



Directorate of Income Tax (Systems)

e-Campaign

User Guide

Version 3.0 (August 2020)

Document Version Control

Version	Month	Remarks
1.0	March 2020	First version
2.0	July 2020	Version updated for 'High Value Transactions'.
3.0	August 2020	Version updated to include excel download facility made available



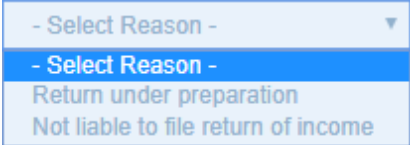


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Terms Used

Terms	Definition
CMCPC	Compliance Management Centralized Processing Centre
e-Campaign-- Significant Transaction	Transactions reported to the Income Tax department during a financial year that are considered not in line with the profile of the taxpayer based on pre-defined rules are displayed to the taxpayer for feedback.
e- Campaign - Non filing of Return	Transactions of the taxpayer who have not filed return of income for a specific assessment year and have potential tax liability or who are under obligation to file return of income, are displayed for feedback
e- Campaign- High Value Transactions	Transactions of the taxpayer reported by third party information sources which do not appear to be in line with their Income Tax Return of a specified Assessment Year are displayed to the taxpayer for feedback
e-Campaign - History	History of all the e-mails/ letters/ notices sent to taxpayer under e-Campaign
ITD	Income-Tax Department

Navigation Elements

Element	Function	Examples
Toolbar	Navigate between sections	
Button	Submit information	
Drop-down list	Select between different options shown in a drop-down list	
Next Button	Click to access next screen	
Information Button	Click to view information/help related to a topic	

1. About this Document

1.1. Purpose

The purpose of this document is to provide a complete understanding of the “e-Campaign” related functionality introduced at Compliance Portal. The taxpayers will be able to view the relevant information details pertaining to him obtained from third party and submit feedback against each information detail.

Disclaimer: For a complete understanding of taxability of any head of income, the assessee is advised to refer to the Income Tax Act, 1961. This document is for the purpose of guiding the taxpayer to file response on the Compliance portal under e-Campaign.

1.2. Intended Audience

Taxpayers and Tax Professionals who will use the Compliance Portal to submit response under e-Campaign functionality.

1.3. Document Conventions

This guide uses the following conventions:

- Menu items, Options, Dialog boxes and Functions are mentioned in ‘**Bold and quotes**’.
- Error messages are displayed in *Italics*.
- Angle brackets (>) indicate the progression of menu choices the user should select in a graphical user interface (GUI).
- **Note** provides additional information.

2. Overview

2.1. About Project Insight

Project Insight focuses on three goals, namely (i) to promote voluntary compliance and deter noncompliance; (ii) to impart confidence that all eligible persons pay appropriate tax; and (iii) to promote fair and judicious tax administration. Under this project, an integrated data warehousing and business intelligence platform is being rolled out in a phased manner. The project also operationalizes two centres namely Income Tax Transaction Analysis Centre (INTRAC) and Compliance Management Centralized Processing Centre (CMCPC).

The Income Tax Transaction Analysis Centre (INTRAC) leverages data analytics in tax administration and performs tasks related to data integration, data processing, data quality monitoring, data warehousing, master data management, data analytics, web/text mining, alert generation, compliance management, enterprise reporting and research support.

The Compliance Management Centralized Processing Centre (CMCPC) uses campaign management approach (consisting of emails, SMS, reminders, outbound calls, letters, notices) to support voluntary compliance and resolution of compliance issues. A dedicated compliance portal is used to capture response on compliance issues in a structured manner for effective compliance monitoring and evaluation.

2.2. About Compliance Portal

Compliance portal is a dedicated portal to enable e-Campaign & e-Verification i.e. capture of response on information & specific compliance related issues. The Compliance portal enables a seamless, secured two-way structured communication to enhance the transparency and functional efficiency of the department. To access the Compliance Portal, log into the e-filing portal (<https://incometaxindiaefiling.gov.in>) and click the Compliance tab or 'Compliance Portal' under 'My Account' tab for Compliance Portal option available on the first page after login. The taxpayer can also use the URL <https://compliance.insight.gov.in>.

2.3. About e-Campaign

Under e-Campaign tab of Compliance Portal, information received from various sources related to the taxpayer are displayed for seeking feedback. The taxpayer is required to submit response on each information item to complete the process of submission of response.

Following e- Campaign functionalities are available:

- **e- Campaign - Significant Transaction:** Transactions reported to the Income Tax department during a financial year that are considered not in line with the profile of the taxpayer based on pre-defined rules are displayed to the taxpayer for feedback.
- **e- Campaign - Non filing of Return:** Transactions of the taxpayer who have not filed return of income for a specific assessment year and have potential tax liability or who are under obligation to file return of income, are displayed for feedback.
- **e- Campaign –High Value Transactions:** Transactions of the taxpayer reported by third party information sources which do not appear to be in line with their Income Tax Return of a specified Assessment Year are displayed to the taxpayer for feedback.

3. Communication with the taxpayers

CMCPC uses the campaign management approach to contact taxpayers for online submission of response. CMCPC contact taxpayers via electronic mail (e-mail), short text message (SMS), phone calls, notices and letters to visit Compliance Portal and submit response against the identified issue(s).

Note: Taxpayers who are not yet registered on the e-filing portal (at <https://incometaxindiaefiling.gov.in>) should register themselves by clicking on the 'Register Yourself' link. This will facilitate communication to be made by the Department as well as filing of the response by the Taxpayer on the compliance issue.

Note: Taxpayers should verify and update their email address and mobile number on the e-filing portal (at <https://incometaxindiaefiling.gov.in>) to receive electronic communication.

Note: Taxpayer should include the emails and SMS from the Income tax Department in the 'safe list' or 'white list' to prevent the communications from the Department from being blocked or rejected or sent to Spam folder.

4. Accessing e-Campaign on Compliance Portal

Compliance Portal is a dedicated portal to enable e-verification i.e. for display of compliance issues and related information and capturing response on such issues.

Compliance Portal can be accessed through following steps:

Step 1: Visit Compliance Portal at <https://compliance.insight.gov.in> or at the URL <http://incometaxindiaefiling.gov.in>. Please remember that 'Login' to the portal is a pre-condition to visit Compliance Portal. On the left sidebar of the homepage, click the Login button available in the login section.

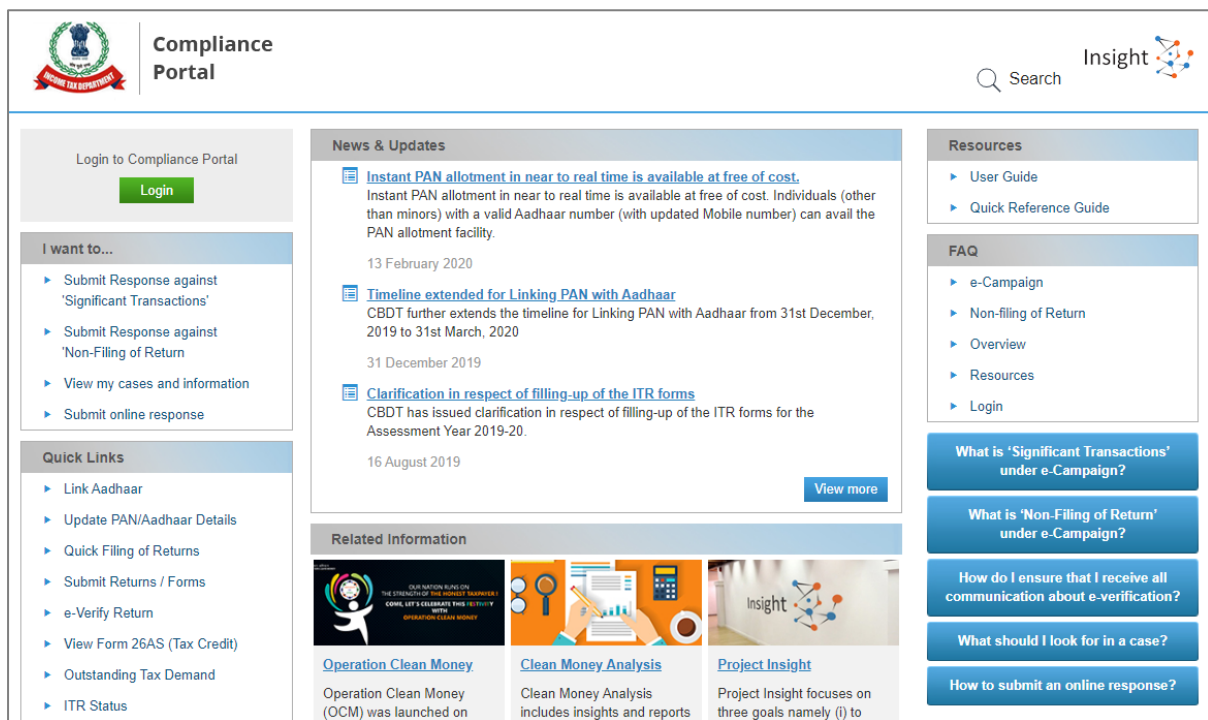


Figure 1 Compliance Portal Homepage

Step 2: User gets redirected to the e-filing portal. User can also use the URL <https://incometaxindiaefiling.gov.in> to access e-filing portal.



Figure 2 e-filing portal

Step 3: For registered users, log in using your user ID and password. For new users, click 'Register Yourself' and perform the subsequent steps to register with e-filing portal.



Figure 3 e-filing login

Step 4:

- a) Once logged into e-filing portal, click '**My Account**' and then select '**Compliance Portal**'. The taxpayer gets redirected to the Compliance Portal.

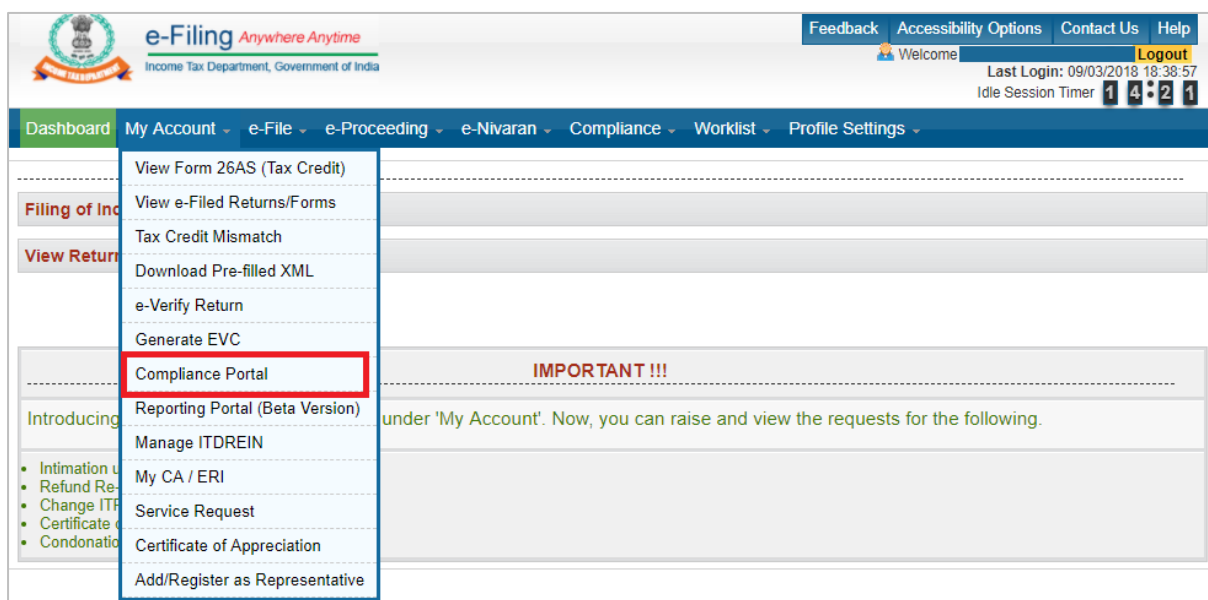


Figure 4 My Account

- b) The user can also click '**Compliance**' on toolbar and then select '**Compliance Portal**'. The taxpayer gets redirected to the Compliance Portal.

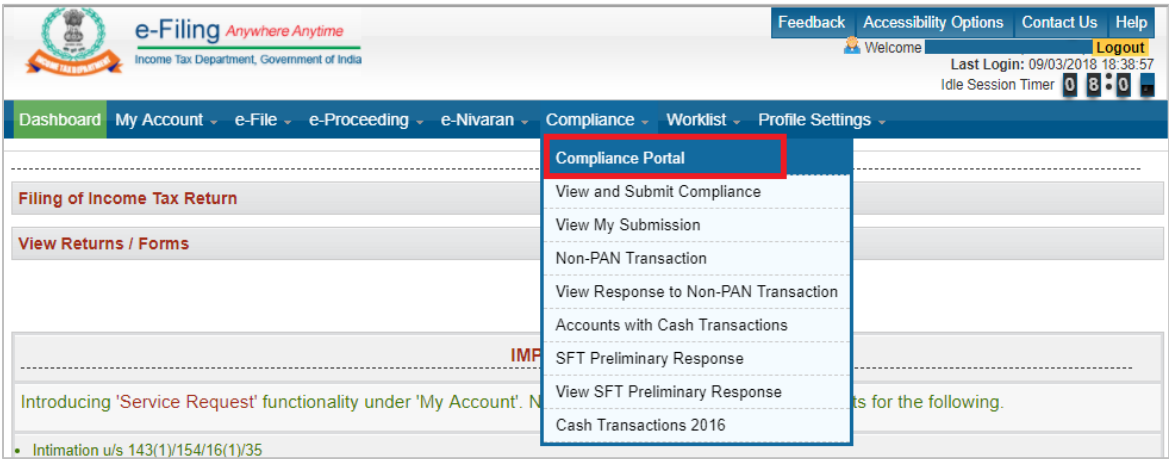


Figure 5: Compliance Portal Link

Step 5: The landing page on successful login displays as below.

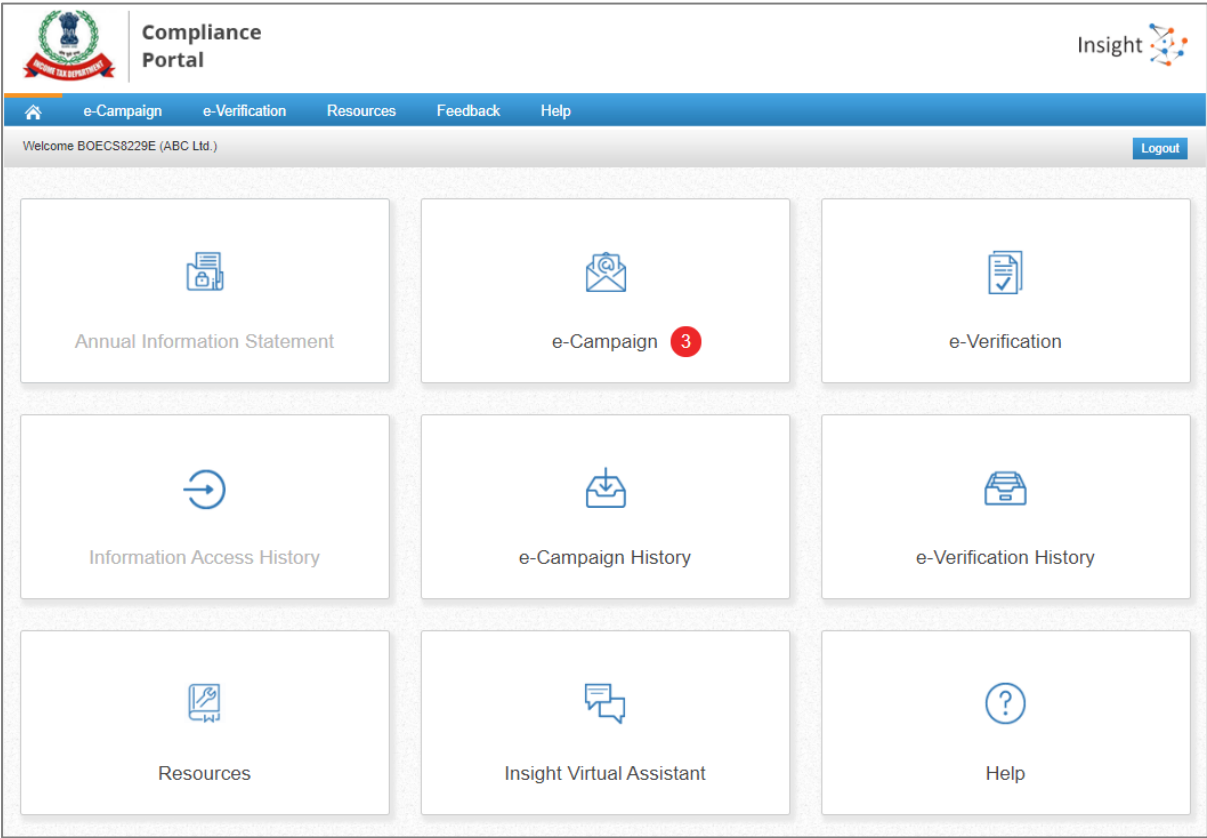


Figure 6 Compliance Portal - Landing Page

5. e-Campaign- Significant Transactions

Transactions reported to the Income Tax department during a financial year that are considered not in line with the profile of the taxpayer based on pre-defined rules are displayed to the taxpayer for feedback. These are displayed in the form of Information Summary.

Upon clicking **e-Campaign** on Compliance Portal landing page, below screen displays.

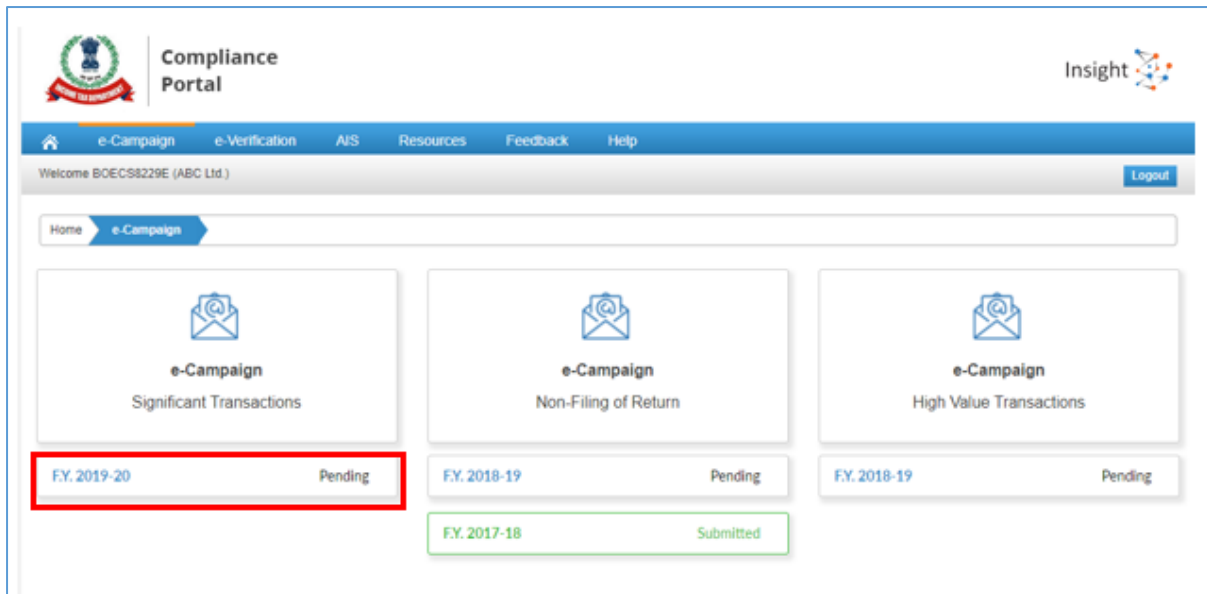


Figure 7 e-Campaign Page

5.1. Information Summary

Taxpayer needs to click on Financial Year under **Significant Transactions**. The advisory message displays as provided in screen below. On clicking “OK” button, taxpayer can view information Summary.

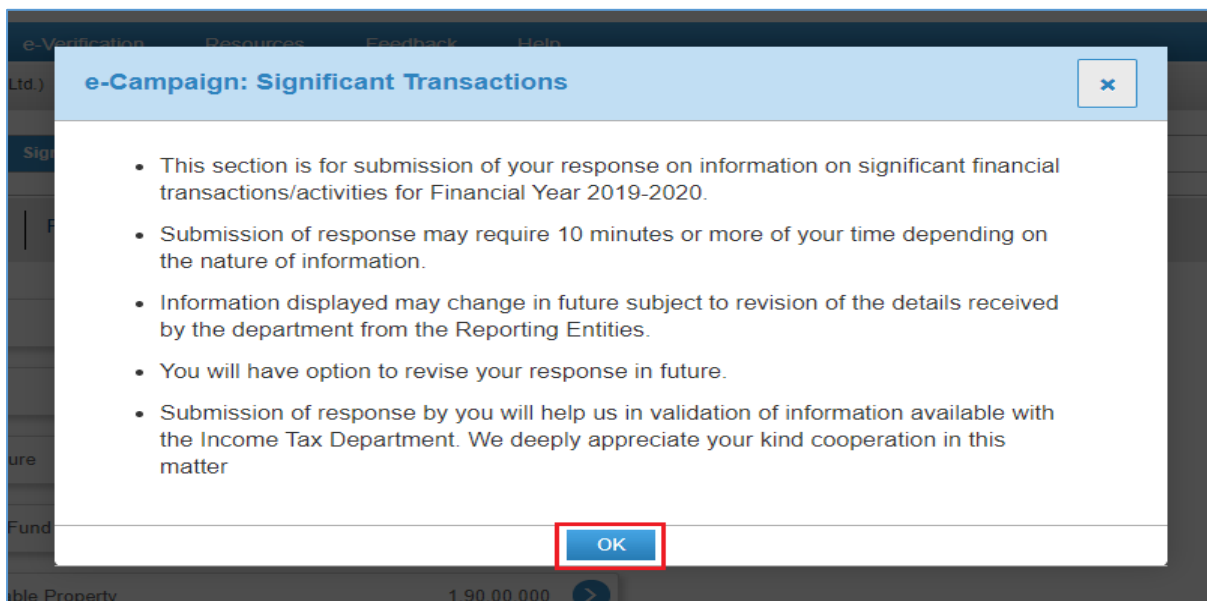


Figure 8 Guidance Note

Upon clicking on “OK” button in above screen, the Information summary screen displays having aggregated summary of all information. The information is available for submission of response. To View details of the information, taxpayer needs to click on the “>” button to view information detail.

