

F.No.DIT(TPS-I)/01/2016-17/508
Government of India
Ministry of Finance
Department of Revenue
Central Board of Direct Taxes
Directorate of Income-tax (Taxpayer Services-I)

New Delhi, the 2nd August, 2016

STANDARD OPERATING PROCEDURES (SOP) FOR ADMINISTERING
TAX PAYER SERVICES

1. The Income-tax Department is committed to promote voluntary compliance with the direct tax laws through quality tax payer service. The Department is consistently striving for providing efficient services and assisting the tax payers to discharge their tax obligations. It aspires for continual improvement in its service delivery mechanism by upgrading the infrastructure and skill sets of its employees for ensuring the desired level of tax payer satisfaction.

2. System for Service Delivery and Redressal of Grievances in the Income-tax Department.

2.1 Old system of Grievance redressal

2.1.1 The Manual of Office Procedure (Volume-1), February, 2003 issued by Directorate of Income-tax (O&MS) provides the work process relating to Public Relations and Grievance Redressal Mechanism in Chapter-14. The Chapter provides for a hierarchy of Grievance Cells viz. Central Grievance Cell under the Chairman CBDT, Regional Grievances under Chief Commissioners/Directors General of Income-tax and Grievances Cell under the outstation Commissioners of Income-tax. The Manual also provides the procedure for dealing with the grievance petition, maintenance of registers and reports, Samman Scheme, Sampark Scheme and the Interactive Voice Response System (IVRS).

2.1.2. Since the release of the Manual of Office Procedure, 2003, the Department has re-engineered its business processes and now most of the assessment related work is driven through technology like CPC-ITR, CPC-TDS, SBI refund Banker, NSDL, UTIITSL etc. The 1998 Citizen's Charter has been reviewed and revised in 2014 which is a declaration of the department's vision, mission and its commitment towards maintenance of standards of service delivery to the tax payers. The department continues to have a multi-layered Public Grievance Redressal System for resolution of complaints relating to public grievances against the department as below:

- Central Grievance Cell functioning at CBDT.
- Regional Grievances under the Pr. CCsIT/CCsIT.
- Income-tax Ombudsmen functioning in 12 cities.
- Sevottam Scheme aimed at 'Excellence in Service Delivery through Aayakar Seva Kendra.

2.2 New System of Dedicated Structure for Delivery and Monitoring of tax payer services.

2.2.1 Considering that there are several authorities involved in delivery of tax payer services viz. Assessing Officers and officers in their supervisory chain, ASKs, Appellate Authorities, CPC-ITR, CPC-TDS, CPGRAMs, there was felt a need to consolidate these efforts in a systematic structure to bring various arms engaged in delivery of tax payer services under one umbrella. The Central Board of Direct Taxes (CBDT) has notified a dedicated structure for tax payer services. The CBDT vide Order No.01/Ad.VII/2016 dated 26/02/2016 (**Annexure-I**) has setup a dedicated structure for delivery and monitoring of Tax Payer Services(TPS) and its attached and subordinate offices.

2.2.2 The Member(R), CBDT will oversee the delivery and monitoring of Tax Payer Services and Pr.DGIT(Admn.) will be responsible for delivery and monitoring of Tax Payer Services in the attached Directorates of CBDT as well as field offices of Income-tax Department. The Member (Revenue) has been re-designated as Member(Revenue & TPS) and the Pr.DGIT(Admn.) has been re-designated Pr.DGIT(Admn. & TPS). Two separate Directorates for delivery and monitoring of Tax Payer Services viz. Directorate of Income-tax (TPS-I) and Directorate of Income-tax (TPS-II) headed by Addl. Director General of Income-tax(TPS-I) and Addl. Director General of Income-tax(TPS-II) respectively, which have been setup under the Pr.DGIT(Admn. & TPS) by re-designation of existing Directorate of Income-tax (TDS) and Directorate of Income-tax (Infra.-3) respectively. The structure for field formations has been provided separately in the said order.

