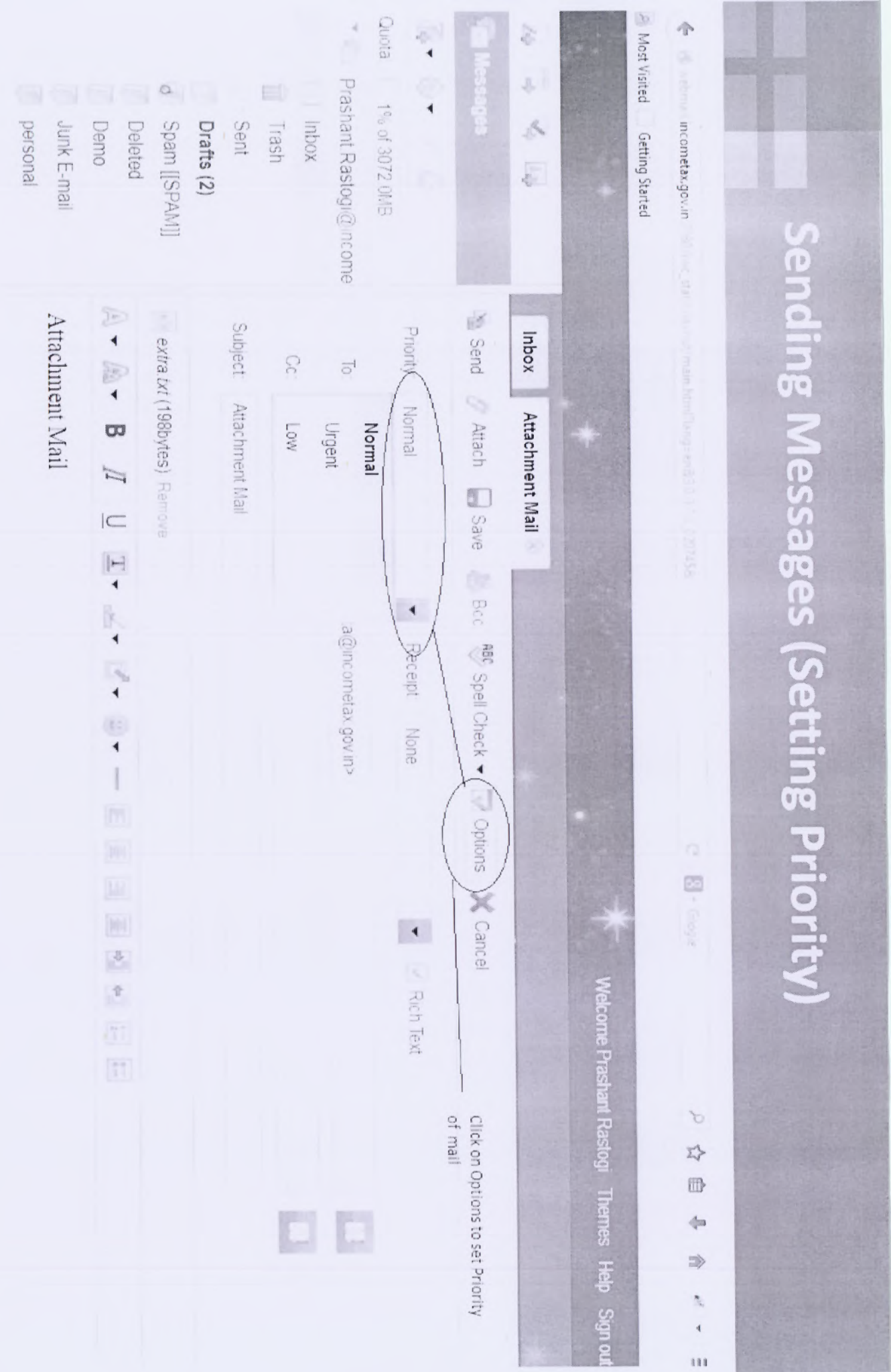
Attachment Mail

Mail is Saved in Drafts

Attachment Mail

Mail is Saved in Drafts

Sending Messages (Setting Priority)



