

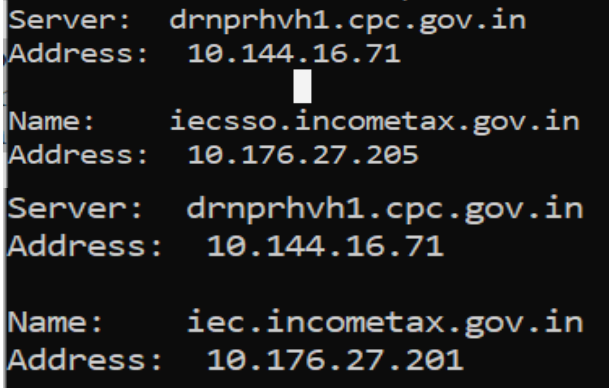
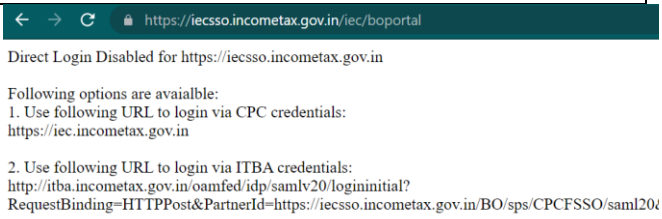
## Accessing e-Return details in CPC 2.0 Back Office Portal

The e>Returns / Forms submitted upto 31-May-2021 can be accessed by field offices using EF 1.0 site [www3.incometaindiaefiling.gov.in](http://www3.incometaindiaefiling.gov.in) The process remains same as being done earlier.

For e>Returns / Forms submitted after 31-May-2021 can be accessed through CPC 2.0 BO Portal only. The CPC 2.0 BO Portal can be accessed by field offices after successful login to the ITBA Portal and clicking on the CPC 2.0 link in home page.

The BO Portal can be accessed from a PC in TAXNET and also after login to the ITBA VPN from ITD provided laptop using IPSEC option

The following is the checklist which is to be used if CPC 2.0 BO Portal cannot be reached from PC in TAXNET or VPN (IPSEC). It is recommended that the browser cache be cleared before accessing the CPC 2.0 BO Portal.

#	Activity	Expected
1	Check the DNS Servers configured on the client machine.	10.152.39.11 10.152.39.12 <any other DNS>
2	Check DNS resolution for <b>iec.incometax.gov.in</b> and <b>iecsso.incometax.gov.in</b> using following commands from command prompt  nslookup iec.incometax.gov.in nslookup iecso.incometax.gov.in	
3	Access URL from browser <a href="https://iecsso.incometax.gov.in/iec/boportal">https://iecsso.incometax.gov.in/iec/boportal</a>	
4	In case point 3 does not give expected output, change the IP address of the client machine to a spare IP in the same subnet.	New IP assigned. Repeat point 1 – 3.

**Step 1:** Go to the ITBA portal homepage and click **Login**.

16 August 2021 12:06 PM

**TBA**  
INCOME TAX BUSINESS APPLICATION

Home | Help | FAQs | Utilities | ESS | **Login Here**

**IMPORTANT LINKS**

- [WebEx support \(over internet\)](#)
- [CPC AO Portal](#)
- [i-Taxnet](#)
- [e-Filing](#)
- [ITBA Helpline](#)
- [CPC 2.0](#)

**ITBA Help Guide**

**Helpdesk Support**  
Call Now 0120-2811200

**Download Prerequisites**

**What's New**

- ITBA-Processing Instruction No. 12 dated 23.07.2020.

**Time Barring Case**

Time Barring ITRs pending for processing due to pending actions by AO/Range/PCIT

Pending Returns

CCA Region

Last Updated on 15/Aug/2021 11:55 PM (IST)  
Details can be viewed at : Modules → ITR → MIS Reports → Dashboards → ITR Time Barring Dashboard

■ New version of ElockClient application is now available on ITBA Portal for installation. Kindly install and ignore Invalid serial no. error i

Departmental News | Instructions and Circulars | Holidays and Guest House

DO Letter of Pr. DGIT (Systems) dated 19.05.2021 - Non-availability of e-Filing services

Calendar  
August 2021

**Step 2:** Log in to the portal using your user ID and password.

https://itba.incometax.gov.in/loginPage/SecondLoginPage.jsp?contextType=external&username=string&initial\_command=RSA\_USER\_PASSCODE&is...