2.3 Aayakar Seva Kendras (ASK)

2.3.1 As per the structure of the Tax Payer Services delivery and monitoring system prescribed above, Aayakar Seva Kendra (ASK) has been made the smallest unit for Tax Payer Services. Aayakar Seva Kendra (ASK) is the mechanism used by CBDT for implementing the philosophy of 'Sevottam' initiated by the PMO. Aayakar Seva Kendra (ASK) is the single window system for implementation of Citizen's Charter of the Income Tax Department and a mechanism for achieving excellence in public service delivery. The procedure to be followed at the ASKs is provided in the Process Document of the Service Quality Manual(SQM).

2.4 e-Nivaran (Unified Grievance Handling Mechanism)

2.4.1 Unified Grievance Handling Mechanism (e-Nivaran) is aimed at consolidating grievances received across all platforms viz. CPGRAMs, E-filing, CPC-ITR, CPC-TDS, ASK, NSDL, UTIISL and SBI-Refund Banker. Internal channelization of grievances between different department systems and workflow based grievance resolution mechanism in the ITBA for department users is aimed at centralized monitoring and speeding the grievance redressal mechanism.

2.4.2 In the process through e-Nivaran, all the Income-tax related grievances filed on CPGRAMs, e-filing (including CPC-ITR), CPC-TDS, ASKs, NSDL, UTIITSL, SBI refund banker and manually having PAN/TAN will be routed through the ITBA e-Nivaran application and/or onward to the respective Systems such as e-filing/CPC-ITR, CPC-TDS etc. based on the categorization of the grievance by the taxpayer. The salient features of e-Nivaran are as under:

- Grievance can be entered by any officer/official and marked to designated AO or system (CPC-ITR, CPC-TDS, NSDL/UTITSL, SBI Refund banker, E-filing) for resolution.
- Online filing of grievance will be through E-filing.
- Paper format received at ASK, DEO or by Officer's staff or Officer using simple data entry screen – no RSA token required.
- Grievance will be resolved by integration with respective ITBA modules such as rectification, refund re-issue, return receipt and processing.
- Grievance can be transferred from one system to another (AO to CPC-ITR) through system.
- Resolution of grievance communicated to taxpayer.
- Unified view of all grievances and status by AO and hierarchy.
- Taxpayer to get email/SMS on grievance filing and resolution (if email and mobile is provided).
- Proposed redirection from CP-GRAMS to E-filing for single window online grievance filing for operational issues (needs discussion with DARPG).
- Taxpayer to view status at ASK or AO for walk-in mode and through E-filing for Online Mode.
- Comprehensive MIS of all grievances irrespective of where it is filed.
- Integration with all other systems – CPC-ITR, CPC-TDS, E-filing, NSDL/UTITSL, SBI-Refund Banker for transfer of grievances.
- Integration with all ITBA modules.
- Integration with common ASK and online Dak Module for data entry.

2.4.3 The revamped ASKs is being rolled out in ITBA and the process to be followed for receipt of DAK under this module is available in the ITBA ASK/User Manual, June 2016 (**Annexure-II**)

3. Resource Management.

3.1 Manpower

3.1.1 The vertical for tax payer services in the CBDT and its attached Directorates and in the field formations has been outlined in the order F.No.A-11011/02/2015-Ad.VII dated 26.02.2016. In this regard, letter F. No.DIT(TPS-I)/01/2015-16 dated 21.03.2016 and 04.07.2016 (**Annexure-III**) may kindly be referred to. The Income-tax employee posted in the ASKs to manage the receipt and categorization of the ASK must have the following pre-requisites for working on ASK module ITBA i.e. revamped ASK-

- Employee number
- Name based email id
- RSA token

(Reference Sevottam Instruction No.8 vide F.No. Sevottam/DIT(S)-II/2016-17/5543 dated 23.06.2016-**Annexure-IV**)