Sending Messages (Spell Check)

Home | incometax.gov.in | 7881 | Account | Logout | Profile | Prashant Rastogi | 12/20/11 | 11:35 AM

Most Visited Getting Started

Welcome Prashant Rastogi | Themes | Help | Sign out

Messages

Messages 2

Inbox Attachment Mail

Send Attach Save Bcc Spell Check Options Cancel

To "cit apb kolkatā" "cit apb kolkatā"

Cc

Subject Attachment Mail

extra.txt (198bytes) Remove

A B I U

Attachment Mail

English German French Spanish

Click on Spell Check for checking spelling in mail

Search mail

Most Visited Getting Started

Messages

Quota 1% of 30720 MB

Prashant Rastogi@income

- Inbox
- Trash
- Sent
- Drafts (2)
- Spam (SPAM)
- Deleted
- Demo
- Junk E-mail
- personal

Messages 2

Inbox

Get Mail Write

	Subject	From	Subject	Size
<input type="checkbox"/>	Re: test123	Prashant Rastogi	Sender	4KB
<input type="checkbox"/>	1234	Vipin K	To or Cc	3KB
<input type="checkbox"/>	dfgsdfgsdf	Vipin K	Subject or Sender	3KB
<input type="checkbox"/>	Testing	demo	Body	2KB
<input type="checkbox"/>	testing	demo	Advanced Search	21KB
<input type="checkbox"/>	Webmail test	testuser1		21KB
<input type="checkbox"/>	test	Prashant Rastogi		3KB

Type here for Searching in mails with different options

Want to read one of the messages?
Just click on it to view it here on the reading pane