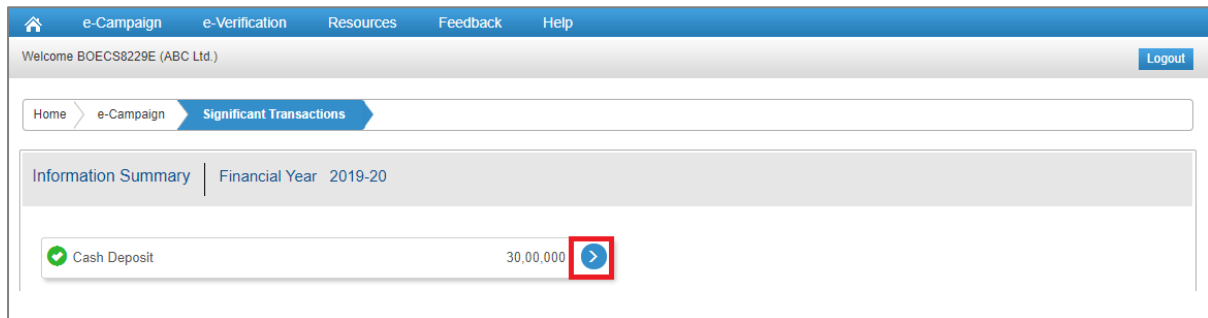







Figure 9 Information Summary

Interpretation of different colours/icons displayed against each information is as below:

	User has confirmed all information records (Option A is selected)
	User has provided response on all information records and has requested modification of information (Option B, C, D, E selected)
	User has submitted response on partial information records
	User has seen the information, but response not submitted
	User has not seen the information

5.2. Response Summary

From this section taxpayer can download an acknowledgment in pdf format for the response submitted.

- Response Summary pdf will display the submitted response with feedback date.
- Feedback shall be displayed response option wise.
- In case taxpayer has not submitted the response, information shall be displayed under the head ‘Response yet to be submitted’.
- In case taxpayer had submitted response for the same information twice, Response Summary shall contain response details with latest feedback date.

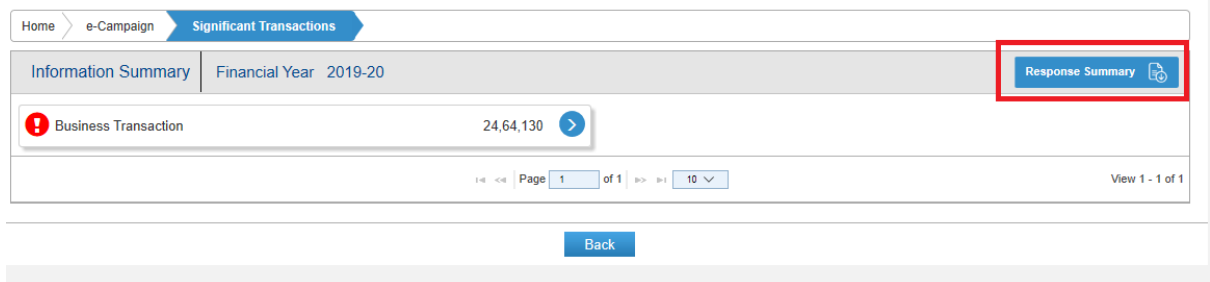


Figure 10 Response Summary

Information summary- The information(s) are available for submission of response. To View details of the information, taxpayer needs to click on the “>” button to view information detail.

5.3. Information Detail

Upon clicking the “>” button, Taxpayer gets navigated to Information details. Taxpayer can submit the information in bulk or individual.

Bulk Facility

To submit the information in bulk Taxpayer needs to select multiple transactions at a time and also he can select only two feedback options to submit the response in bulk: -

- Information is correct and
- Information is denied

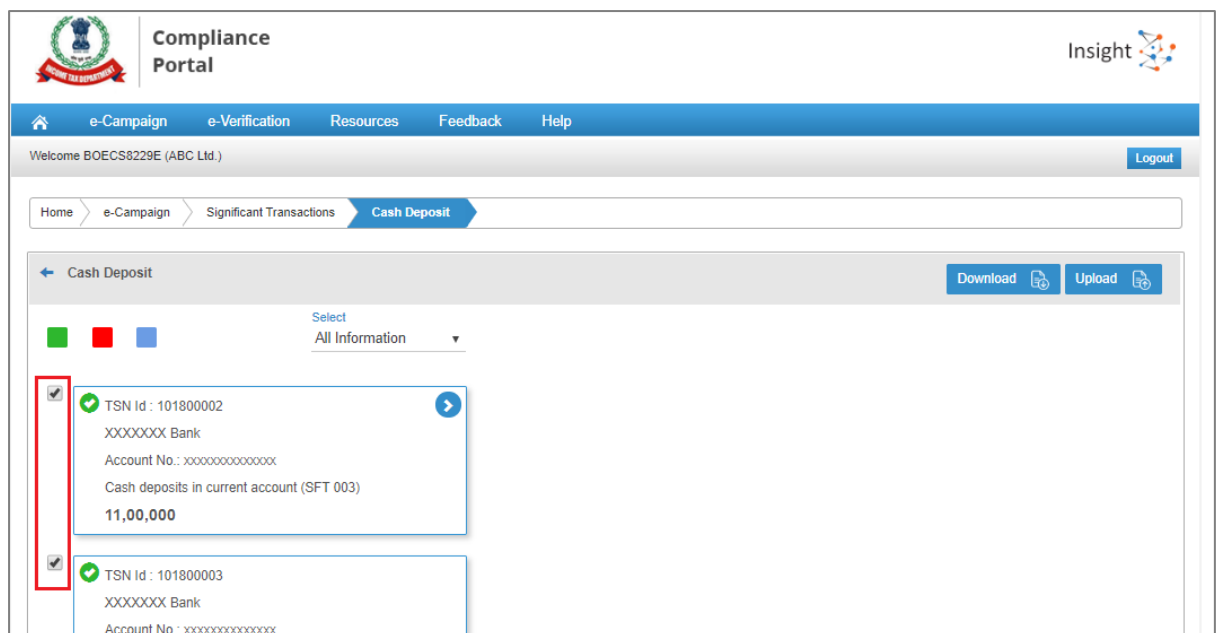


Figure 11 Selecting the Information

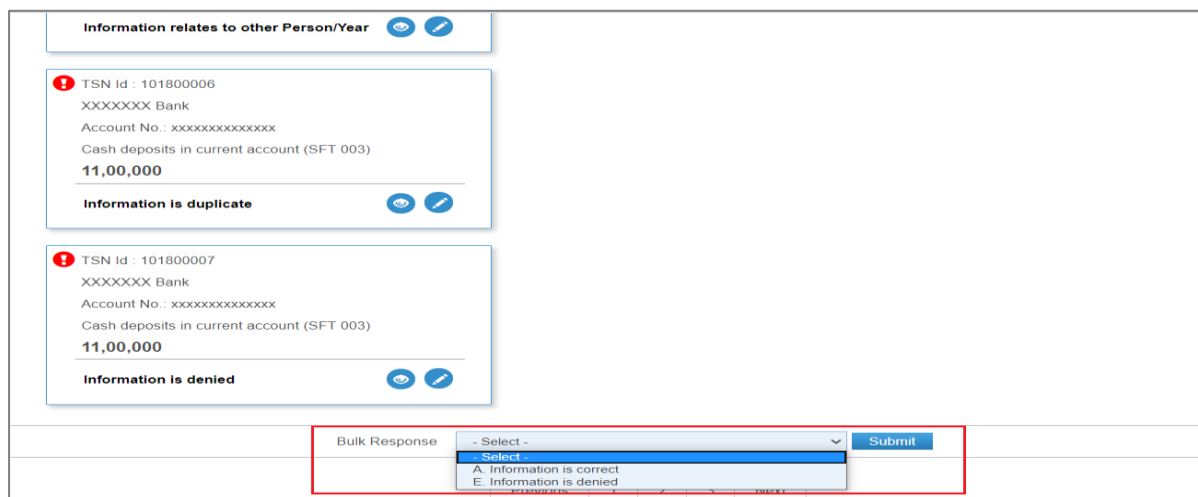


Figure 12 Bulk Response

For Individual Response on each transaction

To submit the Feedback on each transaction one by one user needs to follow below procedure:
Taxpayer needs to click on “>” button to view the feedback options as visible in the screen below.

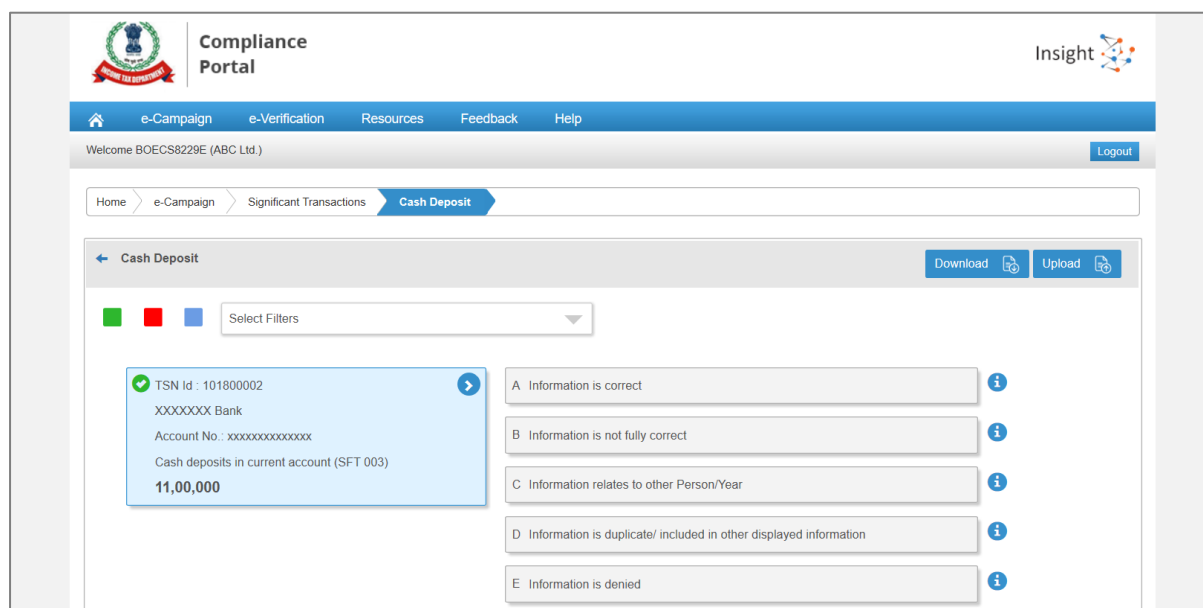






Figure 13 Information Detail

Interpretation of different colours/icons displayed against each information is as below:

	User has confirmed the information (Option A is selected)
	User has not confirmed the information and has requested modification of information (Option B, C, D, E selected)
	User has seen the information, but response not submitted

	User has not submitted response on information
---	--

Note: - The feedback options are displayed on each Information detail. Taxpayer can select only one of the available options for submitting feedback.

- A. Information is correct.
- B. Information is not fully correct.
- C. Information relates to other person/year.
- D. Information is duplicate/included in other displayed information.
- E. Information is denied.

The taxpayer may submit his feedback by clicking on any of the above aforesaid 5 options. The taxpayer can view the rationale of feedback option by clicking the “i” option on the screen as shown below.

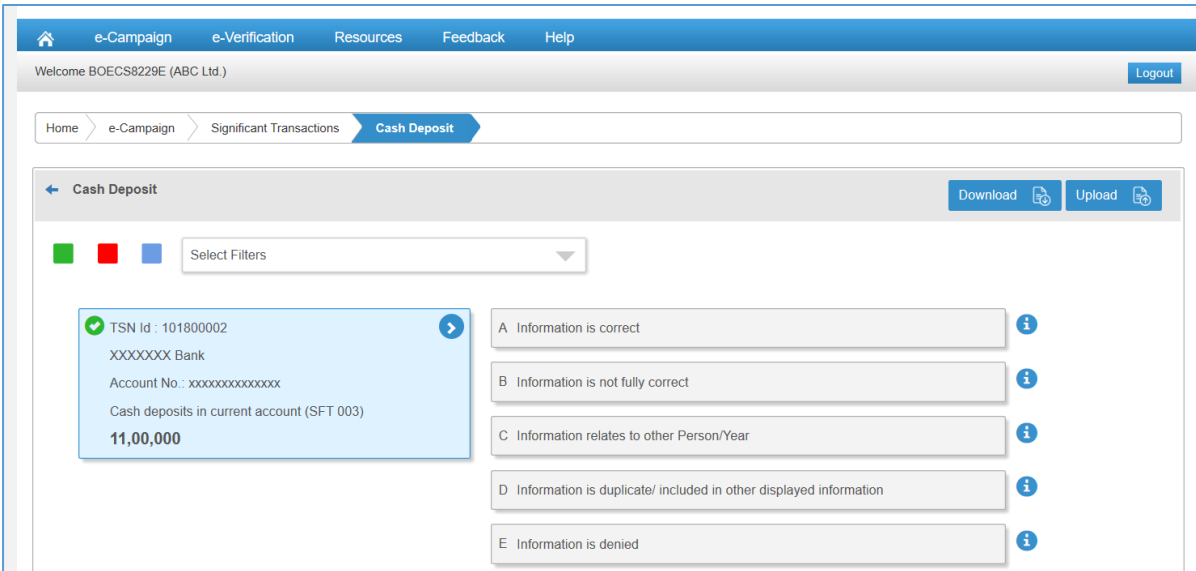


Figure 14 ‘i’ option

Facility to download information in an excel

- Excel download facility is available on Information Detail screen. Users can download excel file by clicking on Download Button present above the displayed information on right hand side of the screen as visible in figure 15 below.
- Under this option, all the information pertaining to one information category can be downloaded in excel.
- Downloaded file will display information with below details:
 - TSN
 - Information Source
 - Information Description
 - Additional Information Field
 - Information Value

Please note that downloaded excel will not contain submitted feedback. Download of submitted feedback is available in pdf format. (Please refer section 5.2 of this document)

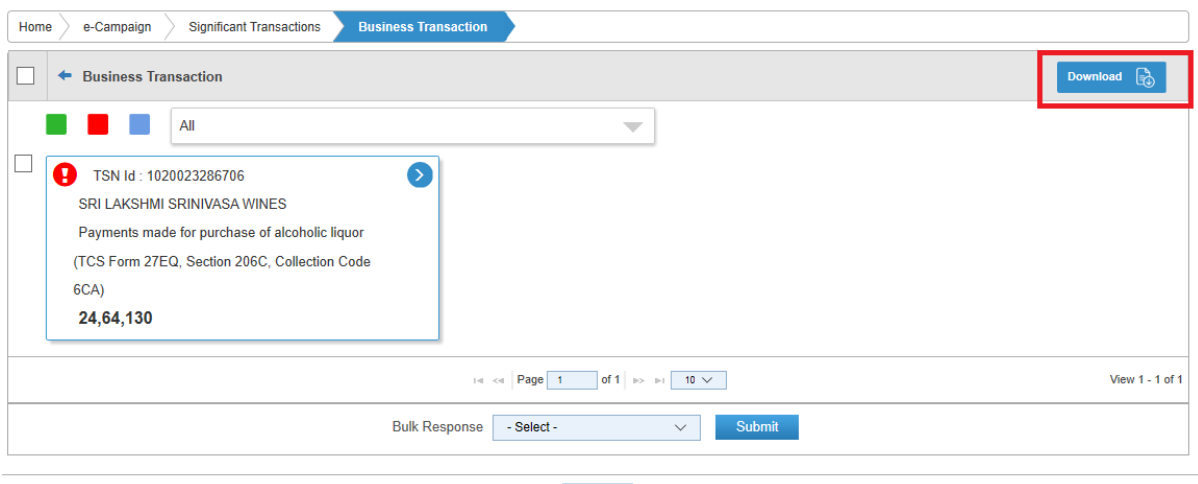


Figure 15 Information Detail Download in excel

5.4. Confirmation Response

Option A: Information is correct:

Upon selecting this option, following message displays:

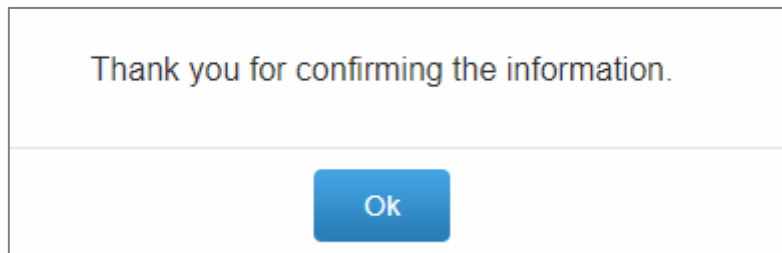


Figure 16 Option 'A'

After clicking on Ok button, taxpayer can view the submitted response. Taxpayer can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

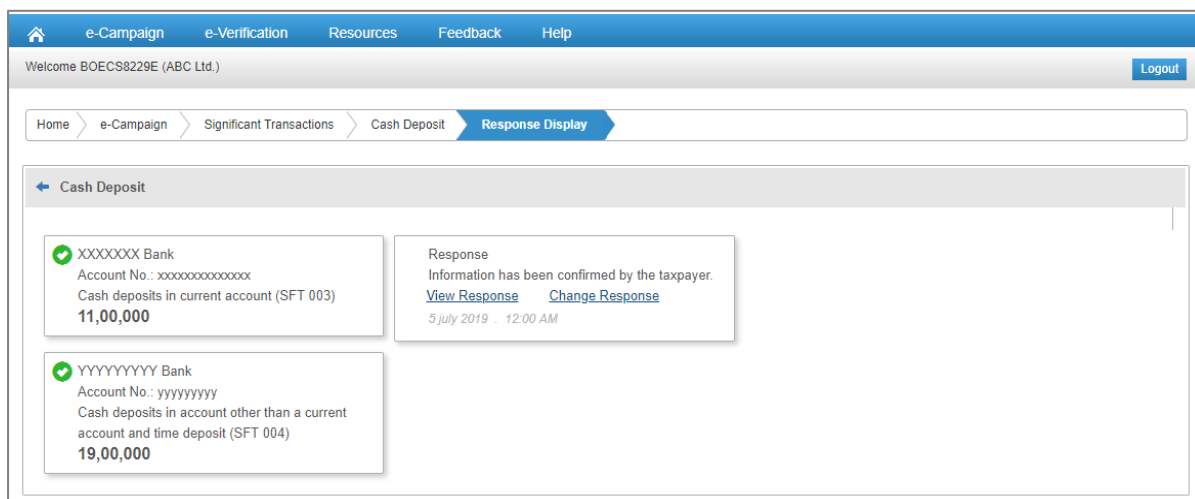


Figure 17 Response display – Option A

Upon clicking “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

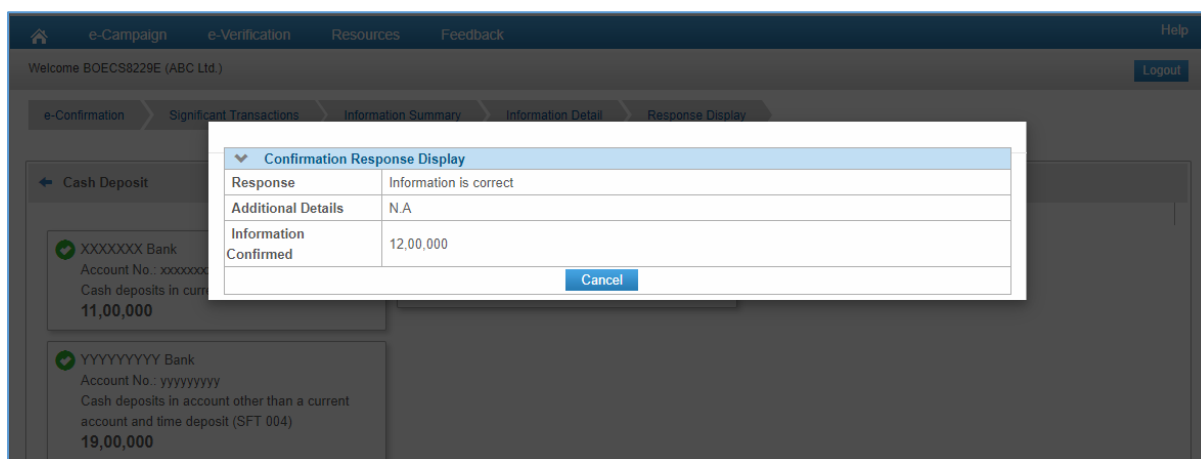


Figure 18 Submitted Response – Option A

Option B: Information is not fully correct

The Taxpayer can select this option in case the Information belongs to the Taxpayer, but all the attributes of the Information are not correct. While choosing this option Taxpayer is expected to provide correct information as per his records.

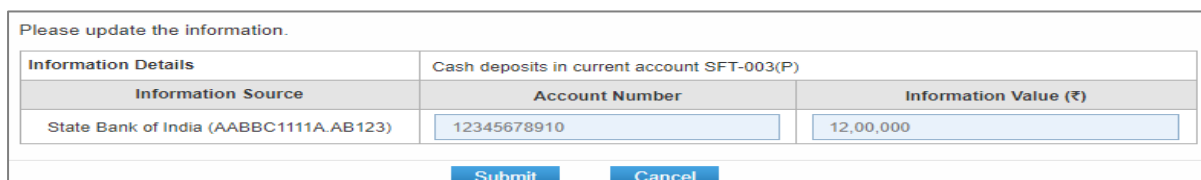
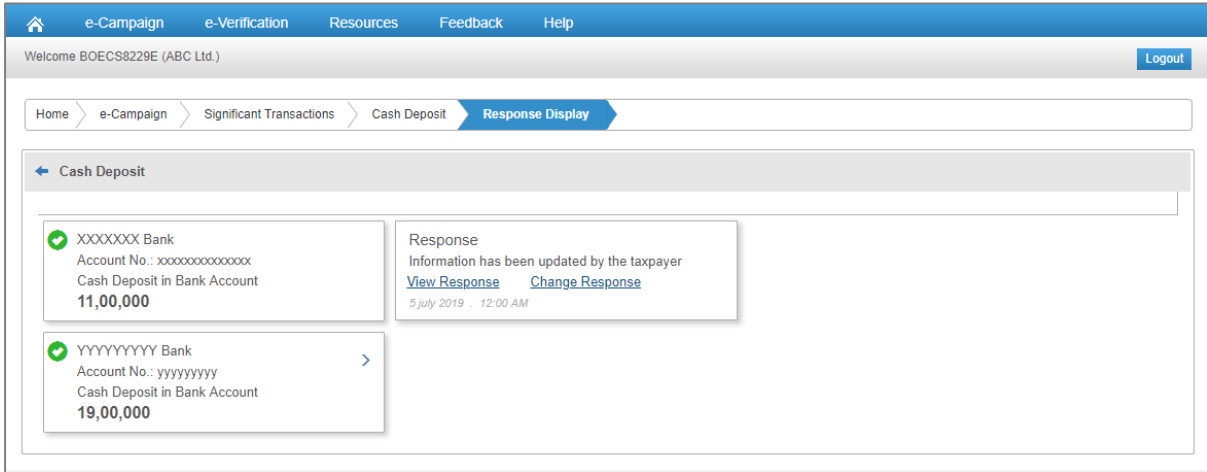


Figure 19 Option 'B'

After submitting the above response, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.



