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DIRECTORATE OF INCOME TAX (SYSTEMS)  
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F.No. Pr.DGIT(S)/VC /2019-20 /13552

Date: 03.12.2019

**Record of the discussions in the video conference with the field officers held on 02.12.2019 by the Directorate of Systems.**

A meeting of System Directorate with the officers of field formations was held on 02.12.2019 through video conference. The video conference was chaired by Pr. DGIT (Systems). CsIT (Admn.) of all PCCIT charges, field officers, CIT (ITBA) and his team along with technical team attended.

2. In the opening remark, Pr. DGIT highlighted that the FAQs prepared by the ITBA team and CPC Bangluru have been circulated to the field formations. It was highlighted that these FAQs have been prepared keeping in mind various generic issues faced by the field formations and the FAQs should be given wide publicity among AOs, which will help in effective management of workload.

3. It was pointed out by various field formations (Mumbai & Hyderabad) that the FAQs are found to be very useful and most of the issues being faced by the AOs have been covered by the FAQs. It was emphasised by the PDGIT (S) that these FAQs must be carefully perused for possible solution before raising tickets as this will reduce the avoidable raising of tickets. The PDGIT(S) also desired that all the EDP officers posted with RCCs should peruse the FAQs and assist the AOs in solving their issues. The issues on which clarification are required need to be escalated by the field officers so that the same can be included in the next set of FAQs.

4. The Pr. DGIT (Systems) informed the participants that a dedicated team headed by Sh. Shravan Kr. Meena, Addl DIT (Systems) supported by 4 DCIT/ACIT and 4 inspectors has been formed for early and effective disposal of tickets raised by the AOs. The team has been directed to look into all the unresolved tickets which are pending for more than 10 days and provide the solutions to the AOs. Some of the charges like Nagpur and Guwahati raised issues where tickets have been pending for more than 20 days. The PDGIT(S) directed the team to get the pending tickets resolved immediately. The field formations were asked to take up the resolution of critical and long pending

issues/ tickets with the special team whose contact details are mentioned at the end of these minutes.

5. It was pointed out by various charges that issue of speed of the ITBA has improved in this week and ITBA was working fine in all charges except very few small locations like U.P. (East). It was pointed out that this may be caused by local connectivity issues. The PDGIT(S) directed all EDP officers posted with RCCs to work proactively and take up the matter with local FMS team immediately to resolve the connectivity issues and also to escalate the matter to Systems team (ITBA & ADG(S)-4).

6. The PDGIT(S) drew attention towards low disposal and that even after assurances given by the field officers; the *dry run* exercise has not been completed, though there has been substantial improvement in the figures during last week. The supervisory officers were requested to closely monitor the progress and were again requested to complete the *dry run* of the computation of income so as to avoid major discrepancies occurring at the fag end. Most of the CsIT (Admn.) have assured that the *dry run* exercise shall be completed within a week.

7. The Pr. DGIT(S) urged the CsIT (Admn.) and supervisory officers to review the performances/ pendency of the officers posted at smaller/single officer location in particular where TB pendency is still quite high. Pr. DGIT(S) directed the ITBA Team to circulate MIS of pendency of smaller/muffasil charges including *dry run* to all the supervisory officers by 5<sup>th</sup> December, 2019. Certain officers have not disposed of a single case even when they have pendencies over 50 cases or more. The list of such assessing officers and supervisory officers is enclosed for focussed monitoring.

8. Some officers asked whether AO wise MIS is available to supervisory officers. It was explained that the MIS is available in ITBA for all levels of supervisory authorities from JCIT to PCCIT. It was also suggested to take help of the *step by step* guide to access the MIS which has already been circulated with all the officers and is also available on the ITBA portal.

9. At the request of field formations, it was agreed that existing MIS should contain certain additional fields like pending S.241 cases etc. which will help the supervisory officers in effective monitoring.

10. Some charges especially Chennai raised the issue of unavailability of functionality of uploading order in S.148 case and computation issue.

It was informed by the technical team that this functionality is under development and AOs were advised to upload the order through *manual to system* mode till the functionality is deployed.

11. The CIT(Adm.), Hyderabad raised the issue of difficulty faced by a CIT(Appeal) in generating DIN on two appeal orders. The PDGIT(S) highlighted that DIN is mandatory for all notices/ communications issued and all officers are to ensure that no notices/communications are issued without DIN as this is now a statutory requirement. The technical team was directed to look into the issue and fix the problem on urgent basis.

12. Other issues raised by the field formation are as under:-

- Notice U/s 133(6) when issued by one of the AO, its response is visible on e-filing portal but not on the ITBA (Mumbai).
- One Resource Person from TCS so as to locally solve the issues emerging from ITBA (Delhi)
- Auto Closure of tickets (Delhi)
- Problems cropping up during Dry Run (Kolkata)
- DIN generation of penalty order prior to the main order (Bengaluru)
- High down time for maintenance, Delayed and wrong computation, slowness of ITBA etc. (Kanpur)

13. The ITBA team requested the field formations that whenever the CPGRAMs are shared with ITBA/ CPC teams, the respective ticket number must be mentioned which will result in faster resolution of grievances.

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**Contact details of ITBA Tickets Resolution Team**

1. Sh. Shravan Kumar Meena, Addl. CIT: 8112230155
2. Dr. Shankar P. K., Addl. CIT (CPC-ITR), Bengaluru: 8762301612
3. Sh. Mohnish Sood, ADIT : 9013851826
4. Sh. Rajesh Kumar , ADIT: 9013851825
5. Sh. Kumar Achyutam , ADIT : 7004548940
6. Sh. Sunil Prakash , ADIT : 9013851631
7. Sh. Anshul Gupta, Insp:9582866901
8. Sh. Deepanshu, Insp:9811162339
9. Sh. Chetan , Insp:9971779738
10. Sh. Aakash, Insp:9999044207