3.2 Infrastructure.

3.2.1 The new Unified Grievance Redressal Mechanism (e-Nivaran) would require upgradation of the existing infrastructure, like computer hardware and software, high speed scanners and printers etc. at the field authority level and at ASKs. The necessary upgradation is the responsibility of the Pr.CCIT of the region. For specifications on the hardware/infrastructure (PC, Barcode printer, Scanner etc) please refer to

Sevottam Instruction No.8 vide F.No. Sevottam/DIT(S)-II/2016-17/5543 dated 23.06.2016 (Annexure-IV).

3.3 Training

3.3.1 Training of personnel for the delivery of tax payer services and redressal of grievances under the new TPS vertical with the rollout of revamped ASK module in the ITBA (e-Nivaran) shall be imparted from time to time by the Systems Directorate.

4. Functions of Directorates of Tax Payer Services and the field authorities in the new system.

4.1 Considering the objectives for delivery and monitoring of tax payer services as outlined in the above stated Board's order, the Standard Operating Procedure (SOP) defining the roles of different TPS Authorities for Delivery and Monitoring of Tax Payer Services is as under:

4.2 At the Board level, Member(Revenue & TPS) will oversee the delivery and monitoring of tax payer services. The Pr. DGIT(Admn. & TPS) will be responsible for the delivery and monitoring of TPS in the attached directorates of CBDT as well as field offices of Income-tax Department and will report to Member(Revenue & TPS), CBDT.

5. Functions of Pr. Director General of Income-tax (Admn. & TPS) in relation to Directorates of Income-tax (TPS-I & TPS-II) :-

- (i) Coordinate and monitor the activities and working of the Directorates of Income-tax (TPS-I & TPS-II).
- (ii) Scrutinise the publicity of the tax payer services delivery through ASKs and other TPS verticals.
- (iii) Monitor the follow-up action relating to grievances and other tax payer services issues.
- (iv) Coordinate with Pr.DGIT(NADT), Nagpur for training needs of personnel posted in the taxpayer services (TPS) vertical.
- (v) Any other function relating to delivery and monitoring of tax payer services.

5.1 Functions of Directorate of Income-tax (TPS)-I:-

S. No.	Function	Action Points
1.	Coordination with the field TPS setup	<ol style="list-style-type: none">(i) Overseeing and co-ordinating all matters relating to grievances/issues pertaining to taxpayers failing within the jurisdiction of Assessing Officers across the country.(ii) Co-ordinate with all the Commissioners of Income Tax (Admn. & Tax Payer Services)/Addl. Commissioners of Income Tax (Headquarters & Tax Payer Services) working under Pr. Chief Commissioners of Income Tax/Chief Commissioners of Income Tax across the country and collate the monthly reports received from them and put-up a consolidated report to Member, (Revenue & Tax Payer Services) on a quarterly basis through Pr.