Home > e-Campaign > Significant Transactions > Cash Deposit > Response Display

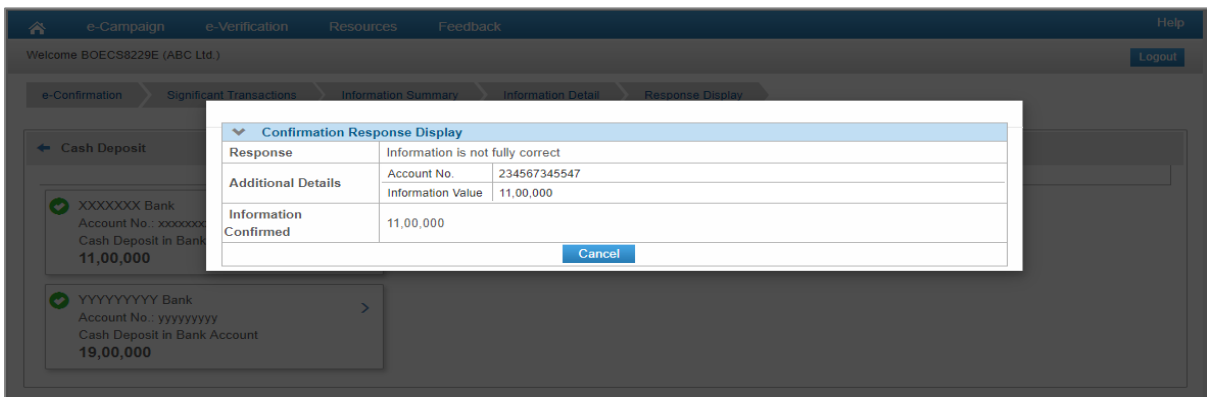
Welcome BOECS8229E (ABC Ltd.) [Logout](#)

← Cash Deposit

<p>✓ XXXXXX Bank Account No.: xxxxxxxxxxxx Cash Deposit in Bank Account 11,00,000</p>	<p>Response Information has been updated by the taxpayer View Response Change Response 5 July 2019 - 12:00 AM</p>
<p>✓ YYYYYYYY Bank Account No.: yyyyyyyyyy Cash Deposit in Bank Account 19,00,000</p>	

Figure 20 Response Display – Option B

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.



e-Campaign e-Verification Resources Feedback Help

Welcome BOECS8229E (ABC Ltd.) [Logout](#)

e-Confirmation > Significant Transactions > Information Summary > Information Detail > Response Display

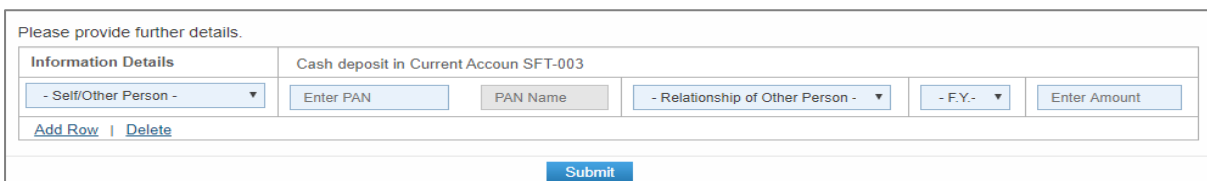
← Cash Deposit

Confirmation Response Display	
Response	Information is not fully correct
Additional Details	Account No. 234567345547 Information Value 11,00,000
Information Confirmed	11,00,000
Cancel	

Figure 21 Submitted Response - Option B

Option C: The Information relates to other person/year

The Taxpayer can select this option in case the Taxpayer is aware of the Information, but it does not belong to him completely e.g. such instances may arise due to joint ownership of property or joint holding of accounts or other assets. While choosing this option Taxpayer is expected to provide correct and complete information of other person(s) to whom the Information pertains (i.e. PAN, relationship, FY etc).



Please provide further details.

Information Details					
- Self/Other Person -	Enter PAN	PAN Name	- Relationship of Other Person -	- F.Y. -	Enter Amount

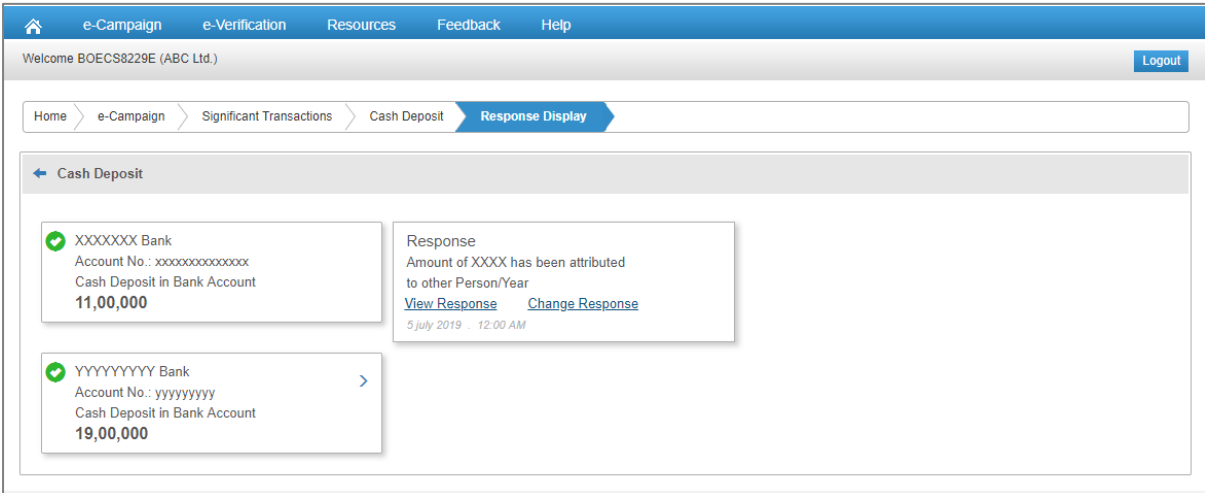
[Add Row](#) | [Delete](#)

[Submit](#)

Figure 22 Option 'C'

After clicking on submit button, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.



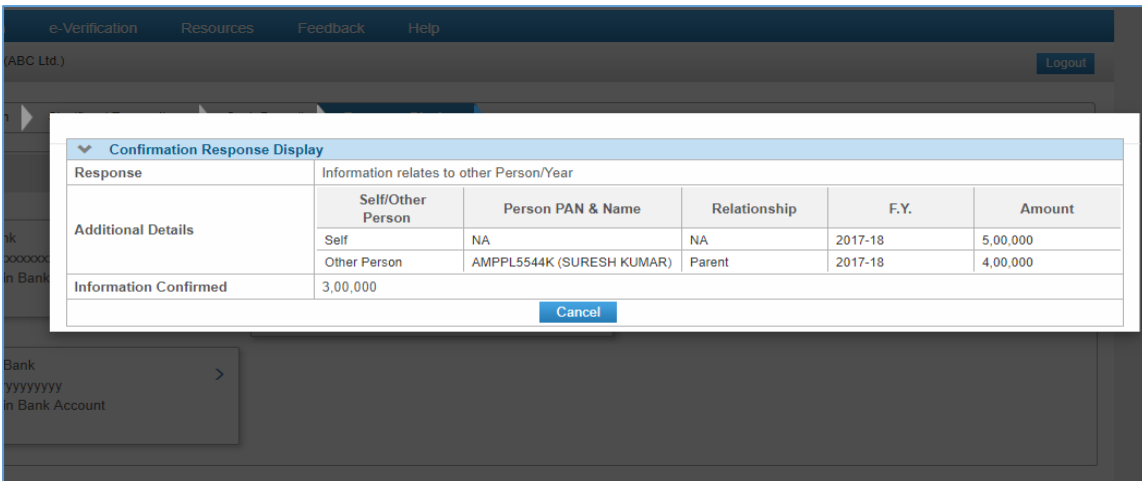
The screenshot shows the 'Response Display' screen. At the top, there is a navigation bar with links: Home, e-Campaign, Significant Transactions, Cash Deposit, and Response Display. Below the navigation bar, there is a section titled 'Cash Deposit'. It contains two entries for cash deposits:

- XXXXXXX Bank**
Account No.: xxxxxxxxxxxxxxxx
Cash Deposit in Bank Account
11,00,000
- YYYYYYYY Bank**
Account No.: yyyyyyyyyy
Cash Deposit in Bank Account
19,00,000

To the right of these entries, there is a 'Response' box that says: 'Amount of XXXX has been attributed to other Person/Year'. Below this, there are two hyperlinks: 'View Response' and 'Change Response'. At the bottom of the response box, it says '5 July 2019 . 12:00 AM'.

Figure 23 Response Display - Option C

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.



The screenshot shows the 'Confirmation Response Display' screen. It features a table with the following data:

Response	Information relates to other Person/Year				
Additional Details	Self/Other Person	Person PAN & Name	Relationship	F.Y.	Amount
	Self	NA	NA	2017-18	5,00,000
	Other Person	AMPPL5544K (SURESH KUMAR)	Parent	2017-18	4,00,000
Information Confirmed	3,00,000				

At the bottom of the table, there is a 'Cancel' button.

Figure 24 View Submitted Response - Option C

Option D: Information is duplicate/included in other displayed information

The Taxpayer can select this option in case the information displayed is already included in any other information or it may be a duplicate information. Taxpayer needs to select the duplicate Information and click on submit button.

Please select primary information from the displayed list.

Information Details	Information Source	Account Number	Information Value (₹)	Select
Cash deposits in current account SFT-003(P)	State Bank of India (AABBC1111A.AB123)	xxxxxxxxxxxx	11,00,000	<input type="checkbox"/>
Cash deposits in current account SFT-003(P)	State Bank of India (AABBC1111A.AB123)	xxxxxxxxxxxx	19,00,000	<input type="checkbox"/>

[Submit](#)

Figure 25 Option 'D'

After clicking on submit button, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

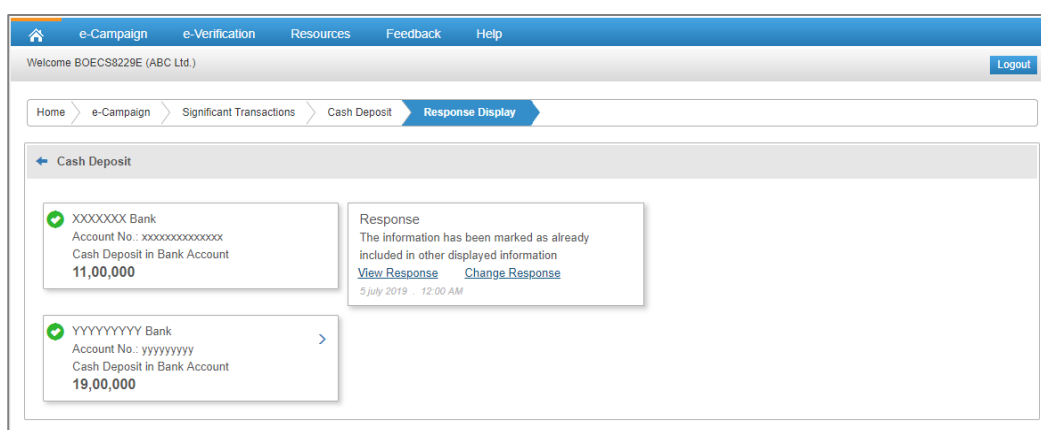


Figure 26 Response Display - Option D

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

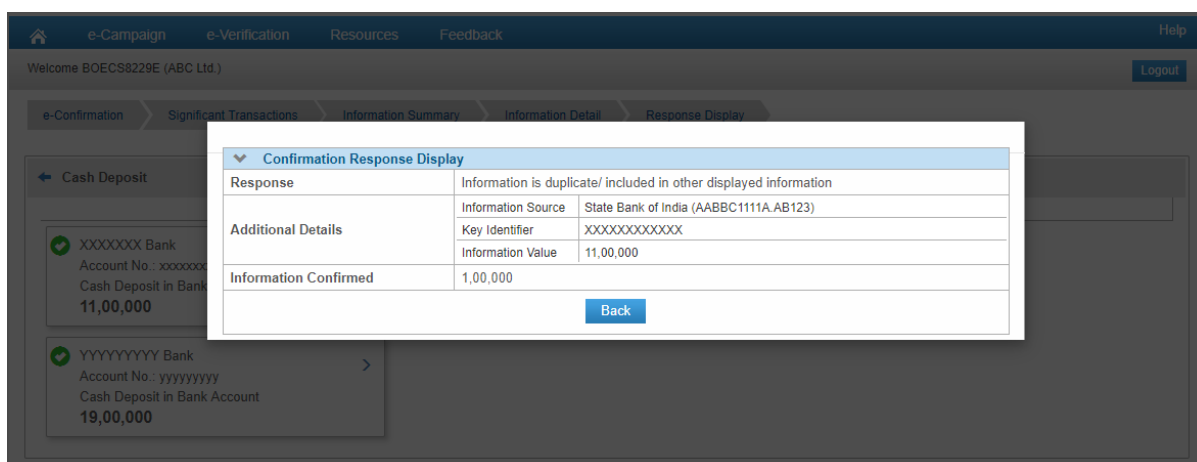


Figure 27 View Submitted Response - Option D

Option E: Information is Denied

In case the Taxpayer wants to disagree with the Information displayed, Option E may be selected for submission of feedback response.

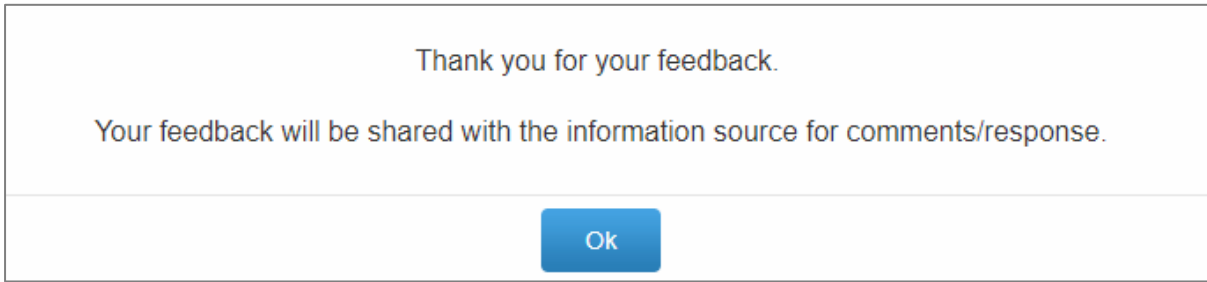


Figure 28 Option "E"

After clicking on Ok button, taxpayer can view the submitted response. Taxpayer can perform below mentioned activities on this screen.

1. Taxpayer can click on "View Response" hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink "Change Response" as displayed in screen below.

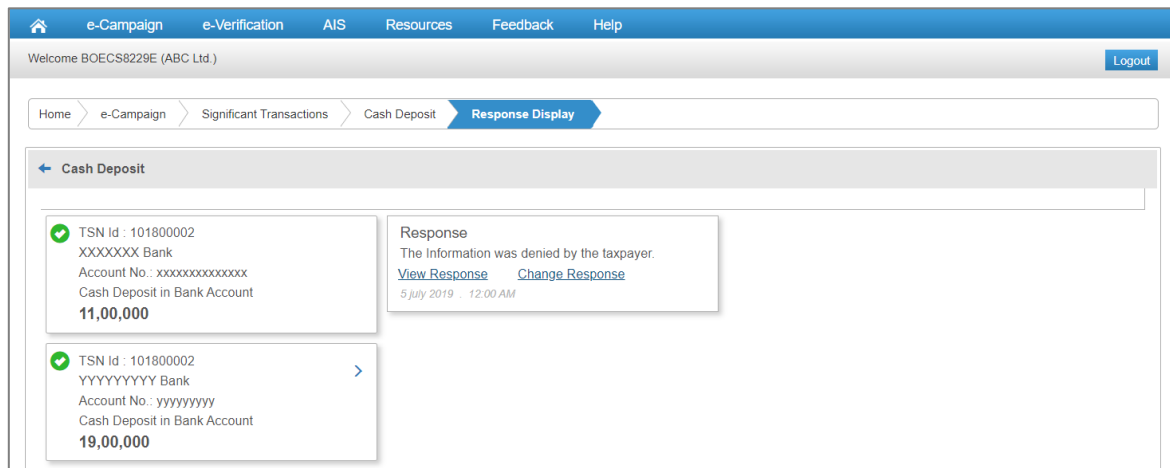


Figure 29 Response Display - Option E

By clicking on "View Response" option from the above screen, the Taxpayer can view the response submitted by him.

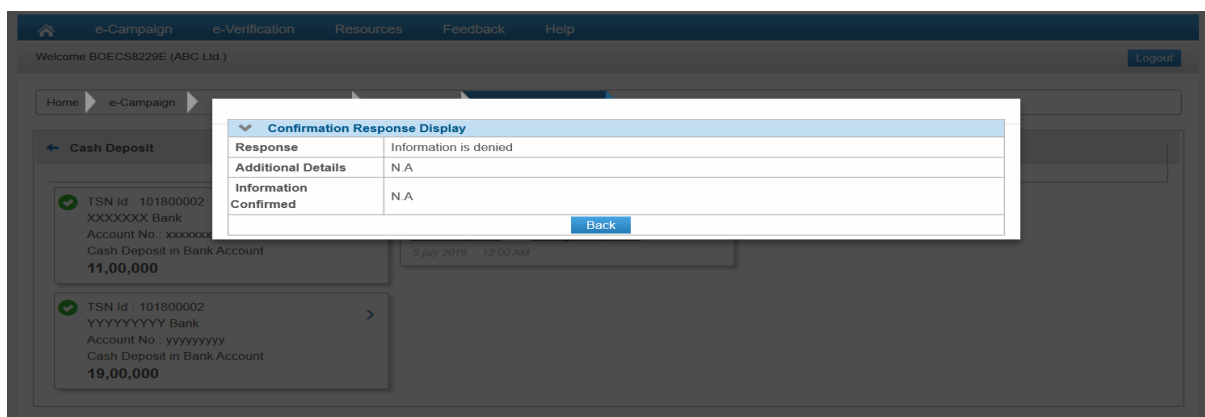


Figure 30 View Submitted Response - Option E

5.5. Filter

Taxpayer can also filter the information under the Information level screen to identify the total number of feedback response provided by him under which different feedback categories. Filter options will be as follows:

- All
- Confirmed
- Corrected
- Duplicate
- Other Person/Year
- Denied
- Pending

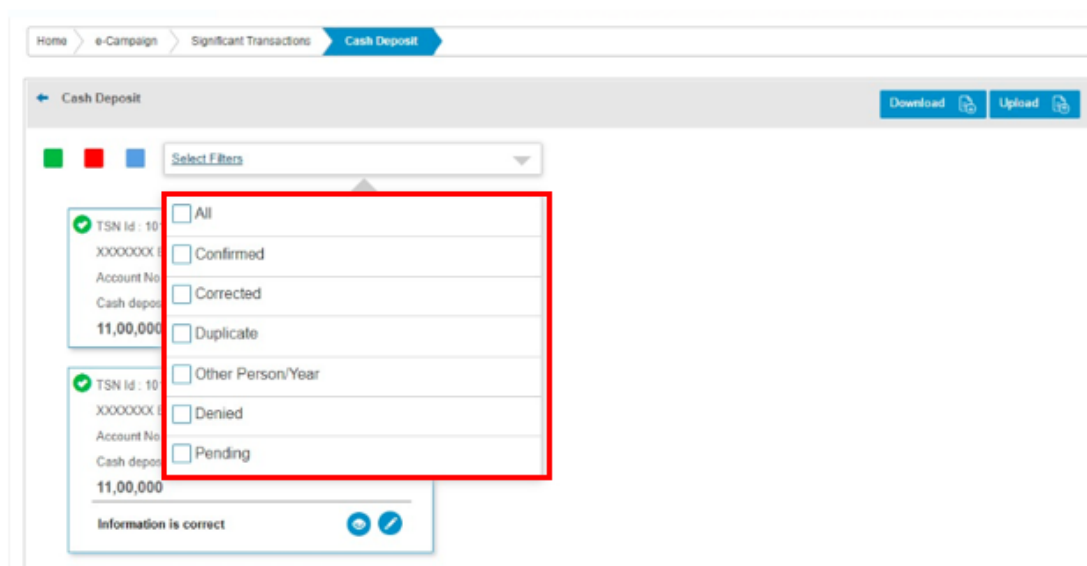


Figure 31 Filter Option

6. e-Campaign- Non-Filing of Return

Transactions of the taxpayer who have not filed return of income for a specific assessment year and have potential tax liability or who are under obligation to file return of income, are displayed for feedback.

This e-campaign is intended to examine whether the identified person who has not yet filed return of income for assessment year 2019-20 is liable to file the same

Upon clicking **e-Campaign** on Compliance Portal landing page, below screen displays.