**TBA**  
INCOME TAX BUSINESS APPLICATION

Username

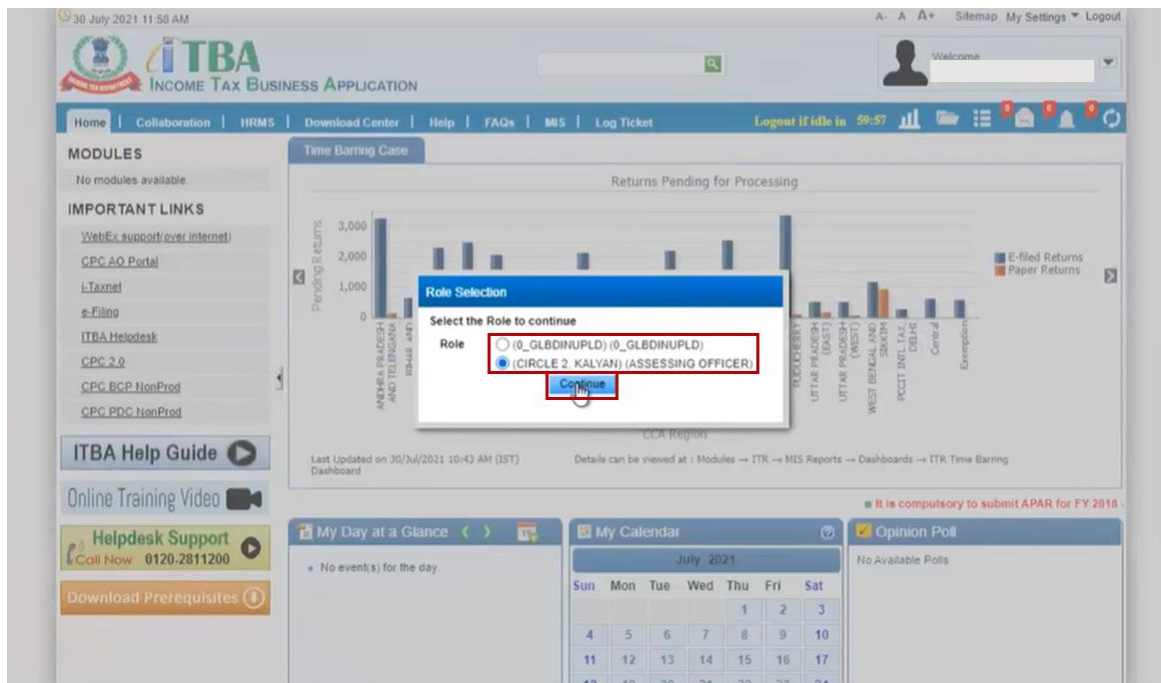
Password

RSA

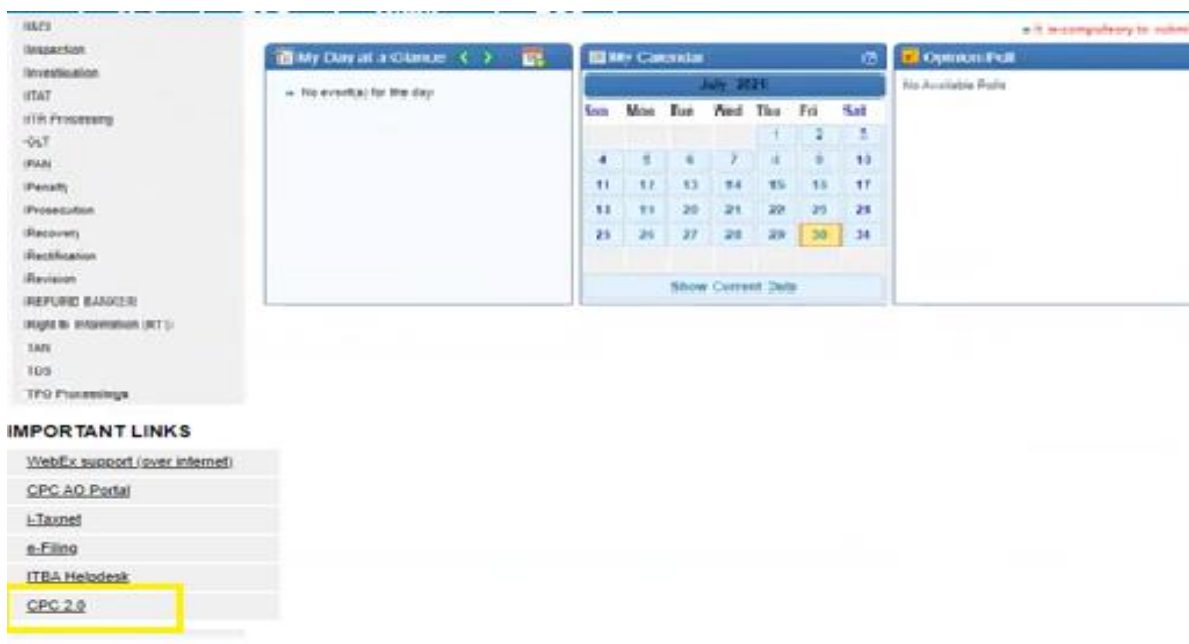
**Login**

[Forgot Password](#) [Change RSA PIN](#)

**Step 3:** Select the appropriate role and click **Continue**.



**Step 4:** Under the Important Links section, click **CPC2.0**.

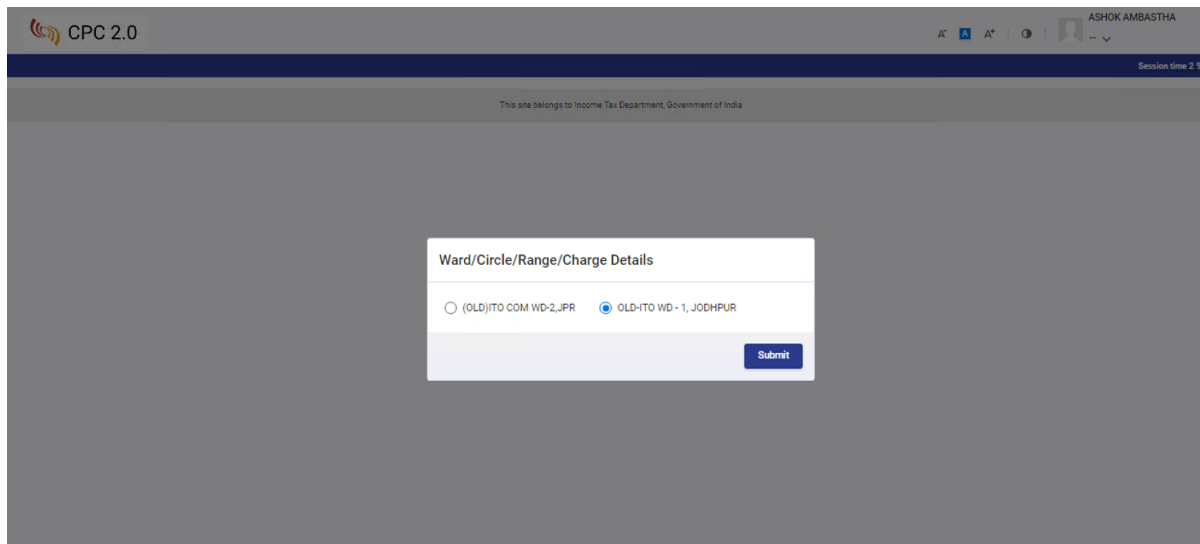


**Step 5:** After getting navigated to CPC2.0 portal, select the appropriate jurisdiction and click **Submit**.

**Please Note:**

1) You will be able to view the details of only those PAN/ TANS which are mapped/assigned to the jurisdiction that you will select in below screen.

2) Once the jurisdiction is selected, it cannot be changed in same session. To change the jurisdiction, you need to log out from CPC2.0 Portal, again go to ITBA portal and from there access the CPC2.0 link and then select the different jurisdiction.