		<p>DGIT (Administration and Tax Payer Services).</p> <p>(iii) Co-ordinating all matters being dealt by Aayakar Seva Kendras and overseeing integration of Sevottam with the new computerised Grievance Handling System i.e. e-Nivaran.</p> <p>(iv) Ensuring that all formalities required for BIS IS 15700 : 2005 certification is carried out as per the Service Quality Manual (SQM).</p> <p>(v) Overseeing upgradation of infrastructure at the field authority level and ASKs as required for the Unified Handling of Grievances through e-Nivaran.</p>
2.	Monitoring and Reporting	<p>(i) Effective monitoring and reporting mechanism for Tax Payer Services in field offices. As the ASK Centres operate under the Sevottam Scheme, the MIS generated through the Sevottam and for grievances through the e-Nivaran would be used for the monitoring of the performance of the ASK Centres.</p> <p>(ii) Providing inputs for the Central Action Plan to allocate targets to the field formation regarding tax payer services.</p> <p>(iii) Suggesting modifications to CAP-II Statement for effective capturing of the tax payer services/grievance redressal in consultation with ADGIT(O&MS).</p> <p>(iv) Reviewing & monitoring the implementation of the Citizen's Charter.</p> <p>(v) Monitoring, implementation and review of the Tax Return Preparer (TRP) Scheme.</p>
3.	Publicity of tax payer services and Education of Tax Payers	<p>(i) Carrying out research and surveys on taxpayer satisfaction.</p> <p>(ii) Educating Tax Payers about the ASKs and other facilities for tax payers through advertisements in coordination with the Directorate of Income-Tax (PR, PP & OL) and the Directorate of Income-tax (TPS)-II.</p>
4.	Training	<p>(i) Coordinating with the NADT and the RTIs for training of Officers/officials in the TPS vertical in the field.</p> <p>(ii) Coordinating with the Directorate of Systems for providing training of the personnel in the revamped ASK module in ITBA.</p>
5.	Miscellaneous	<p>(i) Maintain effective co-ordination with Directorate of Income-tax(Tax Payer Services – II).</p> <p>(ii) Any other function relating to delivery and monitoring of Tax Payer Services.</p>

5.2 Functions of Directorate of Income-tax (TPS)-II:-

S. No.	Function	Action Points
1.	<p>(i) Educate taxpayers in respect of E-services</p> <p>(ii) Deal with grievances of taxpayers relating to matters such as processing of returns of income, issue of refunds, demand verification, PAN, TAN, CPC-TDS related grievances.</p> <p>(iii) Co-ordinate with the Directorates under Pr. DGIT(Systems) including Centralised Processing Centre-ITR, Centralised Processing Centre-TDS to ensure delivery standards of e-enabled Taxpayer Services.</p>	<p>(i) Coordinating with ADG (Systems)-3, CIT(CPC-ITR) and CIT(CPC-TDS) to provide access on real time basis to the respective portals for the feedback on their functionalities and accordingly educating the tax payers about the e-services.</p> <p>(ii) The following agencies/ sources will also be used for the collection of the feedback:-</p> <ol style="list-style-type: none"> Surveys conducted by Directorate of PR, PP & OL etc., Discussion page on MyGOV web portal for the innovative ideas, suggestions on tax policies and administration, e-Nivaran i.e. Unified Grievance Redressal Mechanism on iTBA for various grievances, To coordinate with Directorate of TPS-I for getting feedback relating to taxpayer e-services. <p>(iii) Coordinating with field formations for organizing workshops/seminars for tax payer information on TPS and collect feedback. The workshops/seminars will be used for dissemination of the information relating to e-taxpayer services by distribution of literature, speeches, audio-video presentations, etc.</p> <p>(iv) Analysis and classification of feedback and identification of actionable points for the Systems Directorates.</p> <p>(v) Coordinating with Directorate of PP PR & OL for publishing of latest literature in form of apps, e-books etc. made available on mobiles and Android/IOS platform etc.</p> <p>(vi) Developing FAQs for improvement of delivery system on regular basis.</p> <p>(vii) Organizing meetings to understand and to find out ways to mitigate systemic problems and to educate stakeholders about the changes and constraints.</p> <p>(viii) Collecting and reflect feedback in the monthly reports about policy changes desired by certain stakeholders/ public.</p>
2.	Coordinating with Directorate of Systems regarding instructions for monitoring of grievances and setting of timelines for various actions to be taken by the Directorate of Systems.	<p>(i) To prepare timelines for various e-services actions to be taken in consultation with the Directorate of Systems.</p> <p>(ii) Collection, compilation and collation of data relating to e-services.</p>
3.	Provide tax payer feedback to Directorate	Study the established mobile telephony based apps and SMS and give suggestions to the Directorate of Systems for improvements/changes.