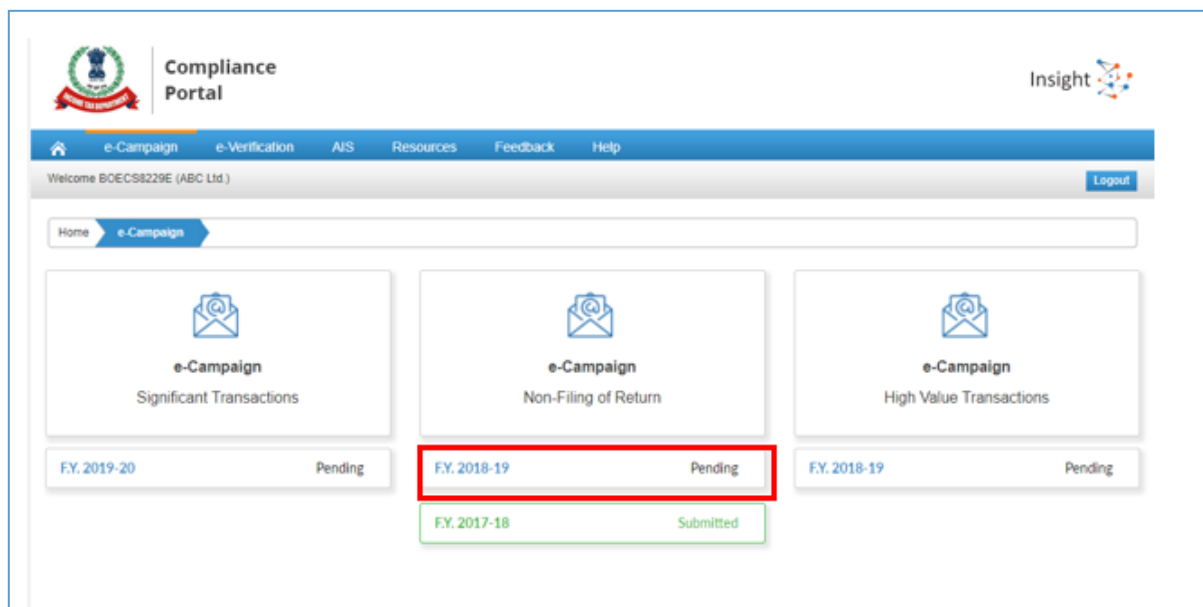


Figure 32 e-Campaign - Non-Filing of Return

Upon clicking **Financial Year** under the “e-Campaign, Non-Filing of Return” as shown above, the following options are displayed:

- Response on Filing of Income Tax Return
- Information Confirmation

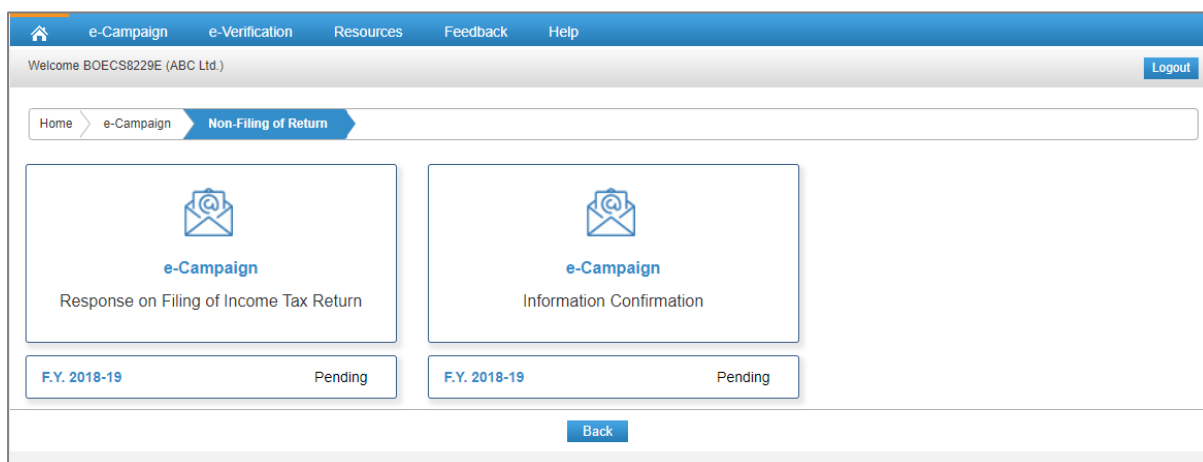


Figure 33 Non-Filing of Return – Two Options

6.1. Response on Filing of Income Tax Return

Click on respective **Financial Year** under the “e-Campaign, Response on filing of Income Tax Return” as shown above, to submit the response relating to filing of Income Tax Return.

The response about filing of return can be submitted as under:

Step 1: Under the **Response** column, the drop-down list provides the following options:

- **ITR has been filed**
- **ITR has not been filed**

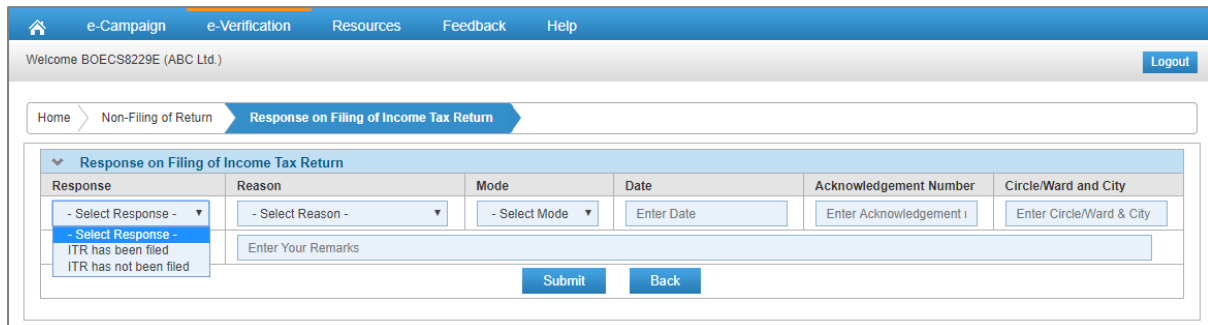


Figure 34 Response on Filing of Return

- If the taxpayer selects ‘**ITR has been filed**’, Taxpayer need to provide the following information:
 - Mode of filing (paper or e-filed)
 - Date of filing
 - Acknowledgement Number
 - Circle/Ward and City (only if mode of filing is paper filed)

Note: For the ‘ITR has been filed’ response, ITD will verify whether Return has been filed or not. If any discrepancy is found, the taxpayer will receive a notification for providing correct acknowledgement number.

- If the taxpayer chooses the option ‘**ITR has not been filed**’, then the next step is to provide one of the following reasons, using the drop-down list:

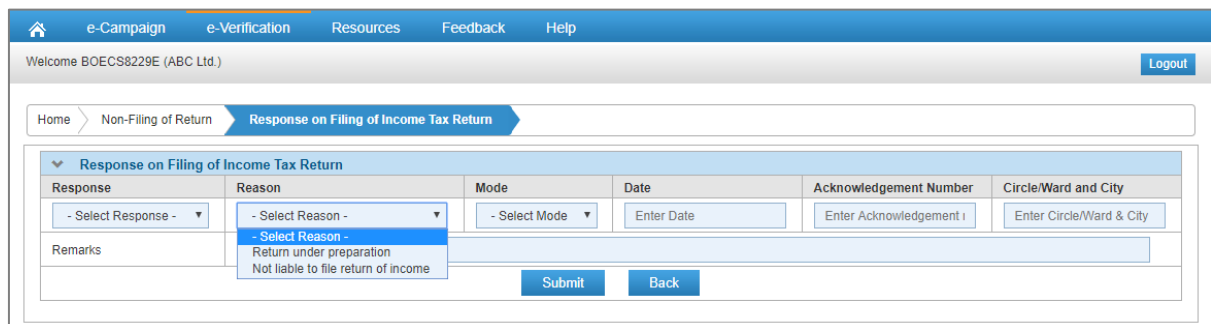


Figure 35 Select Reason

- **Return under preparation:** If the return of the taxpayer is under preparation and could not be filed so far because of any reason, the taxpayer should select this option and then click Submit.
- **Not liable to file return of income:** When the taxpayer claims that he is not liable to file return of income, this option should be selected by clicking Submit button

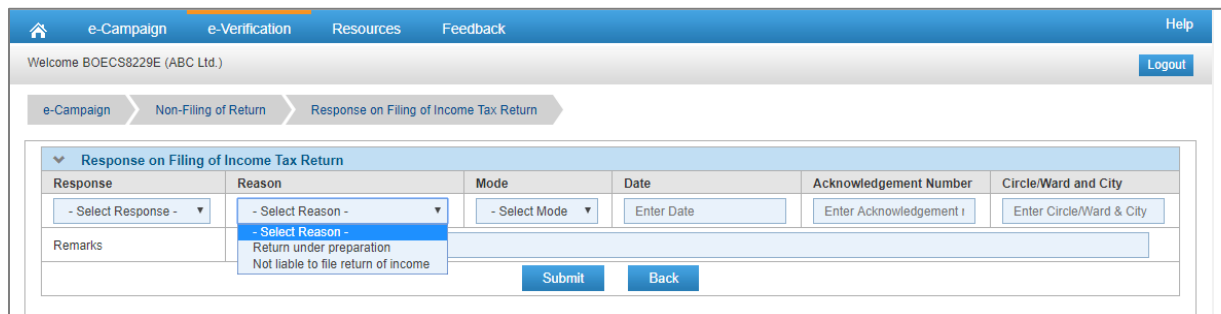


Figure 36 Select Reason

After submitting the response on filing of Income Tax Return, taxpayer needs to click on 'Back' button. This navigates the taxpayer to e-Campaign – Non-filing of Return screen. To complete the response, taxpayer needs to submit feedback against information by clicking 'Information Confirmation'.

6.2. Information Confirmation

Taxpayer needs to click on Financial Year under **e-Campaign Information Confirmation**. The advisory message displays as provided in screen below. On clicking "OK" button taxpayer can view information Summary.

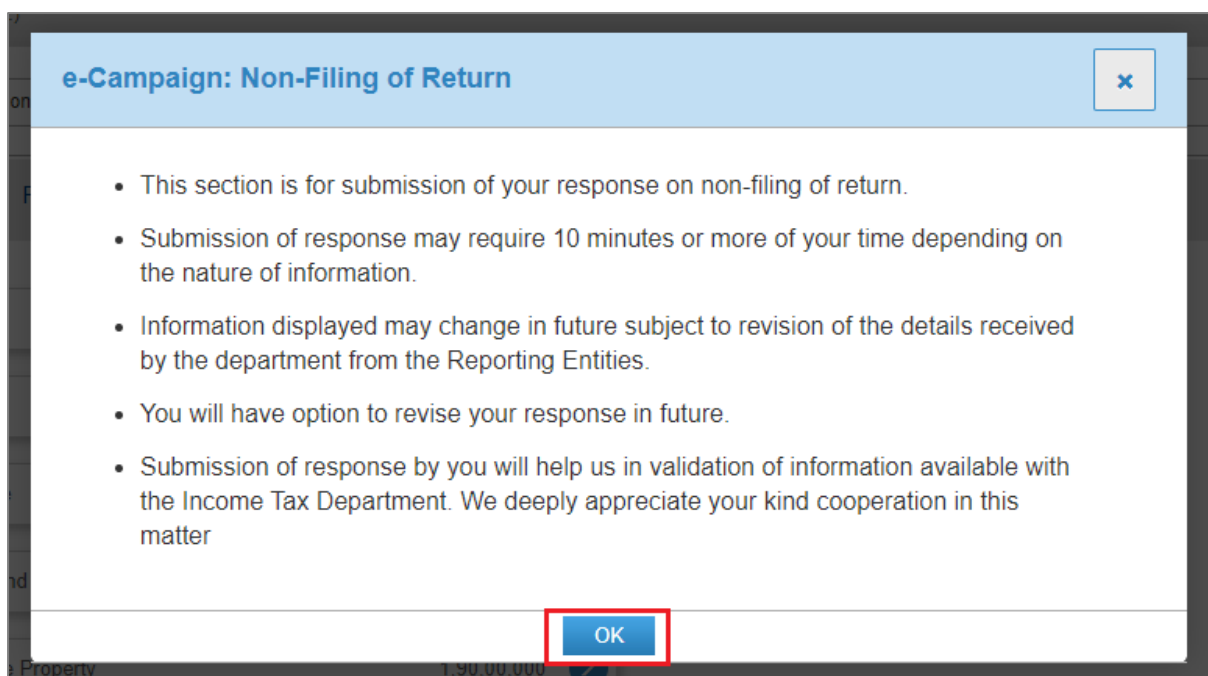


Figure 37 Guidance Note

Upon clicking OK button in above screen, the Information summary screen displays having aggregated summary of all information. These information are available for submission of Response. To View details of the information, taxpayer needs to click on ">" button to view information detail.

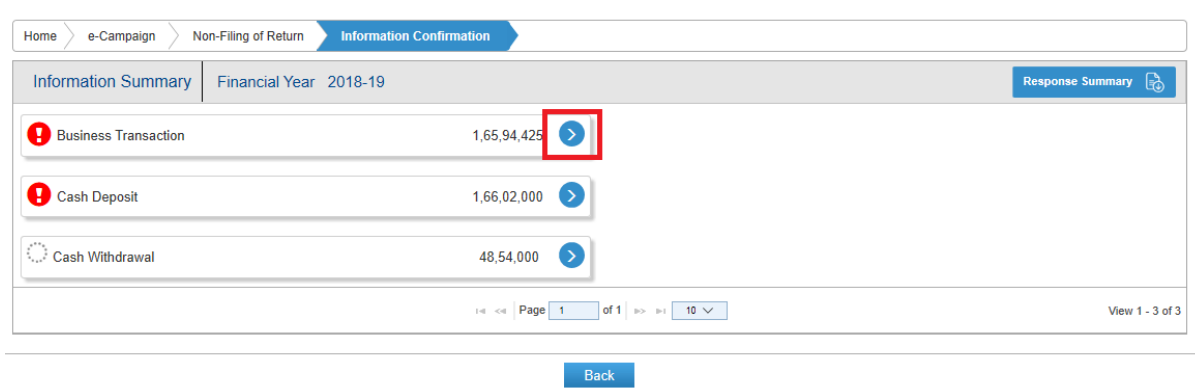







Figure 38 Information Summary

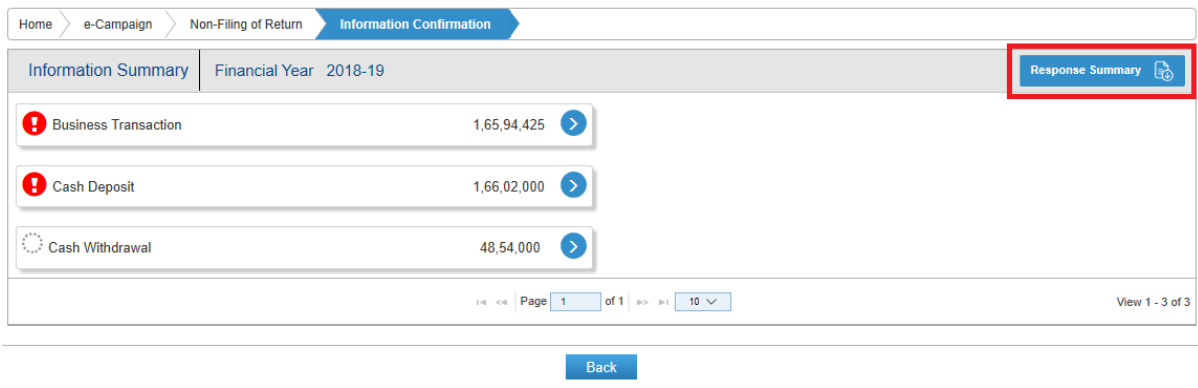
Interpretation of different colours/icons displayed against each information is as below:

	User has confirmed all information records (Option A is selected)
	User has provided response on all information records and has requested modification of information (Option B, C, D, E selected)
	User has submitted response on partial information records
	User has seen the information, but response not submitted
	User has not seen the information

6.3. Response Summary

From this section taxpayer can download an acknowledgment in pdf format for the response submitted.

- Response Summary pdf will display the submitted response with feedback date.
- Feedback shall be displayed response option wise.
- In case taxpayer has not submitted the response, information shall be displayed under the head 'Response yet to be submitted'.
- In case taxpayer had submitted response for the same information twice, Response Summary shall contain response details with latest feedback date.



The screenshot shows the 'Information Confirmation' page. At the top, there is a breadcrumb trail: Home > e-Campaign > Non-Filing of Return > Information Confirmation. Below this, there is a header bar with 'Information Summary' and 'Financial Year 2018-19'. On the right side of this bar, there is a button labeled 'Response Summary' with a document icon, which is highlighted with a red box. The main content area lists three transactions: 'Business Transaction' with a value of 1,65,94,425, 'Cash Deposit' with a value of 1,66,02,000, and 'Cash Withdrawal' with a value of 48,54,000. Each transaction has a red exclamation mark icon and a blue arrow icon. At the bottom, there is a pagination bar showing 'Page 1 of 1' and a 'View 1 - 3 of 3' indicator. A 'Back' button is located at the bottom center.

Figure 39 Response Summary

Information summary- The information(s) are available for submission of response. To View details of the information, taxpayer needs to click on the “>” button to view information detail.

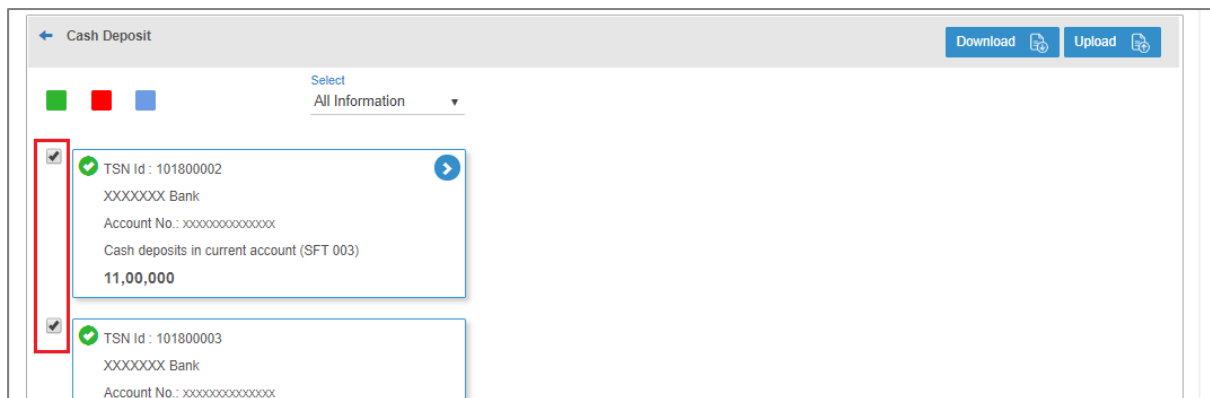
6.4. Information Detail

Upon clicking the “>” button, Taxpayer gets navigated to Information details. Taxpayer can submit the information in bulk on individual.

Bulk Facility

To submit the information in bulk Taxpayer needs to select multiple transactions at a time and also, he can select only two feedback options to submit the response in bulk: -

- Information is correct and
- Information is denied



The screenshot shows the 'Cash Deposit' information detail page. At the top, there is a breadcrumb trail: < Cash Deposit. On the right side, there are 'Download' and 'Upload' buttons. Below the breadcrumb, there is a 'Select' dropdown menu with 'All Information' selected. The main content area displays a list of transactions. Each transaction has a checkbox on the left, a green checkmark icon, and a blue arrow icon. The first transaction is highlighted with a red box. The details for the first transaction are: TSN Id : 101800002, XXXXXX Bank, Account No.: xxxxxxxxxxxxxxxx, Cash deposits in current account (SFT 003), and 11,00,000. The second transaction is partially visible below it.

Figure 40 Selecting the Information

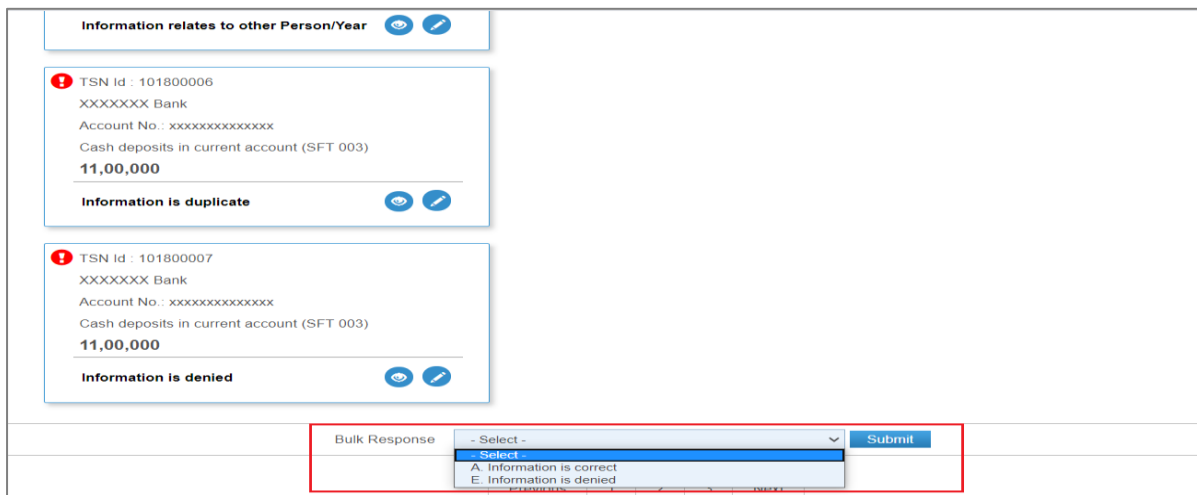


Figure 41 Bulk Response

For Individual Response on each transaction

To submit the Feedback on each transaction one by one user needs to follow below procedure: -
Taxpayer needs to click on “>” button to view the feedback options as visible in the screen below.

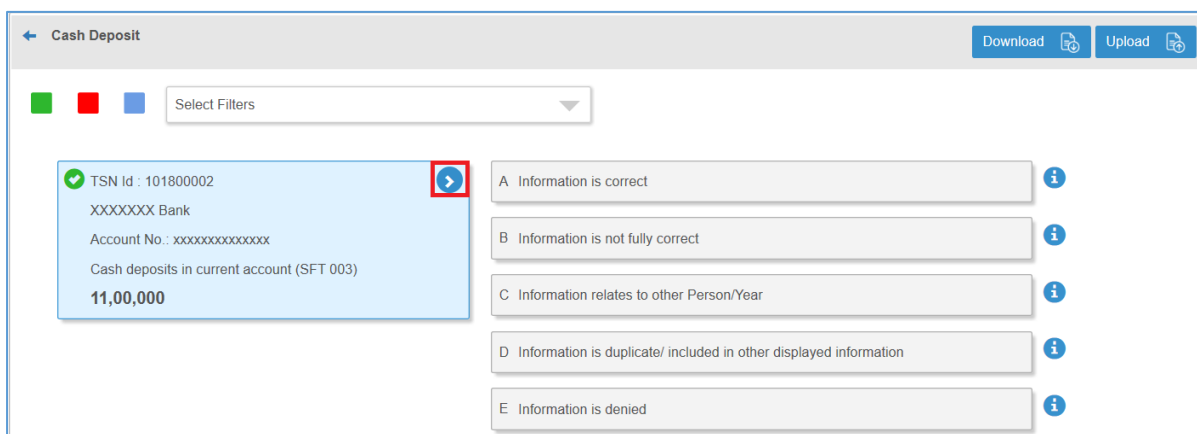






Figure 42 Feedback Options

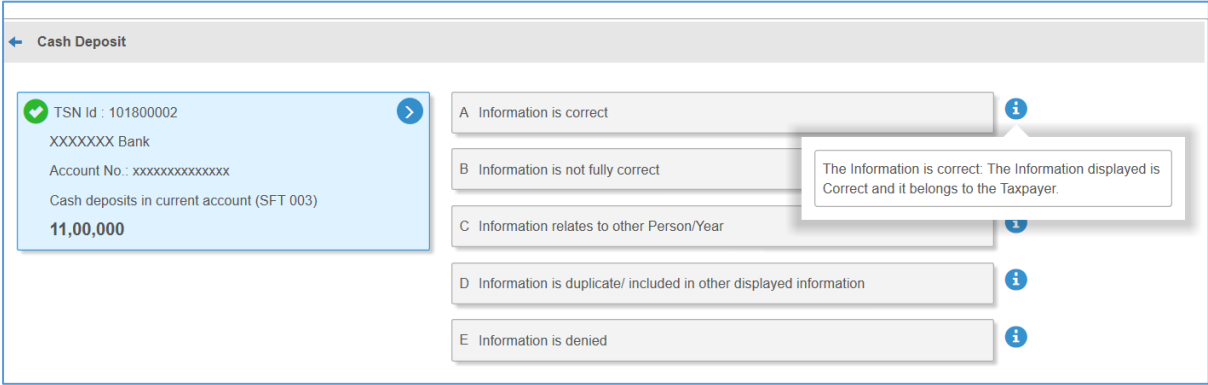
Interpretation of different colours/icons displayed against each information is as below:

	User has confirmed the information (Option A is selected)
	User has not confirmed the information and has requested modification of information (Option B, C, D, E selected)
	User has seen the information, but response not submitted
	User has not submitted response on information

Note: - The feedback options are displayed on each Information detail. Taxpayer can select only one of the available options for submitting feedback.