CPC 2.0

ASHOK AMBASTHA

Session time 2 9 :

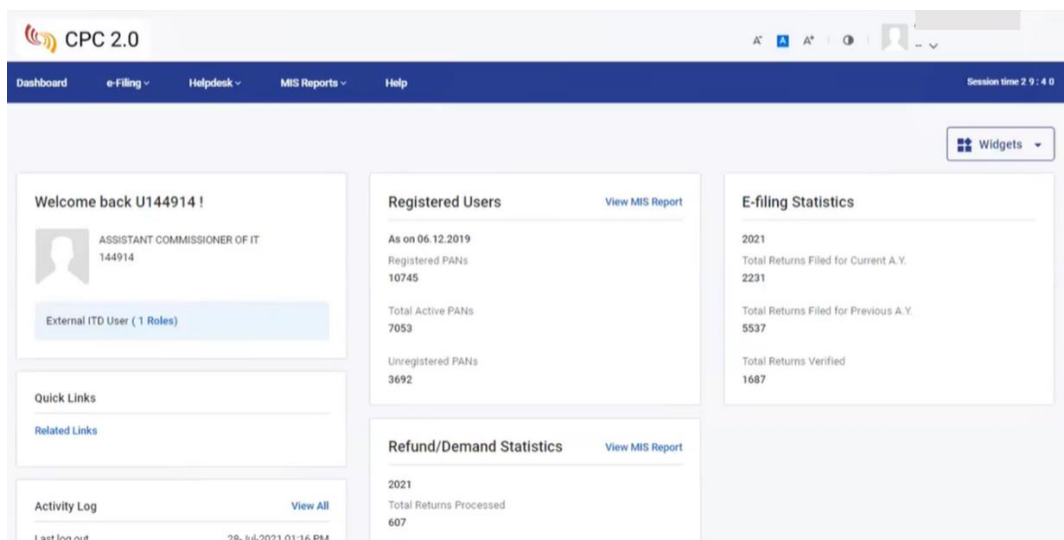
This site belongs to Income Tax Department, Government of India

Ward/Circle/Range/Charge Details

☐ (OLD)ITO COM WD-2, JPR ☒ OLD-ITO WD - 1, JODHPUR

Submit

**Step 6:** You will be taken to your Dashboard.



CPC 2.0

Dashboard e-Filing Helpdesk MIS Reports Help

Session time 2 9 : 4 0

Widgets

Welcome back U144914 !

ASSISTANT COMMISSIONER OF IT  
144914

External ITD User ( 1 Roles)

Quick Links

Related Links

Activity Log View All

Last log out 28-Jul-2021 01:16 PM

Registered Users View MIS Report

As on 06.12.2019

Registered PANs  
10745

Total Active PANs  
7053

Unregistered PANs  
3692

E-filing Statistics

2021

Total Returns Filed for Current A.Y.  
2231

Total Returns Filed for Previous A.Y.  
5537

Total Returns Verified  
1687

Refund/Demand Statistics View MIS Report

2021

Total Returns Processed  
607

You can access several services from the BO portal including:

- Profile Details
- Dashboard
- User Profile Administration (Click **e-Filing** > **User Profile Administration**)
- Upload or View Forms (Click **e-Filing** > **Upload or View Forms**)
- Help Section (Click **Help**)

## Access Dashboard

On your Dashboard, you can view the following details:

- Profile Details
- Registered Users Statistics
- E-Filing Statistics
- Refund / Demand Statistics
- Quick Links
- Activity Log, and
- Widget

The screenshot shows the CPC 2.0 Dashboard. At the top, there's a navigation bar with links to Dashboard, e-Filing, Helpdesk, MIS Reports, and Help. The session time is 2:9:40. The main content area includes a welcome message for user U144914, an Assistant Commissioner of IT. Below this, there are several widgets: Registered Users (As on 06.12.2019, Registered PANs: 10745, Total Active PANs: 7053, Unregistered PANs: 3692), E-filing Statistics (2021 Total Returns Filed for Current A.Y.: 2231, Total Returns Filed for Previous A.Y.: 5537, Total Returns Verified: 1687), Refund/Demand Statistics (2021 Total Returns Processed: 607), Quick Links, Related Links, and Activity Log (Last log out: 28-Jul-2021 01:16 PM).

## Profile Details

Click on menu in the top right corner on your Dashboard and click **My Profile**. You will be able to view your personal and contact details as updated in your HRMS.