Address Book

incometax.gov.in

Most Visited Getting Started

8 - Google

Welcome Prashant Rastogi Themes Help Sign out

Personal Address Book

New Contact

Adding New Contact

New Group

Delete

Deleting Contact

Compose Mail to

Copy to

Print

Lokesh Wadhwa

Editing Contact

Last modified 07/08/14

Edit

Display Name

Lokesh Wadhwa

Mohamad Shahr

Saba Ameer

Vipin Kumar

Personal Information

First Name Lokesh

Last Name Wadhwa

Email Addresses

Work wadhwa.lokesh@incometax.gov.in

Instant Messaging

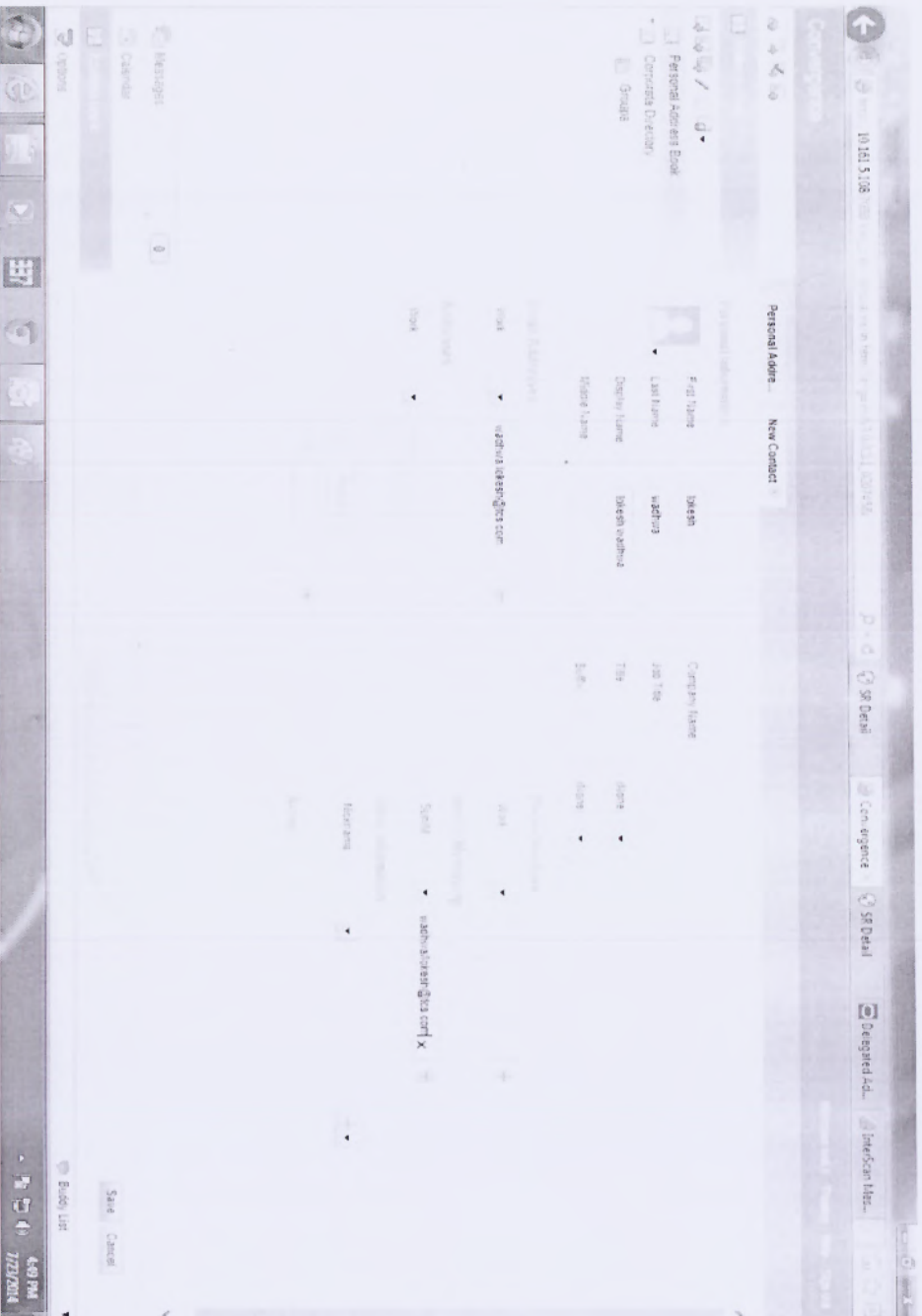
SumM wadhwa.lokesh@incometax.gov.in

Messages 2

TATA CONSULTANCY SERVICES

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- A new Contact named Lokesh Wadhwa is created:



Changing Password

- Click **Change Password**. The Password tab appears in the central panel.
- Enter the old password in the **Current Password** field.
- Enter the new password in the **New Password** and **Confirm New Password** field.
- Click **Save Preference**



Users are requested to change their default password through change it through options menu as explained above when they login first time.

User can use default password till 15th September after that following password policy will apply:

- Users must reset the password the first time they login to the application
- Minimum password length should be of eight characters
- Password should contain at least one number and one special character
- Password should be changed in every 90 days
- Users can change the password within the application as and when required.
- Account lockout after 10 incorrect logins
- Users should not use 3 old passwords

Supported Browsers

BROWSERS	WINDOWS 7	WINDOWS XP	MAC OS 10.x
Google Chrome	Version 29 or above	Version 29 or above	Not Applicable
Mozilla Firefox	Version 23 or above	Version 23 or above	Not Applicable
Internet Explorer	Version 8 or above	Version 8 or above	Not Applicable
Safari	Not Applicable	Not Applicable	Version 5.1.9 or above

Help Line

For any messaging issues helpdesk can be reached at:

0120-2772828

Or

helpdesk_messaging@incometax.gov.in

Advanced

Below features will be explained in the Advanced

Presentation After Deployment:

1. Calendar.
2. Instant Messaging.
3. Other Options.

TATVA CONSULTANCY SERVICES

Experience certainty.



Thank You



Proven what we deliver.