- A. Information is correct.
- B. Information is not fully correct.
- C. Information relates to other person/year.
- D. Information is duplicate/included in other displayed information.
- E. Information is denied.

The taxpayer may submit his feedback by clicking on any of the above aforesaid 5 options. The taxpayer can view the rationale of feedback option by clicking the “i” option on the screen as shown below.



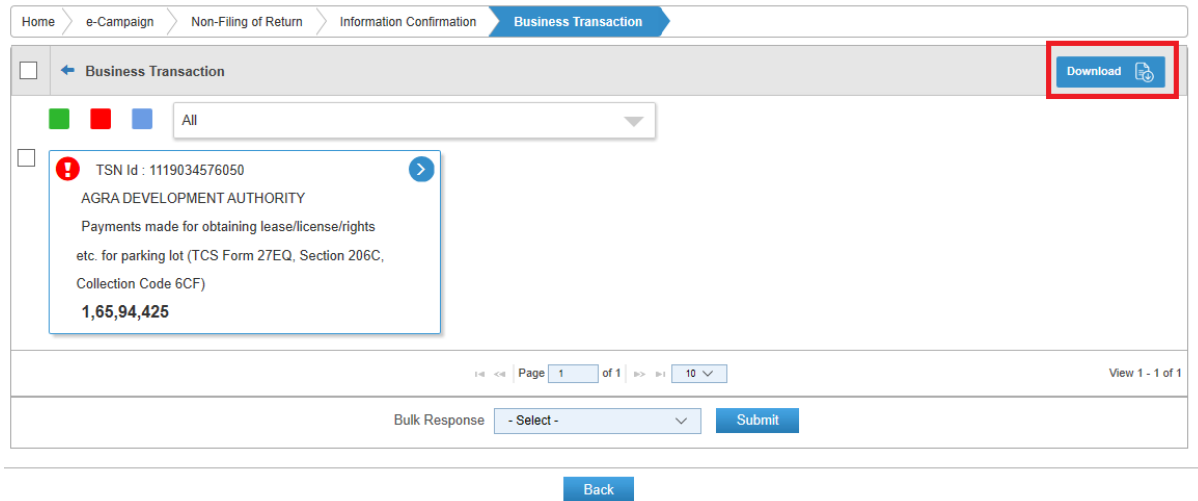
The screenshot shows a mobile application interface for 'Cash Deposit'. On the left, a blue box displays account details: TSN Id : 101800002, XXXXXX Bank, Account No. : xxxxxxxxxxxxxx, Cash deposits in current account (SFT 003), and a value of 11,00,000. On the right, five feedback options (A-E) are listed. Option A is selected. A tooltip for option A states: 'The Information is correct: The Information displayed is Correct and it belongs to the Taxpayer.'

Figure 43 List of information options

Facility to download information in an excel

- Excel download facility is available on Information Detail screen. Users can download excel file by clicking on Download Button present above the displayed information on right hand side of the screen as visible in figure 44 below.
- Under this option, all the information pertaining to one information category can be downloaded in excel.
- Downloaded file will display information with below details:
 - TSN
 - Information Source
 - Information Description
 - Additional Information Field
 - Information Value

Please note that downloaded excel will not contain submitted feedback. Download of submitted feedback is available in pdf format. (Please refer section 6.3 of this document)



Home > e-Campaign > Non-Filing of Return > Information Confirmation > Business Transaction

Business Transaction

Download

TSN Id : 1119034576050

AGRA DEVELOPMENT AUTHORITY

Payments made for obtaining lease/license/rights etc. for parking lot (TCS Form 27EQ, Section 206C, Collection Code 6CF)

1,65,94,425

Page 1 of 1

Bulk Response - Select - Submit

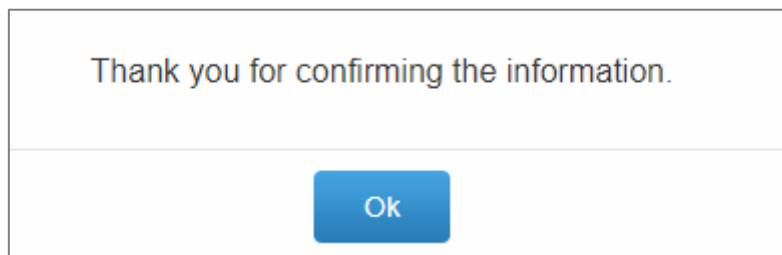
Back

Figure 44 Information Detail Excel download

6.5. Confirmation Response

Option A: Information is correct:

Upon selecting this option, following message displays:



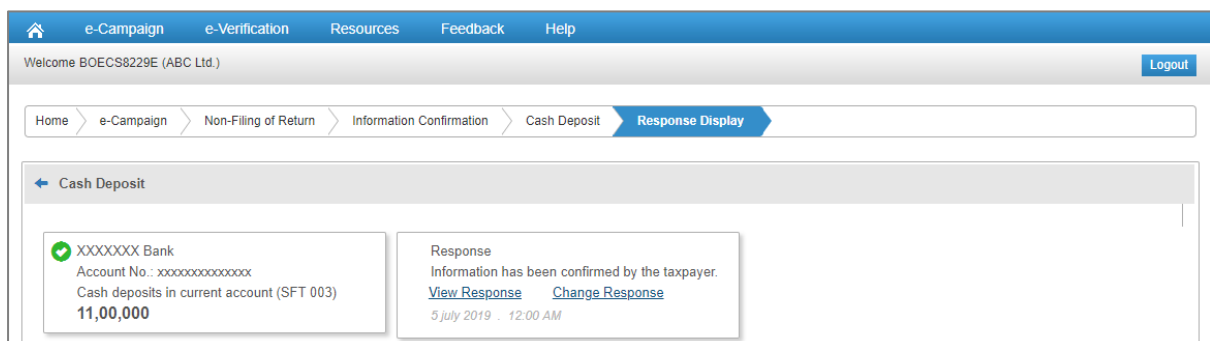
Thank you for confirming the information.

Ok

Figure 45 Option 'A'

After clicking on OK button, taxpayer can view the submitted response. Taxpayer can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.



e-Campaign e-Verification Resources Feedback Help

Welcome BOECS8229E (ABC Ltd.) Logout

Home > e-Campaign > Non-Filing of Return > Information Confirmation > Cash Deposit > Response Display

Cash Deposit

XXXXXXX Bank
Account No.: xxxxxxxxxxxxxx
Cash deposits in current account (SFT 003)
11,00,000

Response
Information has been confirmed by the taxpayer.
[View Response](#) [Change Response](#)
5 July 2019 . 12:00 AM

Figure 46 Response display – Option A

Upon clicking “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

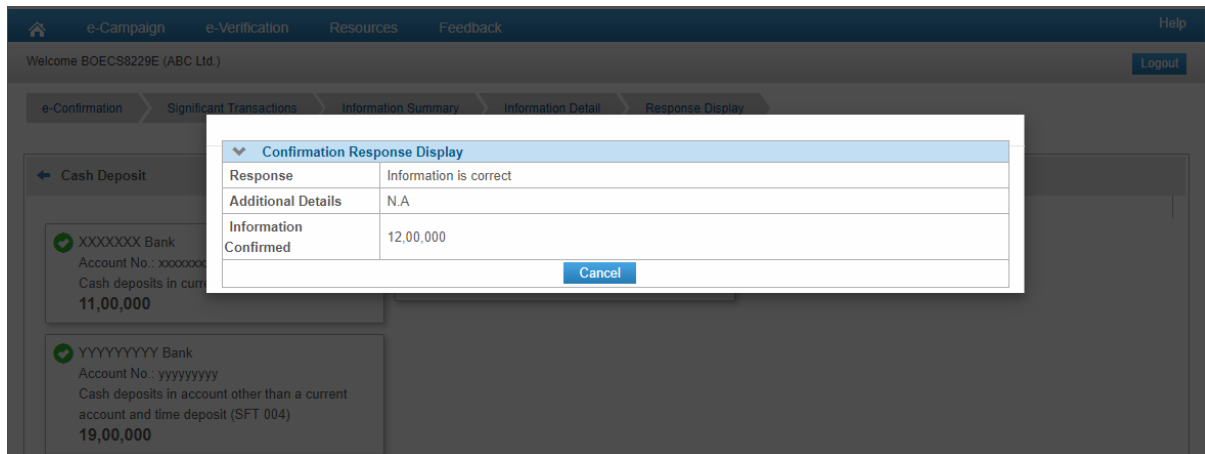


Figure 47 Submitted Response – Option A

Option B: Information is not fully correct

The Taxpayer can select this option in case the Information belongs to the Taxpayer, but all the attributes of the Information are not correct. While choosing this option Taxpayer is expected to provide correct information as per his records.

Please update the information.

Information Details		
Cash deposits in current account SFT-003(P)		
Information Source	Account Number	Information Value (₹)
State Bank of India (AABBC1111A.AB123)	12345678910	12,00,000

[Submit](#) [Cancel](#)

Figure 48 Option 'B'

After submitting the above response, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

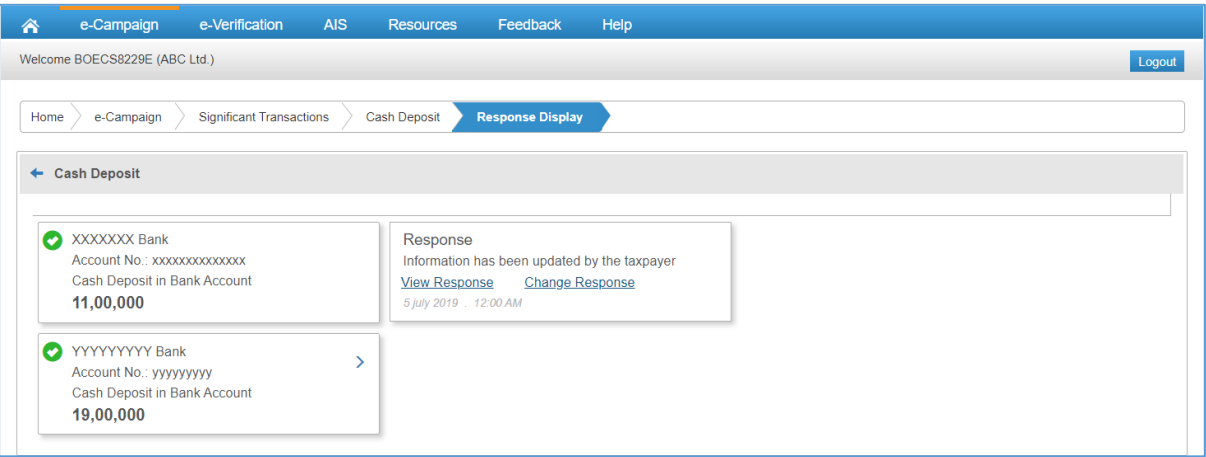


Figure 49 Response Display – Option B

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

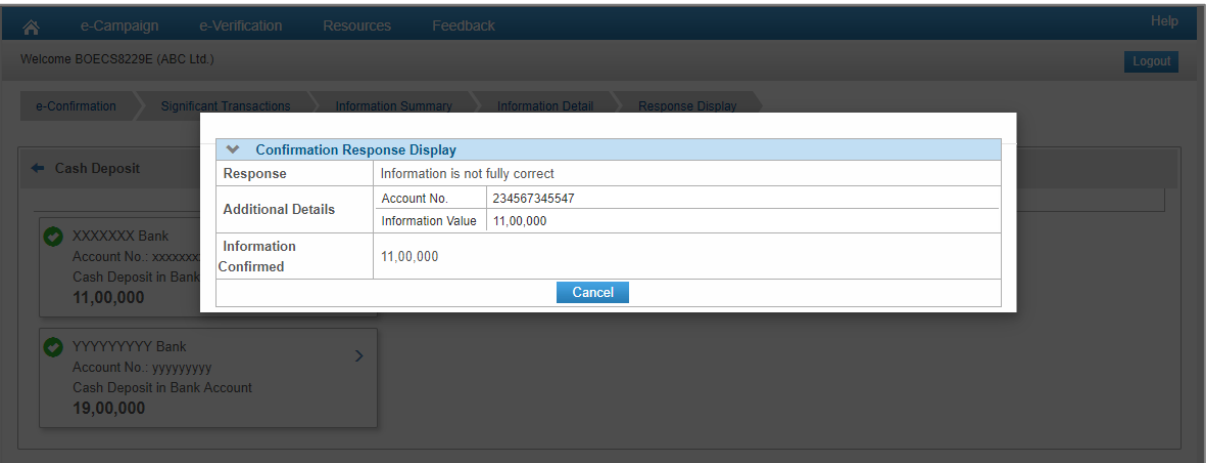


Figure 50 Submitted Response - Option B

Option C: The Information relates to other person/year

The Taxpayer can select this option in case the Taxpayer is aware of the Information, but it does not belong to him completely e.g. such instances may arise due to joint ownership of property or joint holding of accounts or other assets. While choosing this option Taxpayer is expected to provide correct and complete information of other person(s) to whom the Information pertains (i.e. PAN, relationship, FY etc).

Please provide further details.

Information Details		Cash deposit in Current Account SFT-003			
- Self/Other Person -	Enter PAN	PAN Name	- Relationship of Other Person -	- F.Y.-	Enter Amount
Add Row	Delete				
Submit					


Figure 51 Option 'C'

After clicking on submit button, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

Home > e-Campaign > Non-Filing of Return > Information Confirmation > Cash Deposit > **Response Display**

← Cash Deposit



XXXXXXX Bank
Account No.: xxxxxxxxxxxxxxxx
Cash Deposit in Bank Account
11,00,000

Response
Amount of XXXX has been attributed to other Person/Year
[View Response](#) [Change Response](#)
5 July 2019 - 12:00 AM

Figure 52 Response Display - Option C

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

Confirmation Response Display

Information relates to other Person/Year					
Response	Self/Other Person	Person PAN & Name	Relationship	F.Y.	Amount
Additional Details	Self	NA	NA	2017-18	5,00,000
	Other Person	AMPL5544K (SURESH KUMAR)	Parent	2017-18	4,00,000
Information Confirmed	3,00,000				

[Cancel](#)

Figure 53 View Submitted Response - Option C

Option D: Information is duplicate/included in other displayed information

The Taxpayer can select this option in case the information displayed is already included in any other information or it may be a duplicate information. Taxpayer needs to select the duplicate Information and click on submit button.

Please select primary information from the displayed list.

Information Details	Information Source	Account Number	Information Value (₹)	Select
Cash deposits in current account SFT-003(P)	State Bank of India (AABBC1111A.AB123)	xxxxxxxxxxxxx	11,00,000	<input type="checkbox"/>
Cash deposits in current account SFT-003(P)	State Bank of India (AABBC1111A.AB123)	xxxxxxxxxxxxx	19,00,000	<input type="checkbox"/>

[Submit](#)


Figure 54 Option 'D'

After clicking on submit button, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

Home > e-Campaign > Non-Filing of Return > Information Confirmation > Cash Deposit > **Response Display**

← Cash Deposit


XXXXXXX Bank
Account No.: xxxxxxxxxxxxxxxx
Cash Deposit in Bank Account
11,00,000

Response

The information has been marked as already included in other displayed information

[View Response](#) [Change Response](#)


5 July 2019 - 12:00 AM


Figure 55 Response Display - Option D

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

Home > e-Campaign > Significant Transactions > Information Summary > Information Detail > **Response Display**

← Cash Deposit


XXXXXXX Bank
Account No.: xxxxxxxx
Cash Deposit in Bank Account
11,00,000


YYYYYYYYY Bank
Account No.: yyyyyyyyyy
Cash Deposit in Bank Account
19,00,000

Confirmation Response Display

Response	Information is duplicate/ included in other displayed information	
Additional Details	Information Source	State Bank of India (AABBC1111A.AB123)
	Key Identifier	XXXXXXXXXXXXX
	Information Value	11,00,000
Information Confirmed	1,00,000	

[Back](#)

Figure 56 View Submitted Response - Option D

Option E: Information is Denied

In case the Taxpayer is not aware of the Information displayed, Option E may be selected for submission of feedback response.

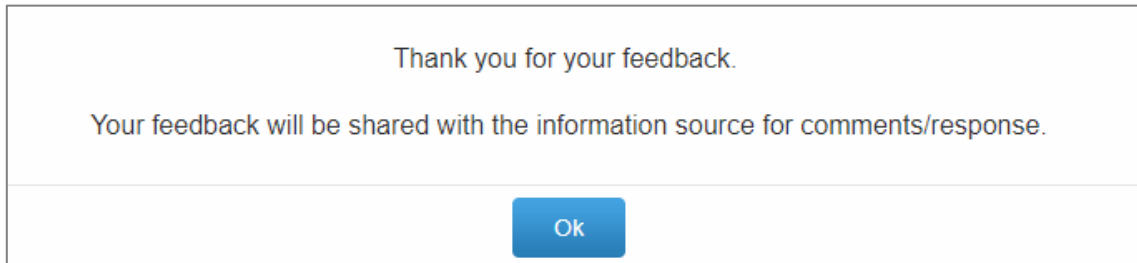


Figure 57 Option "E"

After clicking on Ok button, taxpayer can view the submitted response. Taxpayer can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

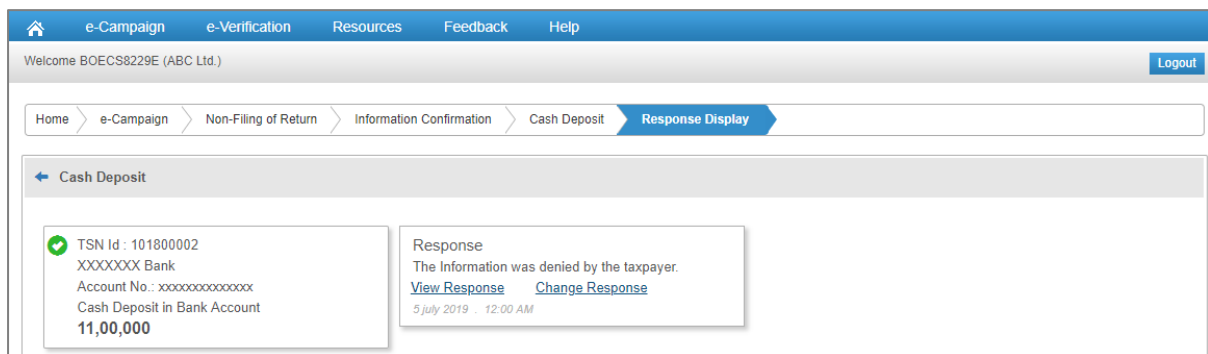


Figure 58 Response Display - Option E

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

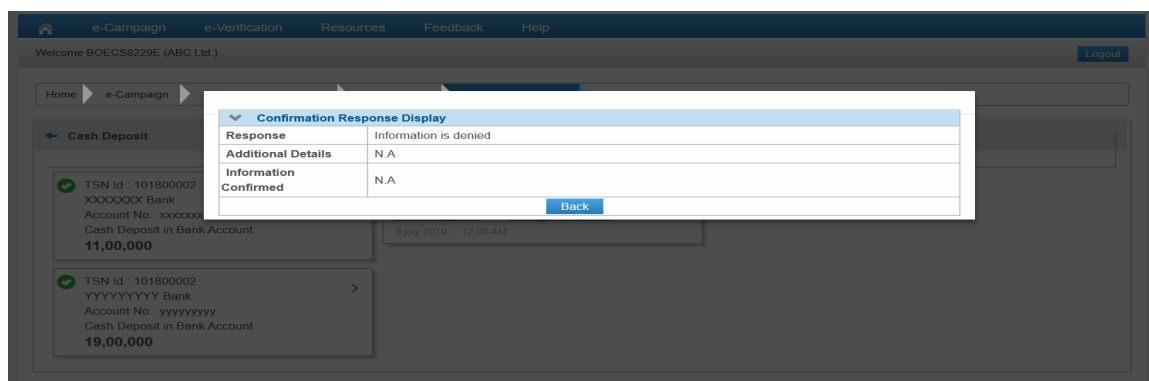


Figure 59 View Submitted Response - Option E

6.6. Filter

Taxpayer can also filter the information under the Information level screen to identify the total number of feedback response provided by him under which different feedback categories. Filter options will be as follows:

- All
- Confirmed
- Corrected
- Duplicate
- Other Person/Year
- Denied
- Pending

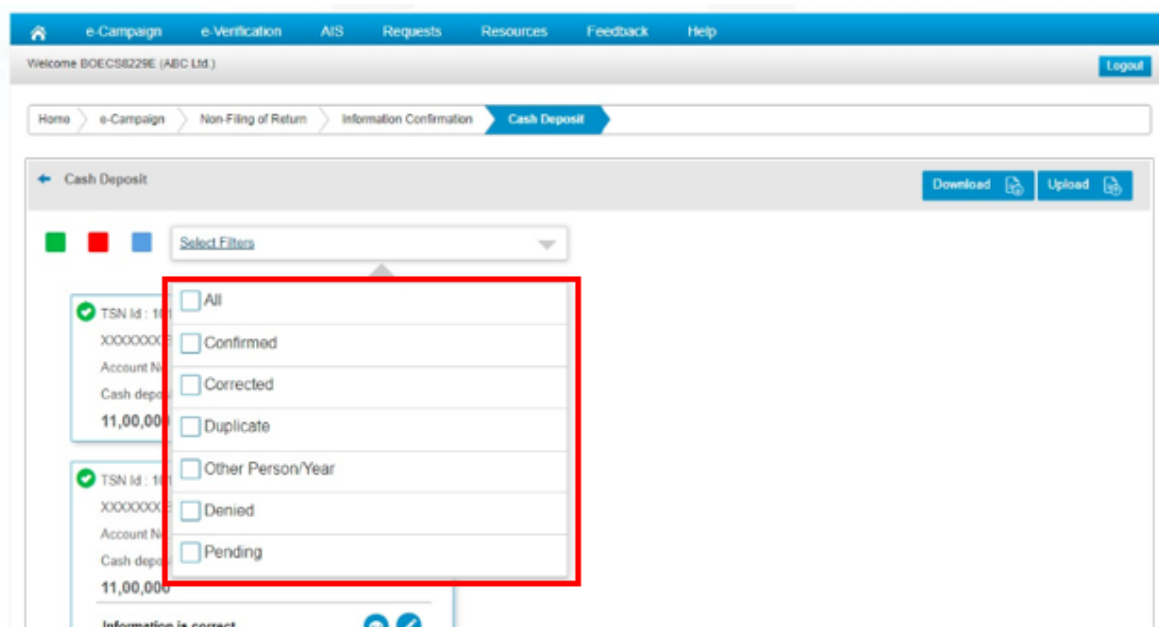


Figure 60 Filter Option

7. e-Campaign- High Value Transactions

Certain transactions of the taxpayer reported in their ITR which have been found to be inconsistent with the information received from the third party for a specified Assessment Year are displayed to the taxpayer for feedback. These are displayed in the form of Information Summary.