	of Systems for development of new methods of providing services to taxpayers through apps and mobile telephony, SMS alerts etc.	
4.	Coordinate with Directorate of Systems for effective functioning of the National Call Centre (NCC) of the Department (Telephone No. 1961)	To devise feedback mechanism in coordination with Systems Directorate regarding Grievance Pattern and caller satisfaction and suggest steps to optimize the usefulness of NCC.
5.	Prepare monthly reports regarding E-services and grievances relating to E-services and put-up a consolidated report to Member (Revenue and Tax Payer Services) on a quarterly basis through Pr. DGIT (Administration and Tax Payer Services)	Compilation and consolidation of various MIS escalated by the ITBA and put-up a consolidated report to Member (Revenue and Tax Payer Services) on a quarterly basis through Pr. DGIT (Administration and Tax Payer Services).
6.	Maintain effective co-ordination with Directorate of Income Tax (Tax Payer Service-I)	Maintain effective co-ordination with Directorate of Income-tax(Tax Payer Services – II).
7.	Misc.	Any other function relating to delivery and monitoring of E-Services.

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6. Role of field authorities in the Tax Payer Services Vertical

6.1 Functions of Principal CCIT with multiple CCsIT Charges and role of CCIT for charges with single CCIT having multiple Pr. CsIT:-

S. No.	Function	Action Points
1.	Administration of TPS setup.	<p>(i) Ensuring time bound delivery of tax payer services within the timeframe given in the Citizen's Charter, 2014.</p> <p>(ii) Appointing a Nodal officer, preferably of the rank of Pr. Commissioner of Income-tax/Commissioner of Income-tax for each ASK in his/her region for following functions:</p> <ul style="list-style-type: none"> for conducting Internal Audit of the ASKs as per the requirement of the Service Quality Manual (SQM) for BIS certification of the ASKs. For allocating of grievances submitted in the e-Nivaran Grievance Handling System without stating the PAN. <p>(iii) Ensuring that Internal Audit and Management Review at the local level is conducted twice in a year, one for the period April-September and second for the period October-March.</p> <p>(iv) Carrying out Management Review of the Internal Audit Report submitted by the Pr.CIT/CIT of the ASKs.</p> <p>(v) Ensuring that the above reports are sent to the office of ADGIT(TPS-I) after each six months period as per the requirement of the SQM.</p> <p>(vi) Processing proposal for upgradation of infrastructure at the ASKs and field Offices as required for the new computerised Grievance Handling System (e-Nivaran).</p>
2.	Implementing e-Nivaran	<p>(i) Monitoring the status and disposal of grievances/ Citizen's Charter/Others generated through ITBA (e-Nivaran) MIS.</p> <p>(ii) Providing upgraded infrastructure at the ASKs and field Offices as required for the new computerised Grievance Handling System (e-Nivaran).</p>
3.	Monitoring and Reporting.	<p>(i) Monitoring the progress of disposal of communication/grievances Citizen's Charter/Others (DAK) through ASKs on a fortnightly basis.</p> <p>(ii) Monthly reporting of the communications/grievances (DAK) disposal through ASKs to Member (Revenue & TPS) through the Directorate of Income-tax(TPS-I).</p>
4.	Publicity of tax payer services	<p>(i) Carrying out publicity regarding the tax payer services being rendered through the ASKs/E-Nivaran/CPC-ITR etc.</p>

	and Education of Tax Payers.	<p>(ii) Taking taxpayer services initiatives and holding regular workshops/seminars disseminating information regarding taxpayer services being rolled out by the Department.</p> <p>(iii) Organizing Monthly seminars /conferences /workshop /meetings / interaction sessions/ Innovative methods etc. inviting tax payers and other stake holders like professionals, representatives of ICAI, CII, ASSOCHAM, trade and locally present various specific business associations/unions.</p> <p>(iv) Ensuring that the composition of the participants in the meetings/ seminars/ shows etc. is from all streams of stakeholders.</p> <p>(v) Intimating Directorate of TPS-I and TPS-II of such meetings and also forward the feedback received in the meetings.</p>
5.	Training.	(i) Ensuring that adequate training is provided to all concerned officers/staff posted in the TPS vertical for efficient tax payer services delivery.
6.	Misc.	Any other function relating to delivery and monitoring of Tax Payer Services.