The screenshot shows the 'My Profile' page in CPC 2.0. The left sidebar contains a user profile card for U144914 (ITDITBA User) and an Activity Log section. The main content area is titled 'Personal Details' and includes two sections: 'Profile' and 'Contact'. The 'Profile' section shows fields for Name, Date of Birth, Employee ID (144914), and Designation (ASSISTANT COMMISSIONER OF IT). The 'Contact' section includes a note that contact details will be used for future communications, and fields for Mobile (Primary and Secondary) and Office Contact Number (Mobile and Landline).

## Access User Profile Administration

After you click **User Profile Administration**, enter the PAN of the assessee (attached to jurisdiction or assigned for proceeding) and click **Get Details**.

The screenshot displays the 'User Profile Administration' interface. At the top, there's a navigation bar with 'Dashboard', 'e-Filing ^', 'Processing v', and 'Helpdesk v'. Below this, a dropdown menu shows 'User Profile Administration'. The main header area includes the 'CPC 2.0' logo, user profile 'ITD User', and session time '3 0 : 0 0'. The main content area has a breadcrumb 'Dashboard > User Administration' and the title 'User Profile Administration'. A search bar labeled 'Search User' contains the PAN 'BLBPB0111V', and a blue 'GET DETAILS' button is next to it. The footer states 'This site belongs to Income Tax Department, Government of India'.

## Access e>Returns / Forms Submitted

Click on '+' sign in front of 'View Filed Forms' option. Then to view the details of e>Returns click on 'View e-Filed Returns'.

The screenshot shows a sidebar menu with the following items: 'Assessee Communication', 'Assessee Filing History' (with a '+' icon), 'AO Details', 'Links', 'Refund/Demand Status', 'Tax Credit Mismatch', 'View Filed Forms' (with a '-' icon), 'View e-Filed Forms', 'View e-Filed Returns', and 'Taxpayer Ledger'. The 'View Filed Forms' option is currently expanded, highlighting the 'View e-Filed Returns' option.

The list of e>Returns submitted by assessee will appear. The e>Returns can be downloaded as PDF by clicking on the option 'Download Form'.

Dashboard > User Profile Administration > View filed returns

## View Filed Returns

The e-Filed Returns are available for download /view starting Assessment Year 2007-08.

[Export as Excel](#) [Filter](#)

12 filings till date

A.Y. 2007-08	
<p>Filing Type</p> <p><b>Original</b></p>	<p>ITR : <b>ITR-1</b></p> <p>Acknowledgement No :</p> <p>Filed By : <b>Representative</b></p> <p>Filing Date :</p> <p>Filing Section : <b>139(1)</b></p>

[View Details](#)


[Download Form](#)

[Download Receipt](#)

[Download XML](#)

## Access Help Section

After you click on **Help**, you will be taken to the help section of the BO portal where you can access User Manuals and FAQs related ITR processing.

 CPC 2.0 A<sup>+</sup> A<sup>+</sup> A<sup>+</sup> | 0 |

### How can we help you?

Type your query to find answer [Find Answer](#)

You can also browse the topics below to find what you are looking for

**Popular Topics** [View All](#)

**Register & Login**

Learn how to reset your password and register your DSC

**E-filing**

Learn how to view and take actions on taxpayer profile related information

**Refund Management**


Learn how to view and take actions on documents received by taxpayer

**Processing**


Learn about the different processes undertaken during processing of ITRs

---


**Popular How-to Videos** [View All](#)




Login



Change Password



Income Tax Return Details



Stop & Release Payment (Individually)

Looking for something else?

## Upload and View Forms

After you click on **Upload and View Forms**, you will be taken to the service for uploading Forms under IDS (Income Declaration Scheme, 2016), PMGKY (Pradhan Mantri Garib Kalyan Yojna, 2016) and DTVSV (Direct Tax Vivad se Vishwas).

## Upload Forms

IDS (Income Declaration Scheme, 2016)

Proceed

PMGKY (Pradhan Mantri Garib Kalyan Yojana, 2016)

Proceed

DTVSV (Direct Tax Vivad se Vishwas)

Proceed

[Go to Dashboard](#)

**\* \* \***