Upon clicking **e-Campaign** on Compliance Portal landing page, below screen is displayed.

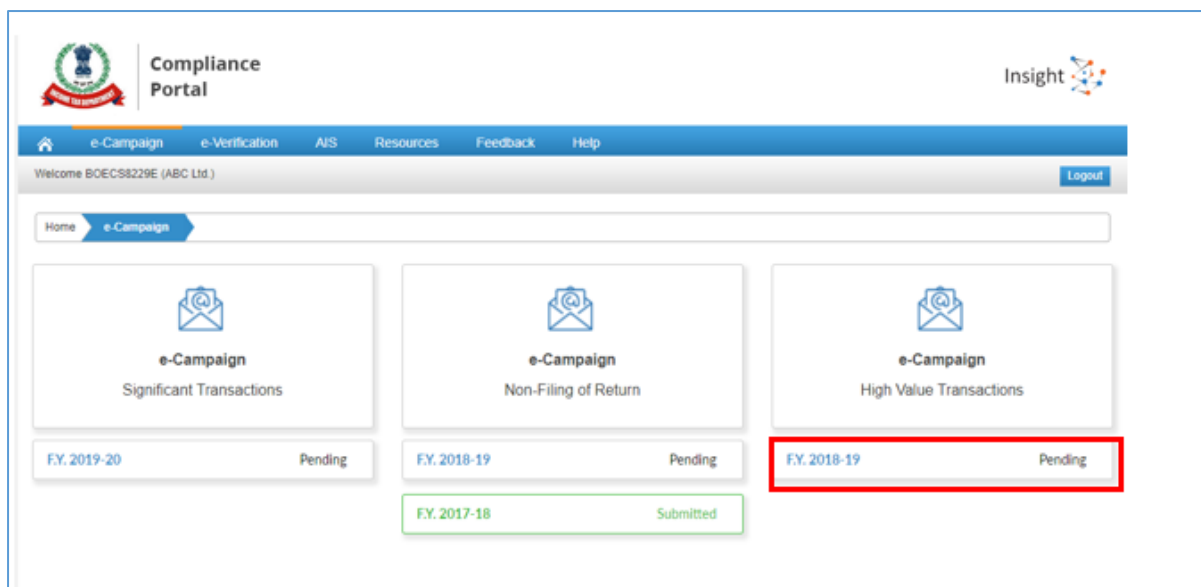


Figure 61 e-Campaign Page

7.1. Information Summary

Taxpayer needs to click on Financial Year under **High Value Transactions**. The advisory message displays as provided in screen below. On clicking “OK” button, taxpayer can view information Summary.

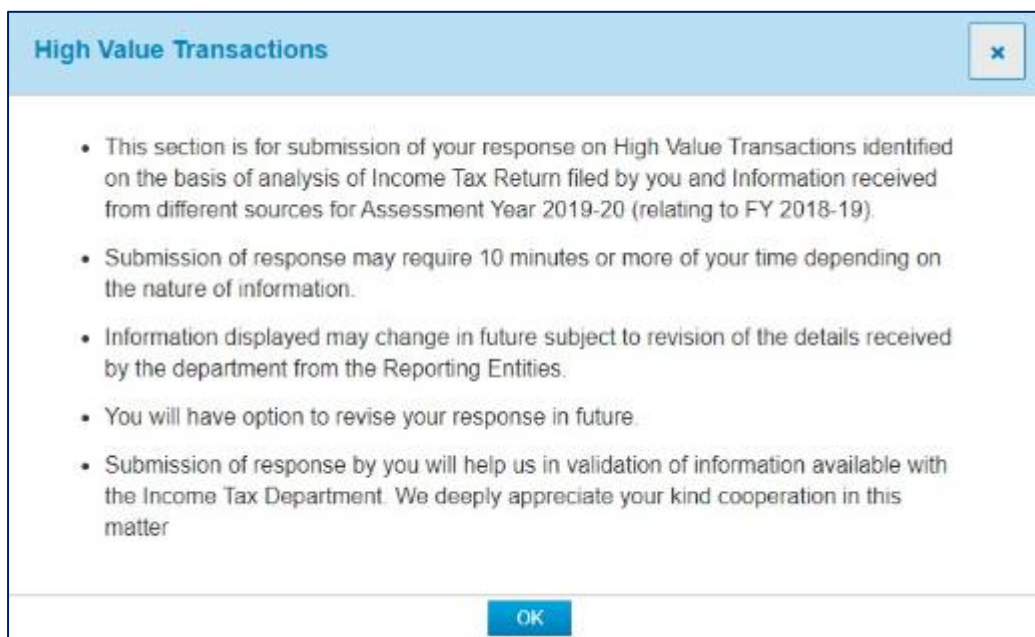


Figure 62 Guidance Note

Upon clicking on “OK” button in above screen, following detail displays to the Taxpayer: -

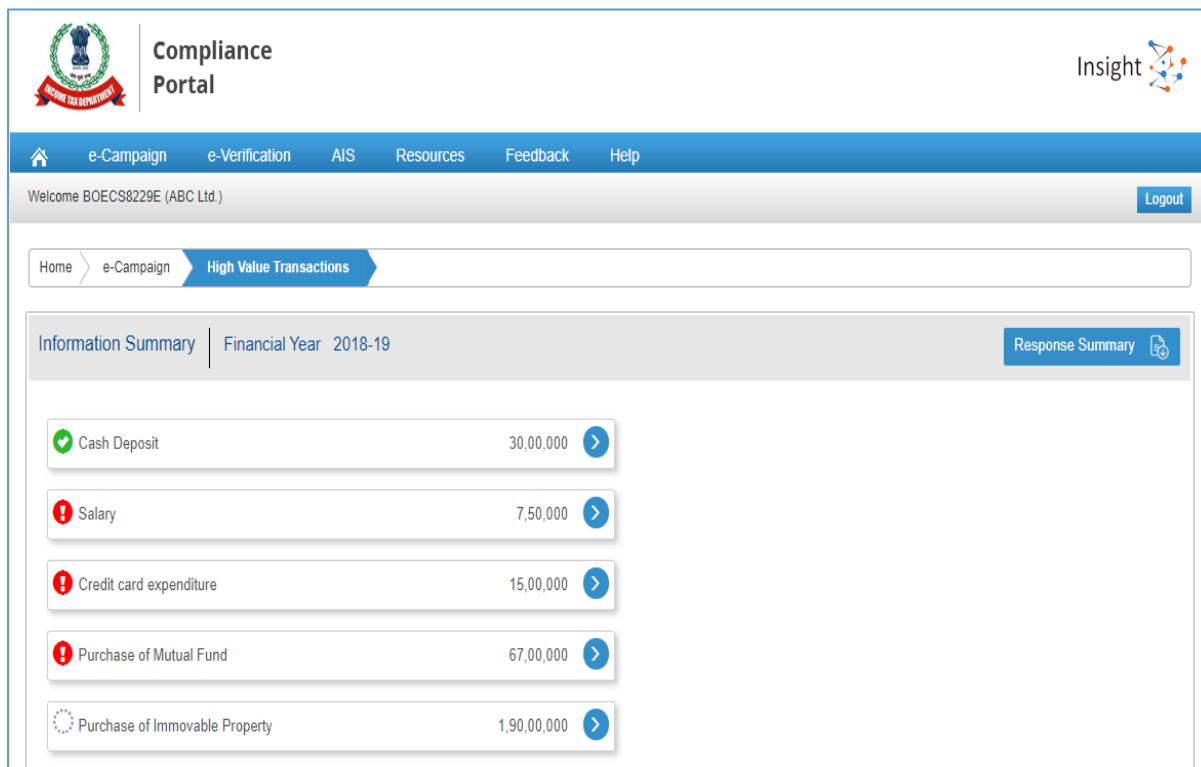







Figure 63 Information Summary

Interpretation of different colours/icons displayed against each information is as below:

	User has confirmed all information records (Option A is selected)
	User has provided response on all information records and has requested modification of information (Option B, C, D, E selected)
	User has submitted response on partial information records
	User has seen the information, but response not submitted
	User has not seen the information

7.2. Response Summary

From this section taxpayer can download an acknowledgment in pdf format for the response submitted.

- Response Summary pdf will display the submitted response with feedback date.

- Feedback shall be displayed response option wise.
- In case taxpayer has not submitted the response, information shall be displayed under the head 'Response yet to be submitted'.
- In case taxpayer had submitted response for the same information twice, Response Summary shall contain response details with latest feedback date.

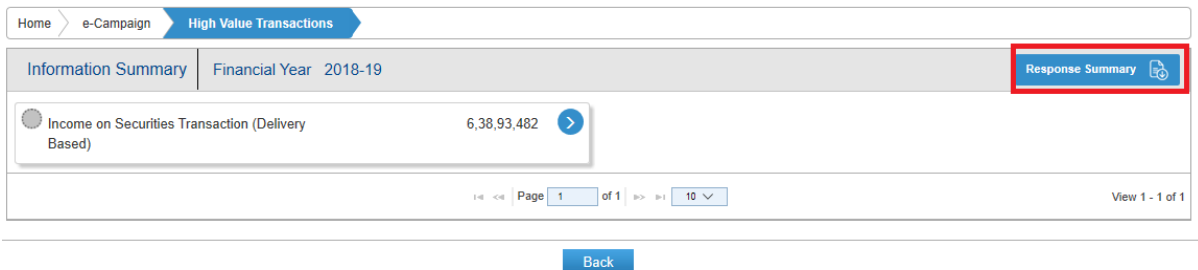


Figure 64 Response Summary

Information summary- The information(s) are available for submission of response. To View details of the information, taxpayer needs to click on the “>” button to view information detail.

7.3. Information Detail

Upon clicking the “>” button, Taxpayer gets navigated to Information details. Taxpayer can submit the information in bulk or individual.

Bulk Facility

To submit the information in bulk Taxpayer needs to select multiple transactions at a time and also, he can select only two feedback options to submit the response in bulk: -

- Information is correct and
- Information is denied

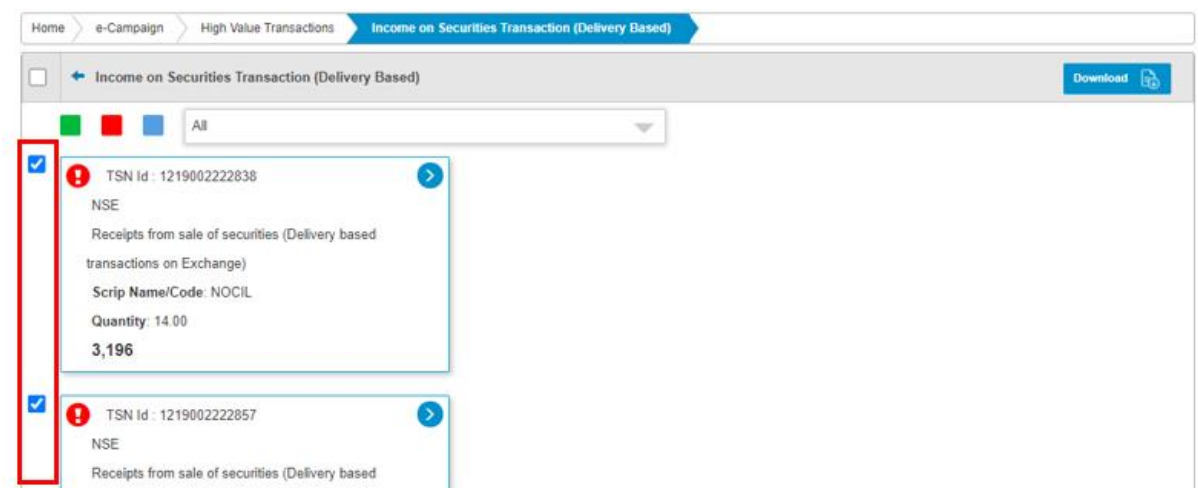


Figure 65 Selecting the Information

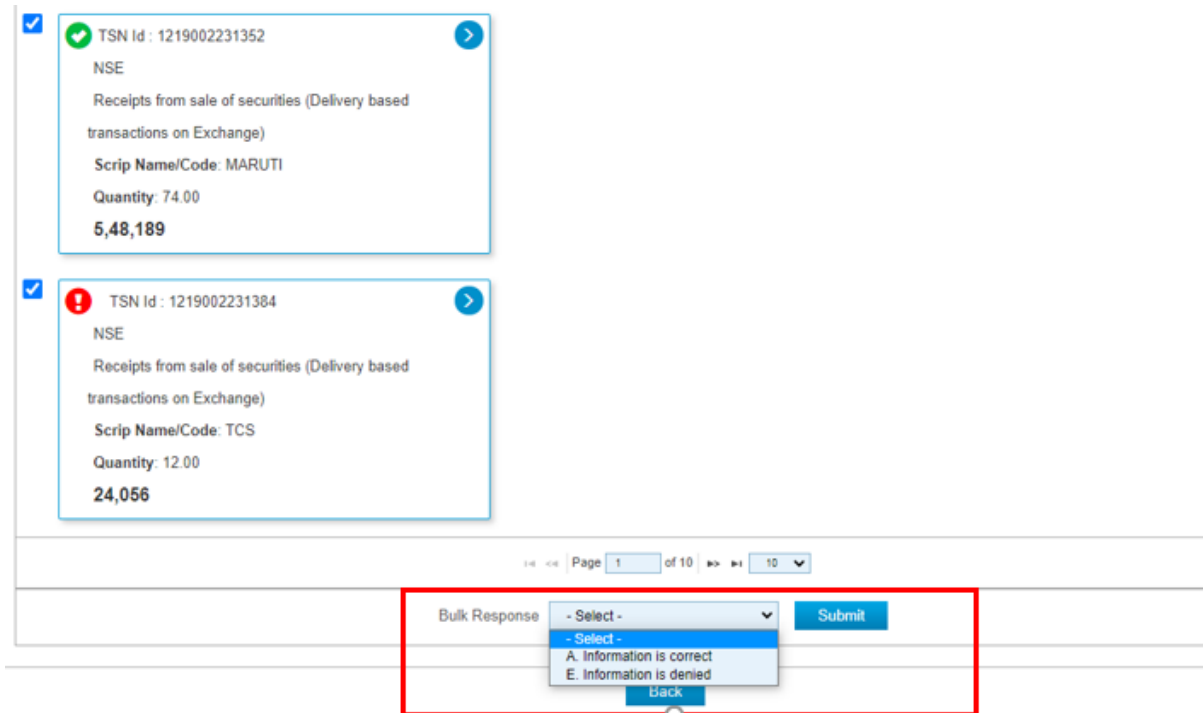


Figure 66 Bulk Response

For Individual Response on each transaction

To submit the Feedback on each transaction one by one user needs to follow below procedure: -
Taxpayer needs to click on “>” button to view the feedback options as visible in the figure 63 below.

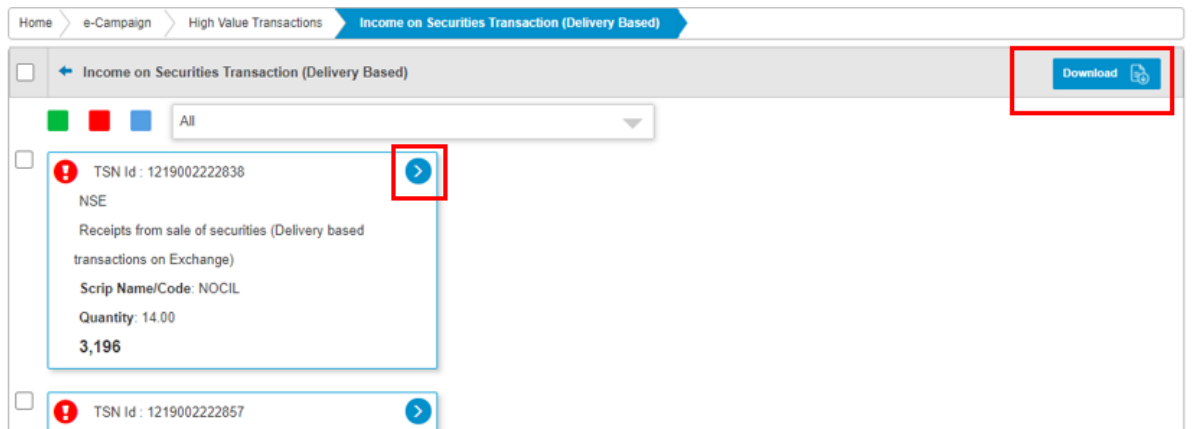






Figure 67 Information Detail Excel download

Interpretation of different colours/icons displayed against each information is as below:

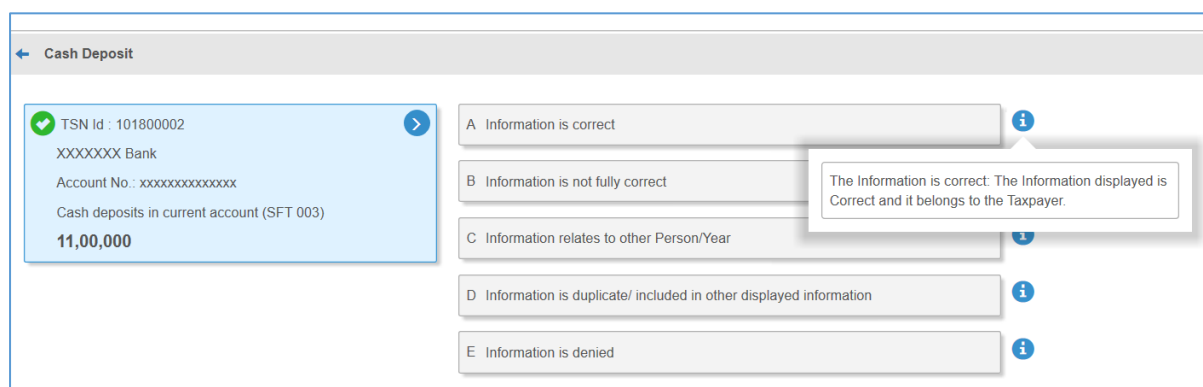
	User has confirmed the information (Option A is selected)
	User has not confirmed the information and has requested modification of information (Option B, C, D, E selected)

	User has seen the information, but response not submitted
	User has not submitted response on information

Note: - The feedback options are displayed on each Information detail. Taxpayer can select only one of the available options for submitting feedback.


- A. Information is correct.
- B. Information is not fully correct.
- C. Information relates to other person/year.
- D. Information is duplicate/included in other displayed information.
- E. Information is denied.

The taxpayer may submit his feedback by clicking on any of the above aforesaid 5 options. The taxpayer can view the rationale of feedback option by clicking the “i” option on the screen as shown below.





Cash Deposit


TSN Id : 101800002
XXXXXXX Bank
Account No. : xxxxxxxxxxxxxxxx
Cash deposits in current account (SFT 003)
11,00,000

A Information is correct 

B Information is not fully correct

C Information relates to other Person/Year 

D Information is duplicate/ included in other displayed information 

E Information is denied 

The Information is correct. The Information displayed is Correct and it belongs to the Taxpayer.