Deliver what we promise. That's

certainty



Our extensive industry experience, including over 2000 projects across 150+ countries, has earned us a reputation for quality, reliability and business solutions. TATVA has a reputation of delivering value for our clients, and we continue to deliver the best of our industry. We are committed to providing the highest quality of service to our clients, and we are committed to providing the highest quality of service to our clients. We are committed to providing the highest quality of service to our clients. We are committed to providing the highest quality of service to our clients.

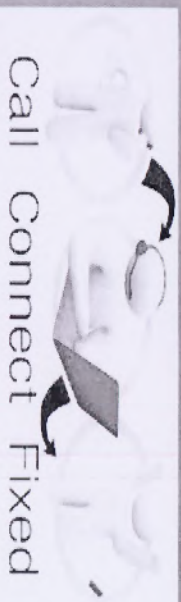
TATVA CONSULTANCY SERVICES

100, 10th Floor, Naraina, New Delhi - 110028, India

www.tatvaconsultancy.com

TATA CONSULTANCY SERVICES

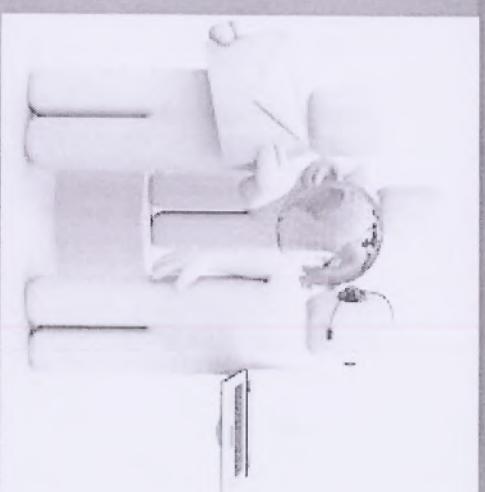
Experience certainty.



Call Connect Fixed



ITBA Helpdesk Service



Accessing ITBA Helpdesk



Please enter the below mentioned URL on any browser

<http://itbahelpdesk.incometax.net>

Helpdesk Number – (0120) - 2772828

Enter the details as follows

→ User Name: USER_ID

→ Password: USER_ID

USER_ID will be ITD APPLICATION USER ID i.e. U150003

Accessing ITBA Helpdesk (Contd..)



ITBA
INCOME TAX BUSINESS APPLICATION

ITBA HELPDISK

Login

User Name

Password

Log In

For all FMS, Local Network & Hardware related services, please log tickets in Co-Desk
Please contact Helpdesk if you forget password

Update Profile

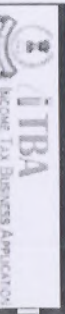
ITBA HELPDISK SERVICE - Home - Windows Internet Explorer

IncomeTax.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDISK SERVICE - Home ITBA HELPDISK SERVICE - I... Free Home Get more Add-ons

ITBA HELPDISK SERVICE - Home



ITBA HELPDISK SERVICE

Update Profile

Search for a Solution

Search for a solution using keywords:

Go

Top Solutions

(Browse more solutions)

- Assessment Year correction on Manual Refund in OL TAS
- Correction on challans deposited prior to 1st April, 2006.
- Error on Major Head correction Screen
- Processing of revised return

Customer Service

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 7 open incidents
You have 0 closed incidents

If you know the number, please enter:

An Incident number:

Go

Announcements

08/07/2014 11:44 am
15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

Home | About | Help

KUMAR, RAJESH | Log Out

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

Done

Internet

100%

Update Profile (Contd...)

ITBA HELPEDESK SERVICE - Santra, Samir Update Contact - Windows Internet Explorer

IncomeTax.net

File Edit View Favorites Tools Help

ITBA HELPEDESK SERVICE - 1... Free Hotmail Get more Add ons

ITBA HELPEDESK SERVICE - Santra, Samir Update Cont...

