

आयकरनिदेशालय (पद्धति)
DIRECTORATE OF INCOME TAX (SYSTEMS)
ए. आर. ए. सेंटर, भूमितल, ई-2 झंडेवाला,
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
नई दिल्ली / New Delhi-110055

F. No. Pr. DGIT(S)/Tech/Misc./2019-20/13015

Dated: 20/11/2019

To,

The All Pr. Chief Commissioners of Income Tax/CCsIT
The All Commissioners of Income Tax(Admin & TPS)



Sub:- Uploading of unresolved tickets on i-taxnet portal-reg.

Kindly refer to the above, I am directed to inform regarding steps to be followed for uploading of unresolved tickets on i-taxnet portal. It is pertinent to mention that considering problems being faced by the AO's in the e-assessment, it has been decided that the tickets pending for resolution for more than 10 days may be put on the i-taxnet under Helpdesk Ticket details so that early resolution of issues and bunching of similar problems may be done. Steps to be followed to access the same are as below:

Form for ITBA/CPC tickets pending for more than 10 days Step by step user guide

Open internet explorer on LAN PC and enter <https://itaxnet.incometax.net>. Below home page will be opened, where a link is provided "Helpdesk Ticket Details", Click on hyperlink as marked in the screen.

Click on link

- Below login page will be opened, enter your i-taxnet userid and password and click on login.

- Below page will be opened. Click on "Submit Ticket Details" to submit your pending ticket details.

- Fill your details and click on submit button to submit. On successful submission, a message will appear on screen. Name is auto populated.

1. Name of the Officer :	HARISH CHANDRA SINGH
2. Designation :	
3. Contact No. :	
4. Email Id :	
5. Ticket No. :	
6. Initial Ticket Log Date :	
7. Gist of issue (not more than 25 words) :	
8. Related section :	

For any technical problem or clarification, Assessing Officers may contact Mr. Harish Chandra Singh, Dy. Director (Systems), New Delhi (9013854020).

This issues with the approval of competent authority.

Yours faithfully,



(Malvika Garg)

Dy. Director of Income Tax(S)(Hq)(Tech.)
New Delhi