Figure 68 ‘i’ option

Facility to download information in an excel

- Excel download facility is available on Information Detail screen. Users can download excel file by clicking on Download Button present above the displayed information on right hand side of the screen as visible in figure 69 below.
- Under this option, all the information pertaining to one information category can be downloaded in excel.
- Downloaded file will display information with below details:
 - TSN
 - Information Source
 - Information Description
 - Additional Information Field
 - Information Value

Please note that downloaded excel will not contain submitted feedback. Download of submitted feedback is available in pdf format. (Please refer section 7.2 of this document)

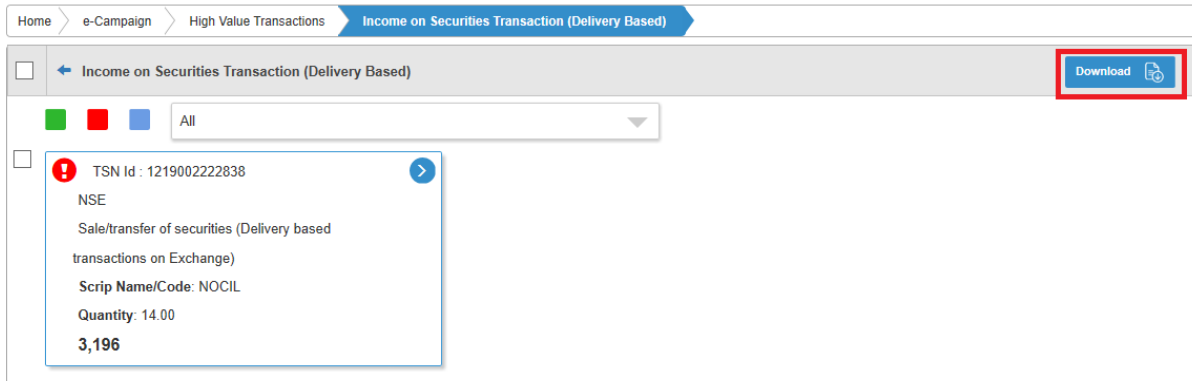


Figure 69 Information details download in excel

7.4. Confirmation Response

Option A: Information is correct:

Upon selecting this option, following message displays:

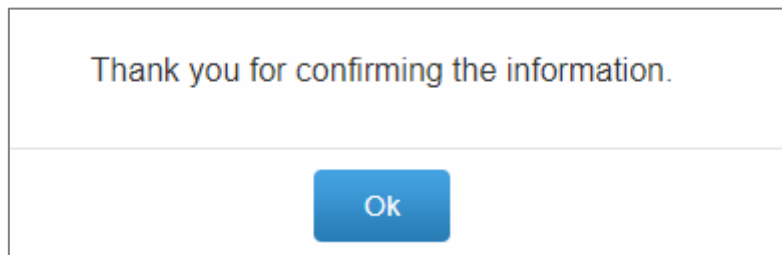


Figure 70 Option 'A'

After clicking on Ok button, taxpayer can view the submitted response. Taxpayer can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

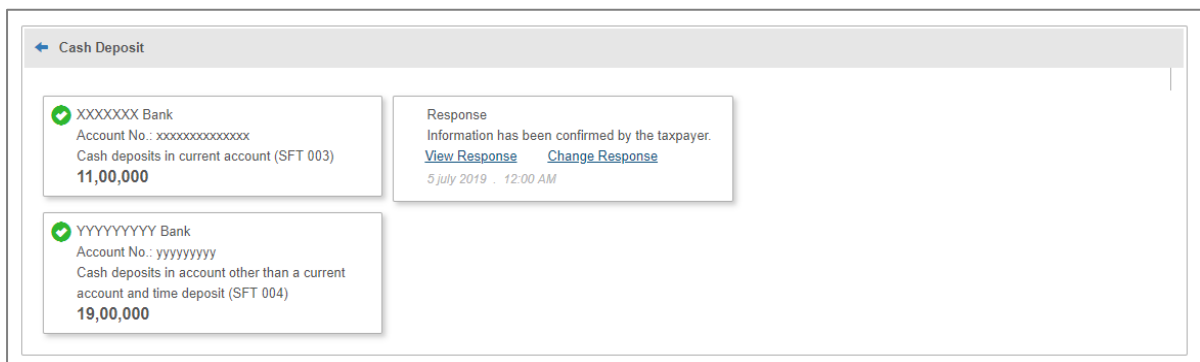


Figure 71 Response display – Option A

Upon clicking “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

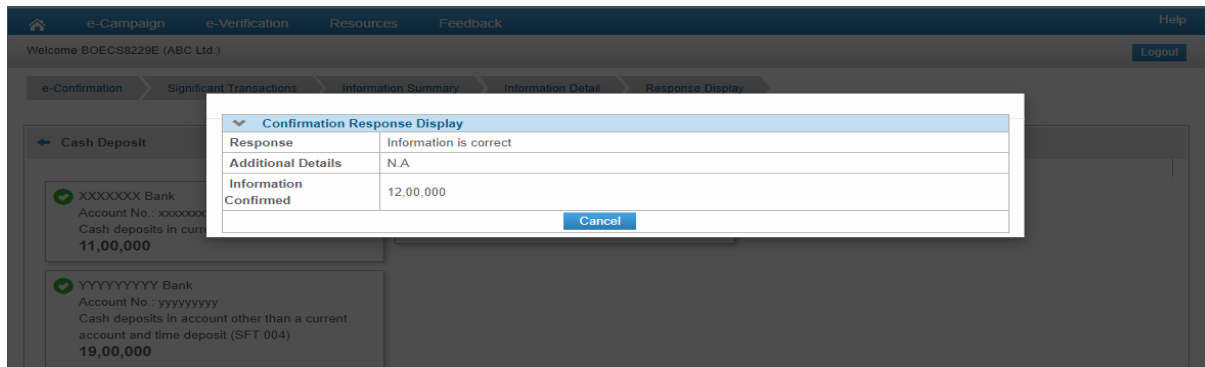


Figure 72 Submitted Response – Option A

Option B: Information is not fully correct

The Taxpayer can select this option in case the Information belongs to the Taxpayer but all the attributes of the Information are not correct. While choosing this option Taxpayer is expected to provide correct information as per his records.

Please update the information.

Cash deposits in current account SFT-003(P)		
Information Source	Account Number	Information Value (₹)
State Bank of India (AABBC1111A.AB123)	12345678910	12,00,000

[Submit](#) [Cancel](#)

Figure 73 Option 'B'

After submitting the above response, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

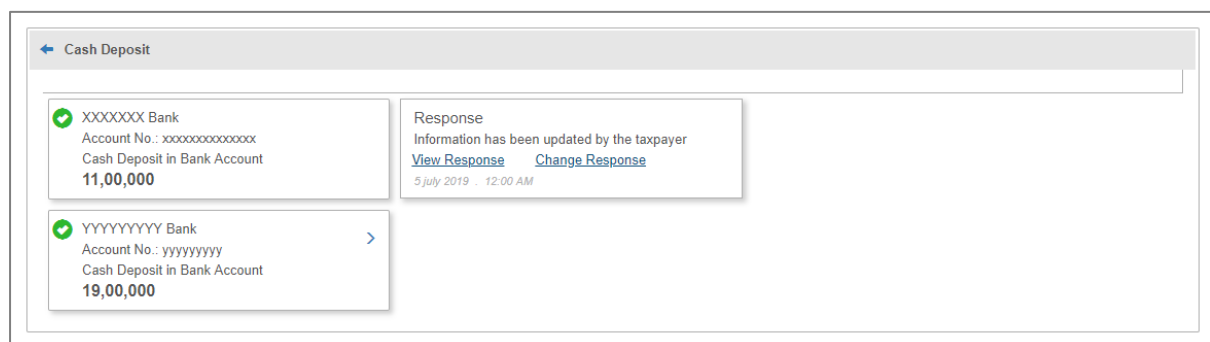
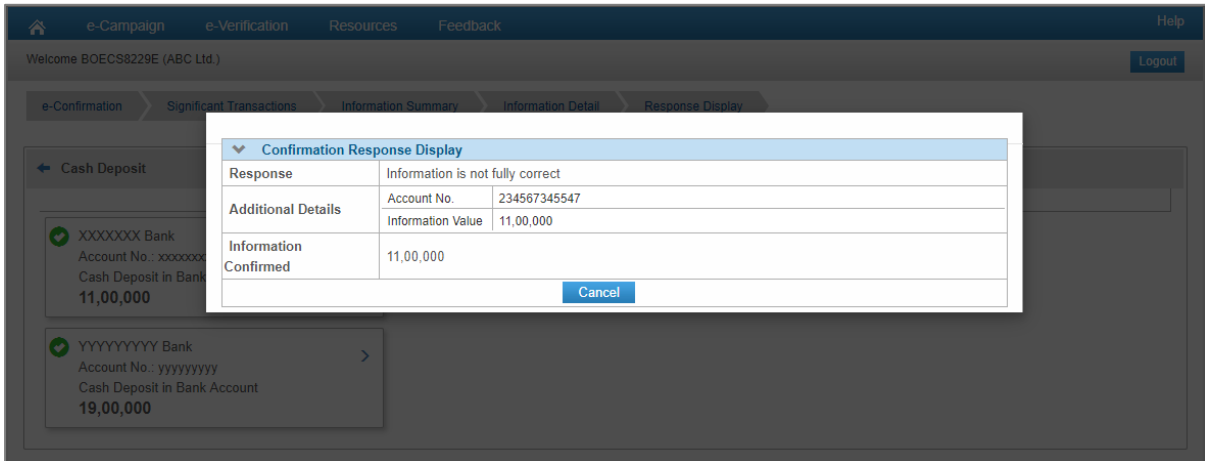


Figure 74 Response Display – Option B

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

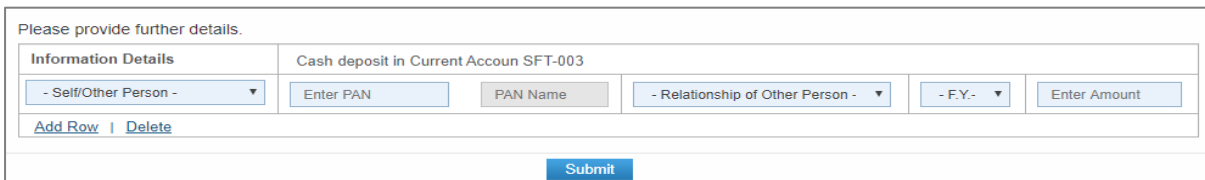


Confirmation Response Display	
Response	Information is not fully correct
Additional Details	Account No. 234567345547
	Information Value 11,00,000
Information Confirmed	11,00,000
Cancel	

Figure 75 Submitted Response - Option B

Option C: The Information relates to other person/year

The Taxpayer can select this option in case the Taxpayer is aware of the Information, but it does not belong to him completely e.g. such instances may arise due to joint ownership of property or joint holding of accounts or other assets. While choosing this option Taxpayer is expected to provide correct and complete information of other person(s) to whom the Information pertains (i.e. PAN, relationship, FY etc).



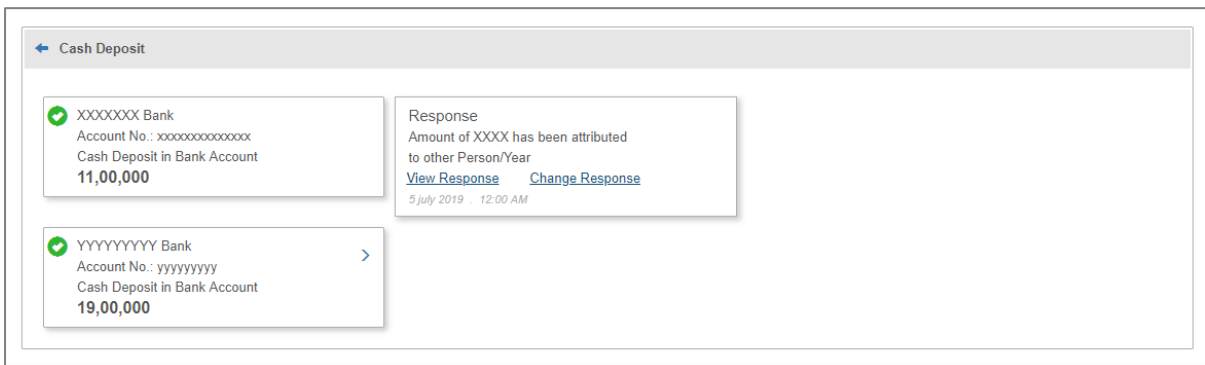
Please provide further details.

Information Details		Cash deposit in Current Account SFT-003			
- Self/Other Person -	Enter PAN	PAN Name	- Relationship of Other Person -	- F.Y. -	Enter Amount
Add Row Delete					
Submit					

Figure 76 Option 'C'

After clicking on submit button, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on "View Response" hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink "Change Response" as displayed in screen below.





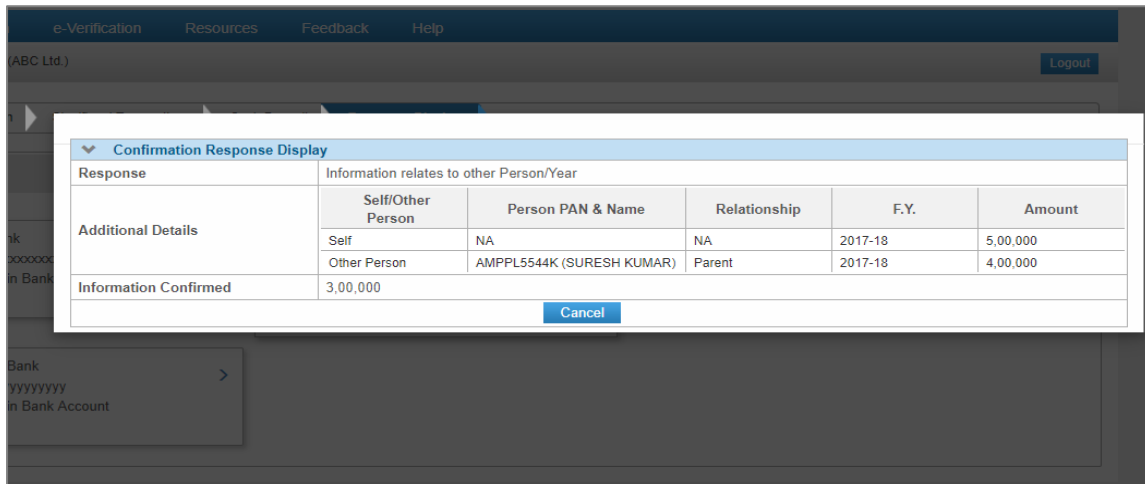
Cash Deposit	
<div>  XXXXXXXX Bank Account No.: xxxxxxxxxxxxxxxx Cash Deposit in Bank Account 11,00,000 </div>	<div> Response Amount of XXXX has been attributed to other Person/Year View Response Change Response 5 July 2019 - 12:00 AM </div>
<div>  YYYYYYYY Bank Account No.: yyyyyyyyyy Cash Deposit in Bank Account 19,00,000 </div>	

Figure 77 Response Display - Option C

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.



Response	Self/Other Person	Person PAN & Name	Relationship	F.Y.	Amount
Additional Details	Self	NA	NA	2017-18	5,00,000
Information Confirmed	Other Person	AMPPL5544K (SURESH KUMAR)	Parent	2017-18	4,00,000

Cancel

Figure 78 View Submitted Response - Option C

Option D: Information is duplicate/included in other displayed information

The Taxpayer can select this option in case the information displayed is already included in any other information or it may be a duplicate information. Taxpayer needs to select the duplicate Information and click on submit button.



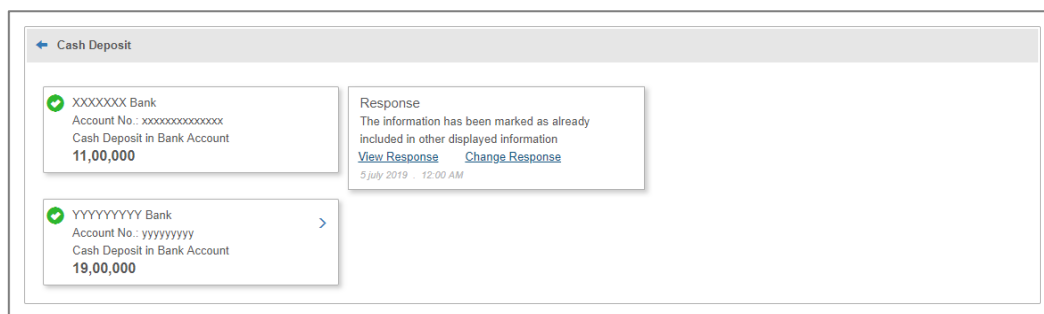
Information Details	Information Source	Account Number	Information Value (₹)	Select
Cash deposits in current account SFT-003(P)	State Bank of India (AABBC1111A.AB123)	xxxxxxxxxxxx	11,00,000	<input type="checkbox"/>
Cash deposits in current account SFT-003(P)	State Bank of India (AABBC1111A.AB123)	xxxxxxxxxxxx	19,00,000	<input type="checkbox"/>

Submit

Figure 79 Option 'D'

After clicking on submit button, taxpayer can view the submitted response. He can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.



Cash Deposit

XXXXXX Bank
Account No.: xxxxxxxxxxxxxxxx
Cash Deposit in Bank Account
11,00,000

Response
The information has been marked as already included in other displayed information
[View Response](#) [Change Response](#)
5 July 2019 - 12:00 AM

YYYYYYYY Bank
Account No.: yyyyyyyyyy
Cash Deposit in Bank Account
19,00,000

Figure 80 Response Display - Option D

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

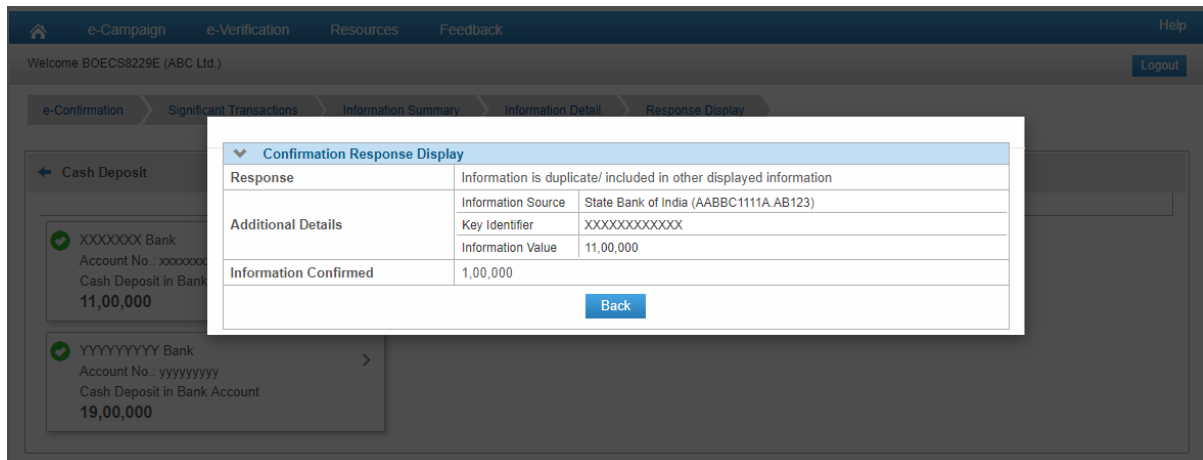


Figure 81 View Submitted Response - Option D

Option E: Information is Denied

In case the Taxpayer is not aware of the Information displayed, Option E may be selected for submission of feedback response.

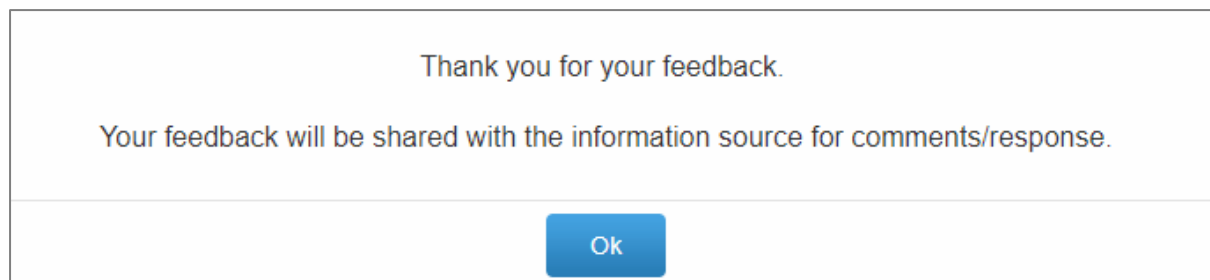


Figure 82 Option "E"

After clicking on Ok button, taxpayer can view the submitted response. Taxpayer can perform below mentioned activities on this screen.

1. Taxpayer can click on “View Response” hyperlink to view the submitted response as displayed in screen below.
2. Taxpayer can change the submitted response by clicking on the hyperlink “Change Response” as displayed in screen below.

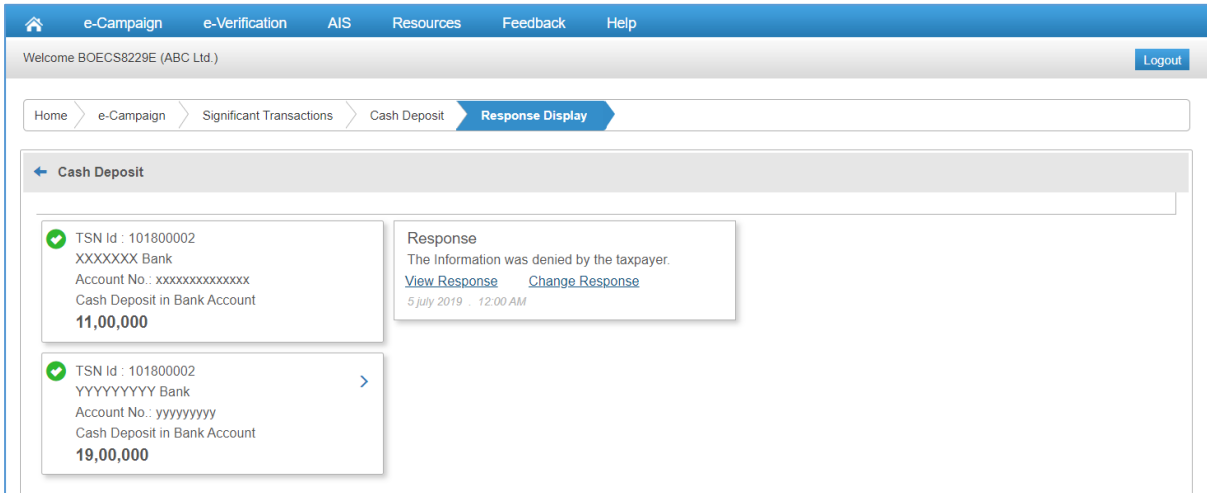


Figure 83 Response Display - Option E

By clicking on “View Response” option from the above screen, the Taxpayer can view the response submitted by him.