ITBA HELPEDESK SERVICE

Santra, Samir Log Out
Home | About | Help

Save Cancel Reset

First Name	Santra	Middle Name		Last Name	Santra
Old Email Address	pawan7@infos.com	New Email address	pawan7@infos.com	Old Mobile Number	9999973532
				New Mobile Number	9999973532
Password				
Last Modified On	08/22/2014 11:53 am			Last Modified by	173359

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

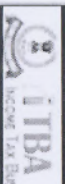
Update Profile (Contd...)

ITBA HELPDISK SERVICE - Santra, Samir Contact Detail

inetmex.net

ITBA HELPDISK SERVICE - 1... Free Hotmail Get more Add-ons

ITBA HELPDISK SERVICE - Santra, Samir Contact Detail



ITBA HELPDISK SERVICE

Santra, Samir Contact Detail

Santra, Samir Log Out

Home | About | Help

Message from webpage

! Save Successful - Analyst contacts Santra, Samir updated

OK

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

Done

Experience certainty

Top Solutions

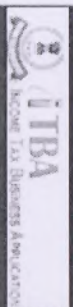
ITBA HELPDISK SERVICE - Home - Windows Internet Explorer

incometax.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDISK SERVICE - Home ITBA HELPDISK SERVICE - L... Free Home! Get more Add-ons

ITBA HELPDISK SERVICE - Home



ITBA HELPDISK SERVICE

Update Profile

Search for a Solution

Search for a solution using keywords:

Top Solutions

Assessment Year correction on Manual Refund in OI TIAS
Correction on challans deposited prior to 1st April, 2006.
Error on Major Head correction Screen
Processing of revised return

(Browse more solutions)

Customer Service

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 7 open incidents
You have 0 closed incidents

If you know the number, please enter:

An incident number:

Announcements

08/07/2014 11:44 am
15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

Home | About | Help

KUMAR, RADISH Log Out

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

Done

Internet

100%

Top Solutions

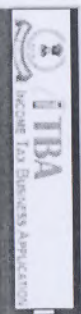
ITBA HELPDISK SERVICE - Knowledge Document Correction on challans deposited prior to 1st April - Windows Internet Explorer

inetelax.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDISK SERVICE - L... Free HTML Get more Add ons

ITBA HELPDISK SERVICE - Knowledge Document: Cor...



ITBA HELPDISK SERVICE

Santra, Samir Log Out Home | About | Help

Knowledge Document

Correction on challans deposited prior to 1st April, 2006.

Summary:
Correction on challans having challan deposit date before 1st April, 2006 are not allowed.

Problem:
Correction on challans which are deposited prior to 1st April, 2006 are not allowed.

Parent Document:
Related Documents

Resolution:
As per the current functionality in OLTAS, changes in minor head, Assessment year(A.Y) in the challans deposited prior to 1 April 2006 are not allowed. In this challan, please forward the case through proper channel that is, Through Range Head of your jurisdiction to DITS (IT) referring to raised Incident in ITBA helpdesk

Attachments:

Related Categories:
RELATED KNOWLEDGE CATEGORIES

Related Tickets:

Properties:
Doc ID:400001
Creation Date:08/12/2014
Configuration Item:

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

Page Options

- Add Bookmark
- Subscribe
- Rate & Comment
- New Incident
- New Incident based on this Document
- User Friendly Version

Be the first to rate this document

LOG NEW INCIDENT



Create New Incident

ITBA HELPDISK SERVICE - Home - Windows Internet Explorer

incometax.net

File Edit View Favorites Tools Help

Favorites

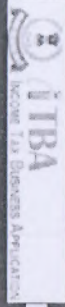
ITBA HELPDISK SERVICE - I...

