



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,
नई दिल्ली / **New Delhi-110055**

F. No. System/ITBA/HRMS/Telephone-update/

Dated: 26-05-2020

To

All Principal Chief Commissioners of Income-tax/CCsIT (By Name);
All Principal Director Generals of Income-tax/DGsIT (By Name);
All Principal Commissioners of Income-tax/CsIT(Administrative) (By Name);
All Principal Directors of Income-tax/DsIT(By Name);
All Commissioners of Income-tax/CsIT(Admn. And TPS) (By Name).

Madam/Sir,

Sub: Procedure to change the Mobile number in the HRMS of Income Tax Business Application (ITBA) for Department communication –reg.

Kindly refer to the above subject.

Various important modules of HRMS such as Service Book, Digital Signature, I-Card Management, Hierarchy Management, Employee Self Service (including IPR), APAR and Officer Self Service related links and its corresponding functionalities are being accessed by all the Group-'A' & Group-'B' officers over internet using Secured Socket Layer-Virtual Private Network (SSL-VPN).

2. Due to Covid-19 Lockdown, it was observed that Officers are frequently accessing not only HRMS but also core-modules of ITBA from Home. While accessing to the ITBA/HRMS over internet using Secured Socket Layer-Virtual Private Network (SSL-VPN) the One Time Password OTP is received on the Tarang mobile number of the user for authentication purpose. It may be noted that it was decided to use Tarang mobile for receiving any OTP in order to ensure verifiability of the link between the Officer and the Mobile number.

3. Meanwhile, numerous requests have been received on ITBA-helpdesk to change the mobile number linked to the Officer in the ITBA/HRMS. It was found that the reason to change mobile number was weak mobile network, delay in receiving OTP and most importantly, the unreliability of the Tarang mobile network at most locations etc.

4. Keeping in view the practical situation on the ground & for smooth accessibility of ITBA/HRMS to the users of the Department over the internet, it has been decided to permit change in the Mobile Number linked to the Officer by prescribing a Form (Copy enclosed) to register a new mobile number in ITBA/HRMS, which has to be filled by the Officer/Official requesting change and verified by his immediate supervisor. As a matter of abundant

caution, only one time change will be permitted. It would be the Officer's responsibility to ensure that the new Mobile Number being requested to be updated belongs to him only.

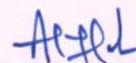
5. The following steps are to be completed to change the mobile number in the ITBA/HRMS :-

- i) User has to fill standard Mobile Number Change Form giving his/her Posting as well as new number details such as Name of Service Provider, Name of registered owner etc.
- ii) The detail filled by the officer is to be verified by his/her Controlling officer.
- iii) The duly filled in Form has to be submitted in the office of the concerned CIT(Admin.& TPS) /RCCs Administrator for update.
- iv) RCC administrator should call up the new number and speak with the Officer to confirm the new number and satisfy himself that the new mobile number is that of the Officer.
- v) RCC administrator should upload scanned copy of the change request for new mobile number at the time of changing the Mobile number.

6. The above may kindly be brought to the notice of all relevant users working under your charge.

This issues with the approval of Pr. DGIT(S), New Delhi.

Yours faithfully



(Ashim Kumar Modi)

Commissioner of Income Tax(ITBA)

Directorate of Income Tax (Systems), New Delhi

Copy to:-

1. The P.P.S. to Chairperson, Member(Inv.), Member(L), Member(IT&R), Member(Admn.), Member(TPS&S), Member(A&J), CBDT for information.
2. The P.P.S. to Pr. DGIT(Systems), New Delhi.
3. The Web Manager to Database cell, CBDT with a request to upload in irsofficersonline.gov.in website.
4. The ITBA Publisher with a request to upload instruction on ITBA Portal.



(Ashim Kumar Modi)

Commissioner of Income Tax(ITBA),

Directorate of Income Tax (Systems), New Delhi

Form for changing Mobile Number in ITBA

(part of ITBA-Internet Instruction No.3)

Name of officer/official : _____ Employee No. _____

_____ Designation : _____ Tarang Mobile

No. _____ Office Address _____

CCA Region _____ RCC Name _____

New Mobile No. _____ Service Provider _____

Name registered in new mobile number _____

I certify that I am owner of the new mobile number which is in my name only and I also undertake that whenever I surrender my new mobile number, I will intimate the department in advance for removing mobile number from the database of HRMS.

Signature with date

_____ **Verification by Controlling officer** _____

Certify that the details given above have been verified and found to be correct.

Signature with date

Name of officer _____

Designation _____

Employee Number _____

Mobile number _____

Office seal _____

For office use

Details verified as per
ITBA-Internet
Instruction No.-3

Yes/No

Mobile no.
changed

Yes / No

Date

RCC Local Administrator

Signature with date

Name _____

Designation _____