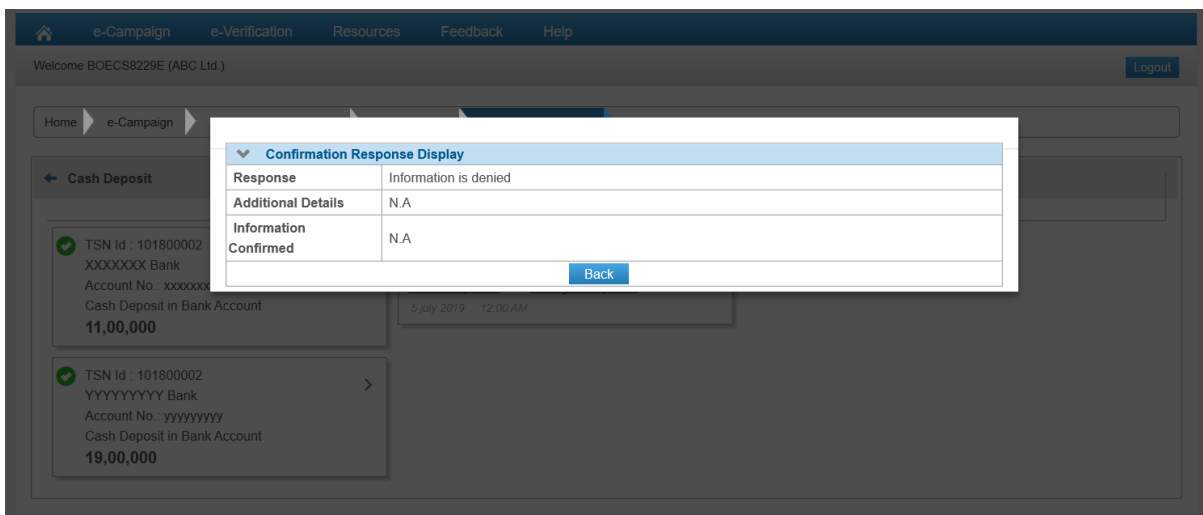


Figure 84 View Submitted Response - Option E

7.5. Filter

Taxpayer can also filter the information under the Information level screen to identify the total number of feedback response provided by him under which different feedback categories. Filter options will be as follows:

- All
- Confirmed
- Corrected
- Duplicate
- Other Person/Year
- Denied
- Pending

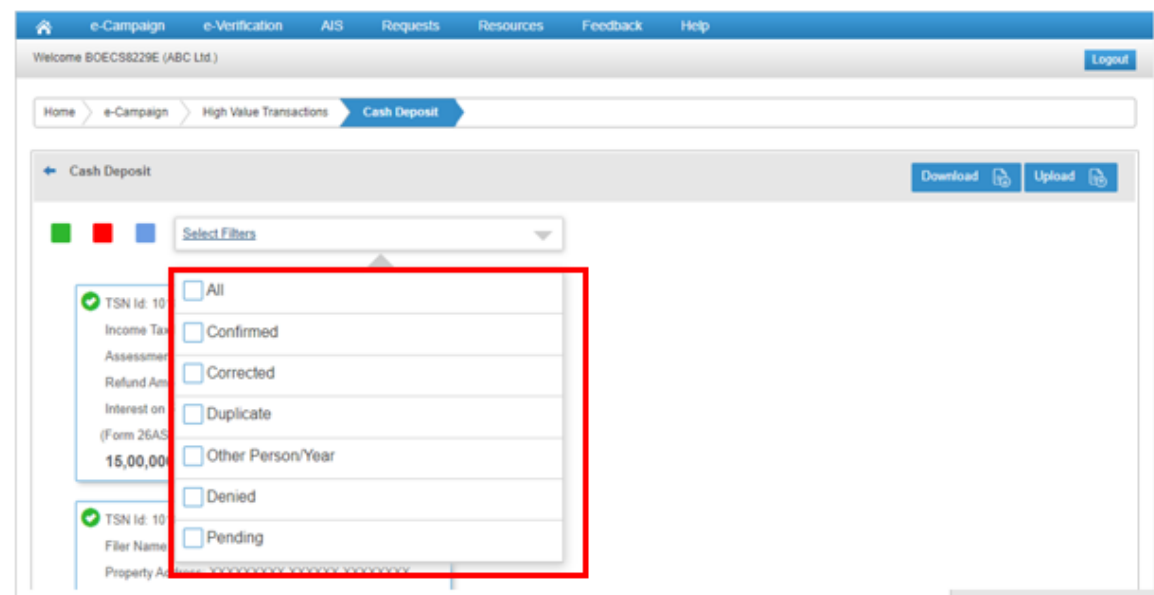


Figure 85 Filter Option

8. e-Campaign – History

CMCPC uses the campaign management approach to contact taxpayers for online submission of response. CMCPC contact taxpayers via electronic mail (e-mail), short text message (SMS), phone calls, notices and letters to visit Compliance Portal and submit response against the identified issue(s).

Taxpayer can access the e-Mails sent to him under e-Campaign module.

Taxpayer can access this page by clicking 'e-Campaign History' on Compliance portal landing page.

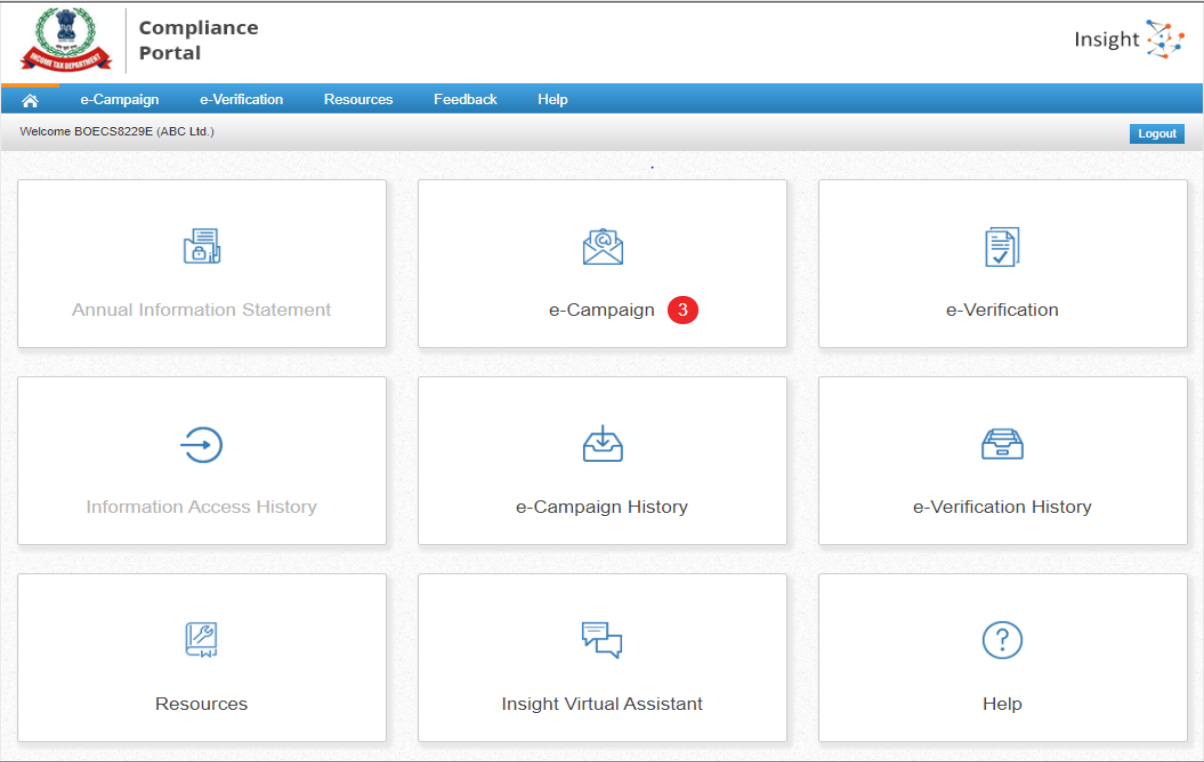


Figure 86 Compliance Portal Landing Page

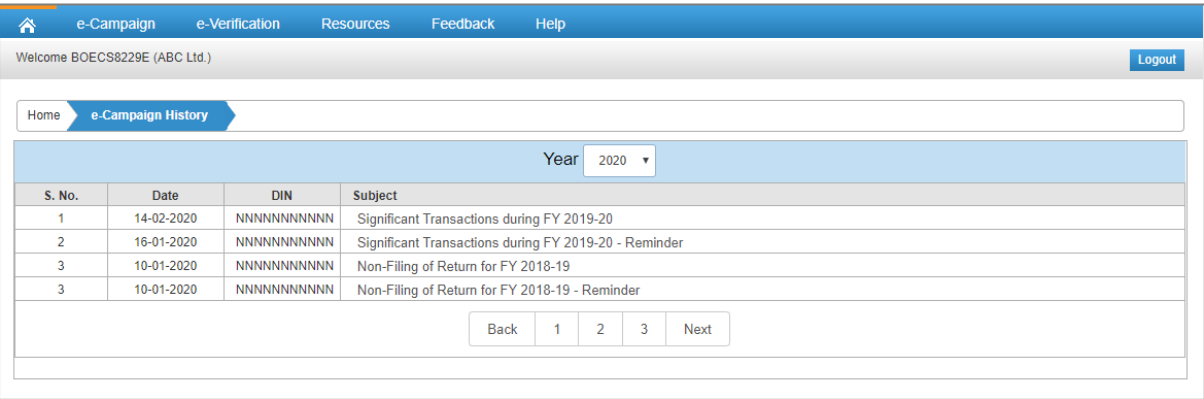


Figure 87 e-Campaign History

9. Help

Upon clicking the **Help** on Compliance portal landing page, taxpayers can access this section to seek assistance from ITD regarding any issue.

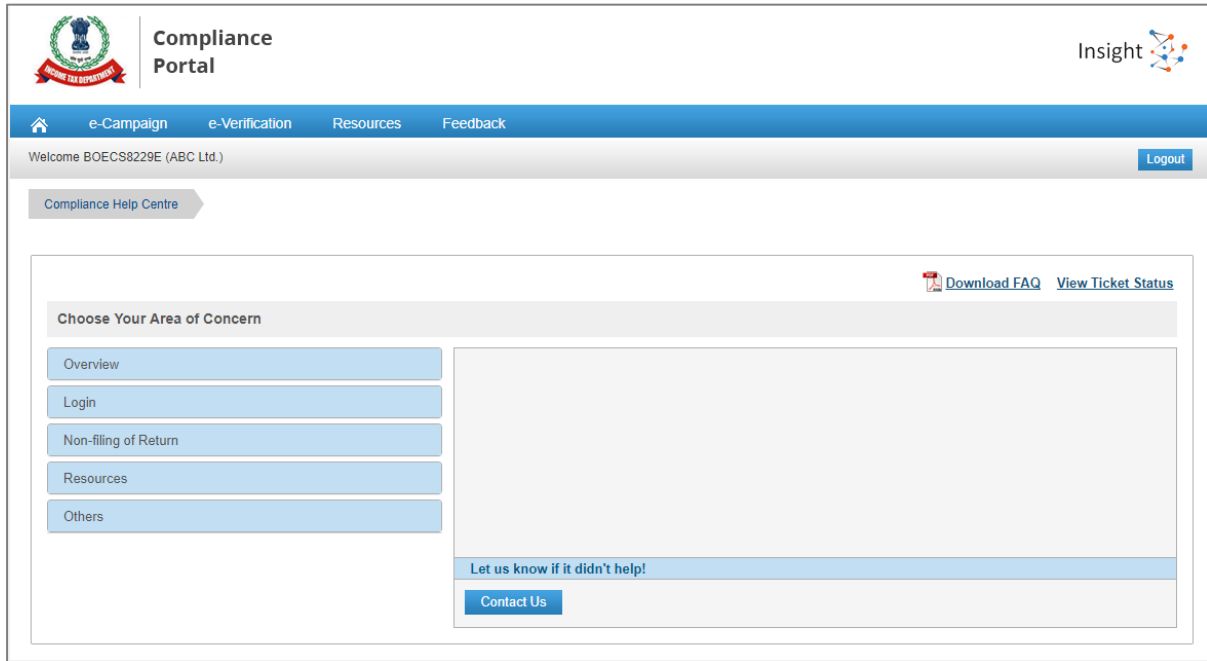


Figure 88 Select category

Steps involved in finding a solution or raise a request for help are as under:

Step 1: Select any issue category from the left navigation bar.

Step 2: Select a sub-category for the category selected in the previous step.

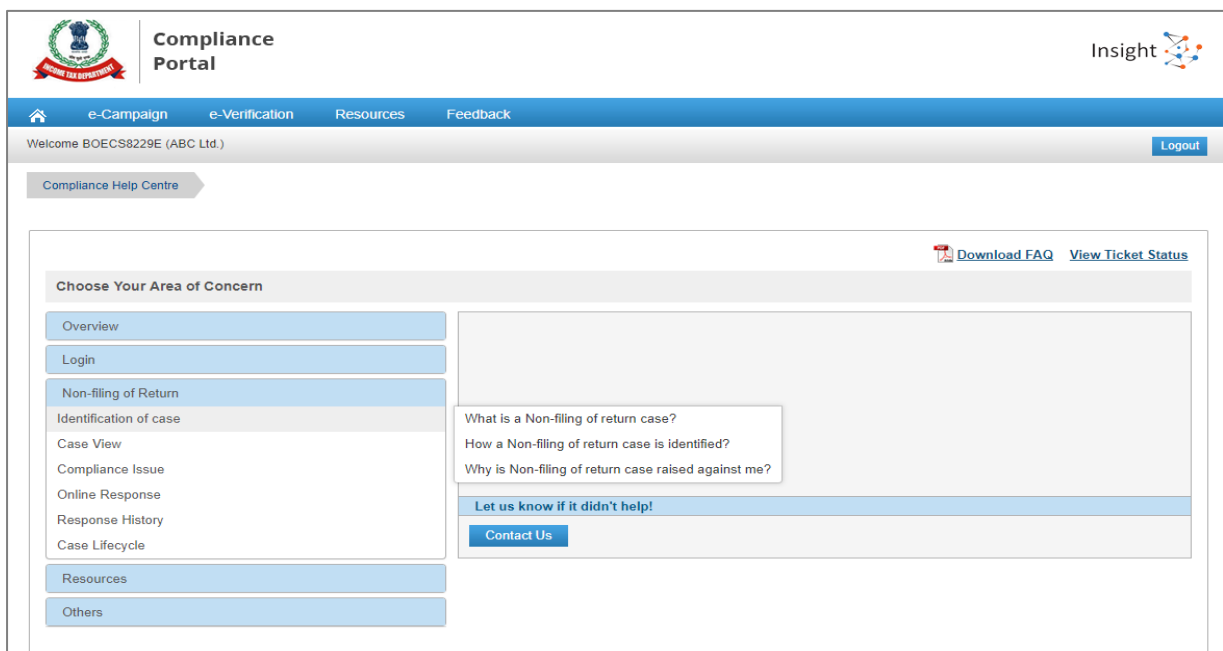


Figure 89 Select sub-category

Step 3: If your issue is still not resolved, click Contact Us.

Let us know if it didn't help!

Contact Us

Figure 90 Contact Us

- Step 4:** The next screen contains two tabs – ‘Need help in existing case’ is to be selected if you need help with a specific case, and ‘Contact us for any other help’ is to be selected for any general help or query.
- Step 5:** Under the tab that you select, check if ‘Your Issue category and sub-category’ is correctly tagged, else click on ‘Change’ and select again.

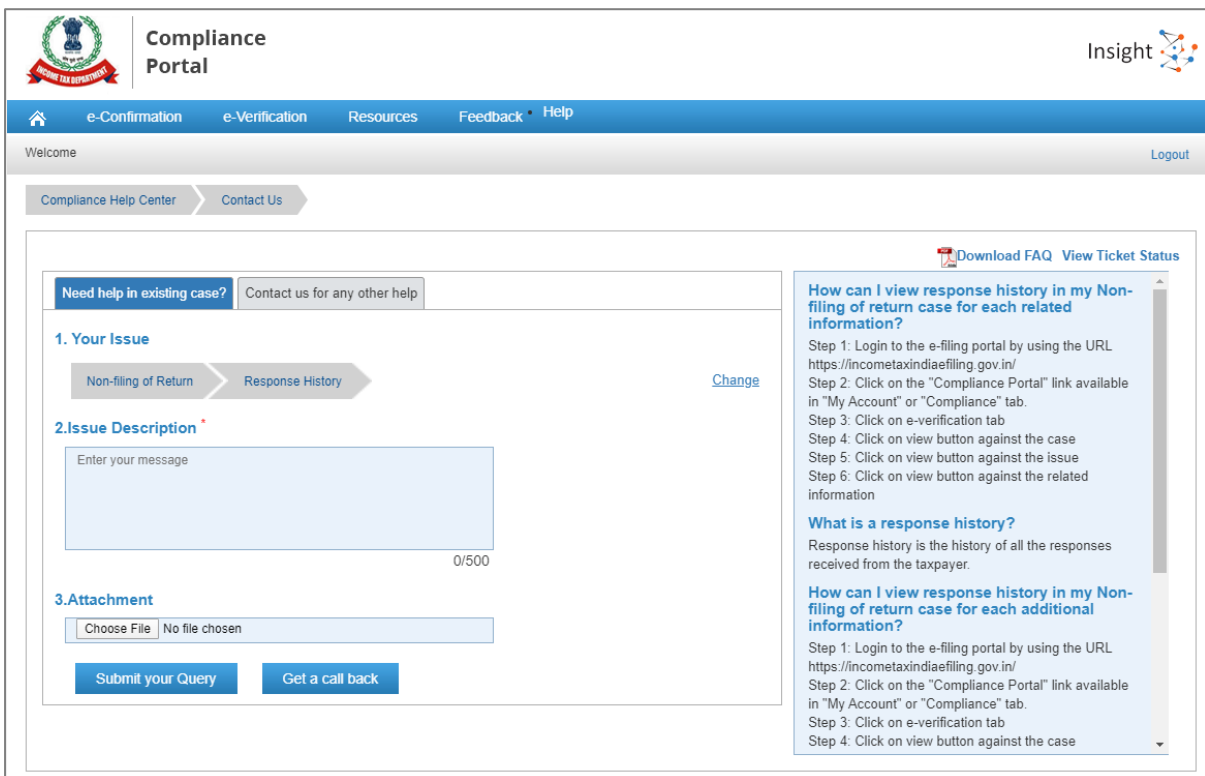
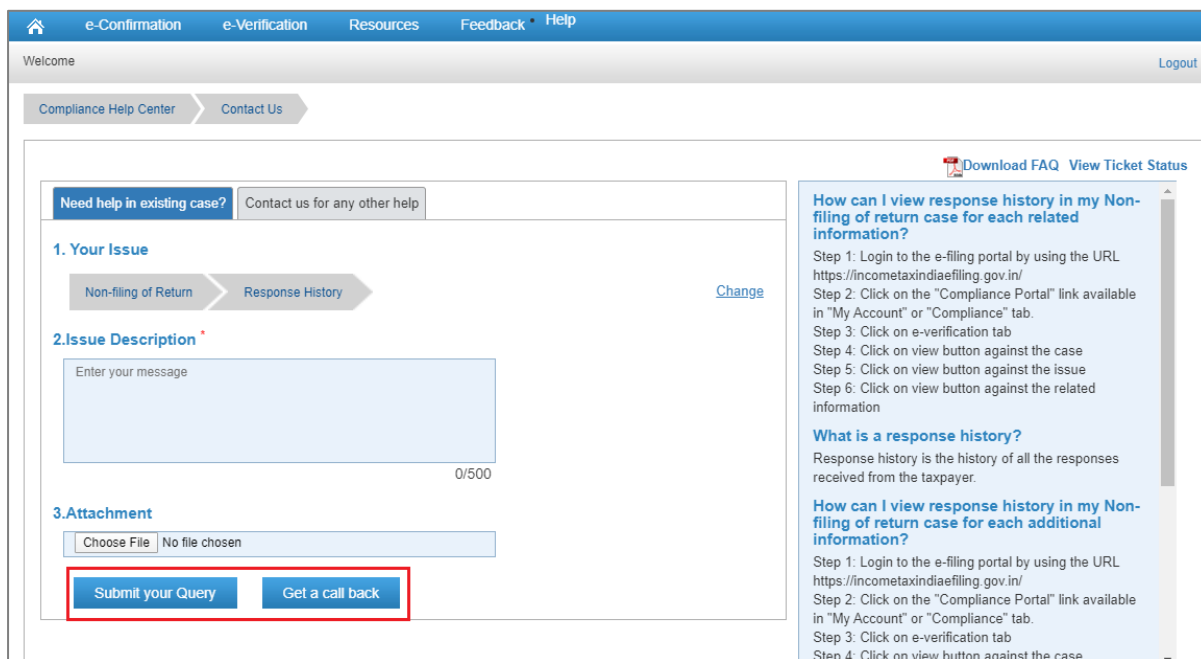


Figure 91 Your Issue

- Step 6:** To raise a help, enter the Issue Description and Click on ‘Submit your Query’ or ‘Get a call back.’



Need help in existing case? Contact us for any other help

1. Your Issue

Non-filing of Return Response History [Change](#)

2. Issue Description

Enter your message

0/500

3. Attachment

Choose File No file chosen

Submit your Query Get a call back

Download FAQ View Ticket Status

How can I view response history in my Non-filing of return case for each related information?

Step 1: Login to the e-filing portal by using the URL <https://incometaxindiaefiling.gov.in/>

Step 2: Click on the "Compliance Portal" link available in "My Account" or "Compliance" tab.

Step 3: Click on e-verification tab

Step 4: Click on view button against the case

Step 5: Click on view button against the issue

Step 6: Click on view button against the related information

What is a response history?

Response history is the history of all the responses received from the taxpayer.

How can I view response history in my Non-filing of return case for each additional information?

Step 1: Login to the e-filing portal by using the URL <https://incometaxindiaefiling.gov.in/>

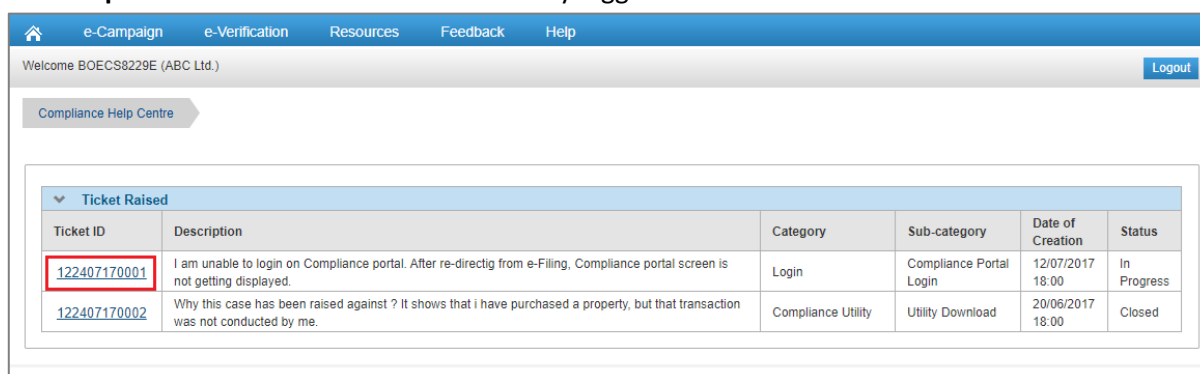
Step 2: Click on the "Compliance Portal" link available in "My Account" or "Compliance" tab.

Step 3: Click on e-verification tab

Step 4: Click on view button against the case

Figure 92 Let Us Help


Step 7: Click on 'View Tickets' for already logged issues.




Ticket ID	Description	Category	Sub-category	Date of Creation	Status
122407170001	I am unable to login on Compliance portal. After re-directig from e-Filing, Compliance portal screen is not getting displayed.	Login	Compliance Portal Login	12/07/2017 18:00	In Progress
122407170002	Why this case has been raised against ? It shows that i have purchased a property, but that transaction was not conducted by me.	Compliance Utility	Utility Download	20/06/2017 18:00	Closed

Figure 93 Open Requests

Step 8: The details of the ticket appear. You can provide a response or update the ticket. Enter remarks in the Remarks text box, upload an attachment, if required, and click **Submit**.



Compliance Portal

Insight 

[Home](#) [e-Campaign](#) [e-Verification](#) [Resources](#) [Feedback](#) [Help](#)

Welcome BOECS8229E (ABC Ltd.) [Logout](#)

Compliance Help Centre

▼ Ticket Activity

Status	In Progress	Date of Creation	12/07/2017 18:00
--------	-------------	------------------	------------------

> Taxpayer Details

> Ticket Details

▼ Provide Response/Update Ticket

Remarks

Enter Remarks

Attachment

Browse

Back

Submit

> Workflow History

Figure 94 Ticket Details