Free Hottmail

Get more Add-ons

ITBA HELPDISK SERVICE - Home

Page Safety Tools



ITBA HELPDISK SERVICE

Update Profile

Home | About | Help

Santra, Samir Log Out

Search for a Solution

Search for a solution using keywords:

Go

Customer Service

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 117 open incidents
You have 58 closed incidents

If you know the number, please enter:

An incident number:

Go

Top Solutions

(Browse more solutions)

Assessment Year correction on Manual Refund In OLTAS
Correction on challans deposited prior to 1st April, 2006.
Error on Major Head correction Screen
Processing of revised return

Announcements

15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

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

Done

Internet

100%

Create New Incident (contd...)

ITBA HELPDESK SERVICE - Create New Incident 869 - Windows Internet Explorer

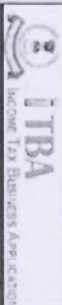
inetexplorer.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDESK SERVICE - L... Free Hotmail Get more Add-ons

ITBA HELPDESK SERVICE - Create New Incident 869

Page Safety Tools



ITBA HELPDESK SERVICE

Santra, Samir Log Out Home | About | Help

Create New Incident 869

Severity Definition

Save

Cancel

Reset

Attach Document

Open Date/Time

09/22/2014 11:55 am

User ID

170358

User Name

Santra, Samir

PAN Number

Status Open

Mobile Number (required)

Email Id

Severity on Open Status

Current Severity (required)

Incident Category (required)

Call Back Date/Time

Assessment Year

Location (required)

Satisfaction Rating

Incident Summary (required)

Incident Description (required)

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

Done



Internet



100%

Add details to log Incident

ITBA HELPDISK SERVICE - Create New Incident 869 - Windows Internet Explorer

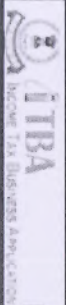
incometax.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDISK SERVICE - ... Free Hotmail Get more Add-ons

ITBA HELPDISK SERVICE - Create New Incident 869

Page Safety Tools



ITBA HELPDISK SERVICE

Santra, Samir Log Out

Home | About | Help

Create New Incident 869

Severity Definition

Save

Cancel

Reset

Attach Document

Open Date/Time

09/22/2014 11:55 am

User ID

173398

User Name

Santra, Samir

PAN Number

BCDE1234D

Assessment Year

2015

Status

Open

Mobile Number (required)

9999973532

Phone Number

0112300001

Email Id

009_01454@incometax.net

Location (required)

CHENNAI

Severity on Open Status

Current Severity (required)

Incident Category (required)

Call Back Date/Time

09/22/2014 05:55 pm

Satisfaction Rating

Incident Summary (required)

Please check issue in challan

Incident Description (required)

We are not able to give credit to challan which mentioned PAN and AY

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

Internet

100%

Choose Incident Category

Incident Area Selection - ITBA HELPDISK SERVICE - Windows Internet Explorer

incometax.net

ITBA HELPDISK SERVICE

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

Incident Area

- Incident Area
- Infra Related
 - Antivirus
 - Clritx Server
 - FTP Server
 - Messaging
 - RSA
- ITD Applications
 - AIS
 - AST
 - CIB
 - MMS
 - OLIAS
 - SEVOTTAM
 - TDS

Internet 100%

Santra, Samir Log Out

Home | About | Help

Save Cancel Reset Attach Document

IN Number: COE12345

Call Id: _dlas4@incometax.net

Call Back Date/Time: 02/22/2014 05:55 pm

Assessment Year: 2015

Location (required): CHENNAI

Satisfaction Rating

Internet 100%

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

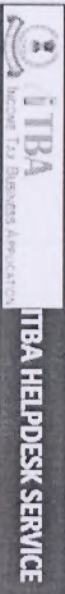
Incident Details Filled

IncomeTax.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDISK SERVICE - 1... Free Hotmail Get more Add-ons

ITBA HELPDISK SERVICE - Create New Incident 869



Santra, Samir Log Out Home | About | Help

Create New Incident 869

Open Date/Time 09/22/2014 11:56 am User ID 170339 User Name Santra, Samir PAN Number 8CDE1234D

Status Open Mobile Number (required) 9999973532 Phone Number 0112500001 Email Id tcs_dtl86@incomeTax.net

Severity on Open Status Current Severity (required) Incident Category (required) ITD Applications (CTAS) Call Back Date/Time 09/22/2014 06:55 pm

Incident Summary (required) Please check issuer of call

Incident Description (required)

We are not able to give credit to challan which mentioned PAN and AY

Severity Definition

Save

Cancel

Reset

Attach Document

Assessment Year 2005

Location (required) CHENNAI

Satisfaction Rating

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

Done

Add Attachment

Create New Attachment - ITBA HELPDESK SERVICE - Windows Inte ...

inetex:net

File Edit View Favorites Tools Help

Favorites ITBA HELPDESK SERVICE - 1... Free Hotmail

Page Safety Tools

ITBA HELPDESK SERVICE

Create New Attachment Save Cancel Reset

Click the Locate File button to search for the file you wish to attach.

Locate File

OR

Specify a Web Page address and click the Save button.

Web Page

Internet 100%

Add-ons

Santra, Samir Log Out Home | About | Help

Severity Definition Save Cancel Reset Attach Document

PAN Number BCDE1234D

Email Id :cs_dhase@inetcom.sx.net

Call Back Date/Time 08/22/2014 05:59 pm

Category (required) OLTAS

Assessment Year 2005

Location (required) CHENNAI

Satisfaction Rating

Internet 100%

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

Support Services

Done

Internet 100%

Add Attachment (Contd...)

The screenshot shows the ITBA HELPDISK SERVICE web application. A modal dialog box titled "ITBA HELPDISK SERVICE" is displayed in the foreground. The dialog box contains the following text:

Status
Upload Successful - attachment will be shown after save

Buttons: **Save and Close**

The background shows the main application interface with a navigation menu and a data table. The navigation menu includes: Home | About | Help, Santra, Samir Log Out, Attach Document, Reset, Cancel, and Create.

number	Assessment Year
13345	2005

Additional visible text in the background includes: Location (required) CHENNAI, Satisfaction Rating, and Back Date/Time 2014 05 59 pm.

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

Done

Incident Details Filled

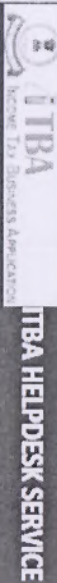
ITBA HELPDISK SERVICE - Create New Incident 869 - Windows Internet Explorer

IncomeTax.net

File Edit View Favorites Tools Help

Favorites ITBA HELPDISK SERVICE - 1... Free Home! Get more Add-ons

ITBA HELPDISK SERVICE - Create New Incident 869



Santra, Samir Log Out

Create New Incident 869

Open Date/Time 08/22/2014 09:55 am User ID 170358 User Name Santra, Samir

Status Open Mobile Number (required) 9999973332 Phone Number 0112500001 Email Id 06_dtlas@incometax.net

Severity on Open Status Current Severity (required) Incident Category (required) ITD Applications QLTAS Call Back Date/Time 08/22/2014 09:59 pm

Incident Summary (required) Please check issue in challan

Incident Description (required) We are not able to give credit to challan which mentioned PAN and AY

Severity Definition

Save

Cancel

Reset

Attach Document

PAV Number

SCDE1324D

Assessment Year

2013

Location (required)

CHEMNAT

Satisfaction Rating

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

Done

Internet

100%

New Incident Logged

[Update Profile](#)

[Search for a Solution](#)

Search for a solution using keywords:

Top Solutions

- [Assessment Year correction on Manual Refund in OLTAS](#)
- [Correction on challans deposited prior to 1st April, 2006.](#)
- [Error on Major Head correction Screen](#)
- [Processing of revised return](#)

Customer Service

Incident 869 created. Click here to view.

Create a new Incident

Get contact information and hours of operation

Existing tickets

8 open incidents
0 closed incidents

If you know the number, please enter:

An incident number:

Message from webpage

Save Successful - Incident 869 created

Announcements

15-Aug-14 will be a non working day for CALL CENTER

[\(Show All Announcements\)](#)

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