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6.2 Functions of CIT(Admn. & TPS):-

S. No.	Function	Action Points
1.	Administration of TPS setup.	<ul style="list-style-type: none"> (i) Ensuring that an ITO(TPS) is made in charge of the ASK in each of the ITD Buildings in the region (ii) Ensuring that communications/grievances/Citizen's Charter and Others (DAK) received through ASKs are disposed within the timeframe given in the Citizen's Charter, 2014. (iii) Ensuring that the processes needed for the service, service delivery, compliance of citizen's charter and grievance handling are implemented and maintained at the respective ASKs. (iv) Monitoring the progress of disposal of communications/grievances through ASKs on a weekly basis. (v) Coordinating with the nodal officer for timely completion of Internal Audit and submitting for Management Review to the Pr.CCIT regularly. (vi) Forwarding the Management review report after internal audit of the ASKs to the ADGIT(TPS-I). (vii) Monitoring the pending communications/grievances/Citizen's Charter/ Others (DAK) received through ASKs for periods beyond the timeframe provided in the Citizen's Charter, 2014. (viii) Ensuring that adequate personnel are posted in the ASKs to manage all the counters and efficiently functioning as per the Process Document of the SQM. (ix) Providing requisite infrastructure i.e. high speed scanners, printers etc at the ASK Centres and to all the officers in the TPS vertical.
2.	Implementing e-Nivaran	Providing upgraded infrastructure at the ASKs and field Offices as required for the new computerized Grievance Handling System (e-Nivaran).
3.	Monitoring and Reporting.	<ul style="list-style-type: none"> (i) Ensuring that the records of Management Review at unit level, training records, internal audit results/follow-up action and records relating to corrective and preventive action is maintained. (ii) Apprising the progress of the DAK disposal through ASKs to the Pr. CCIT on a fortnightly basis. (iii) Appraising the progress of the DAK disposal through ASKs to the ADGIT(TPS-I) on a monthly basis.
4.	Publicity of tax payer services and Education of Tax Payers.	<ul style="list-style-type: none"> (i) Taking taxpayer services initiatives and holding regular camps disseminating information regarding taxpayer services being rolled out by the Department. (ii) Organizing Monthly seminars /conferences /workshop /meetings / interaction sessions/ Innovative methods etc. inviting tax payers and other stake holders like professionals, representatives of ICAI, CII, ASSOCHAM,

		<p>trade and locally present various specific business associations/unions.</p> <p>(iii) Ensuring that the composition of the participants in the meetings/ seminars/ shows etc. is from all streams of stakeholders. Such events should be well advertised beforehand to optimize the benefits.</p> <p>(iv) Intimating Directorate of TPS-I and TPS-II of such meetings and also the feedback received in the meetings.</p> <p>(v) Recording the proceeding (audio-video) of meetings etc. on the electronic devices and send it to the Directorate through e-mail, whatsapp etc. for compilation and analysis.</p>
5.	Training.	Ensuring that training is provided to all concerned officers/staff in coordination with the Directorate of Income-tax TPS-I and the RTIs.
6.	Misc.	Any other function relating to delivery and monitoring of Tax Payer Services.

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6.3 Functions of Pr. CIT/CIT designated as Nodal Officer for the ASK Centre.

S. No.	Function	Action Points
1.	Monitoring of the functioning of the ASK in the ITD building	<p>(i) Ensuring that the ASK in the ITD Building is functioning as per the Service Quality norms.</p> <p>(ii) Forming an audit team comprising of Pr.CIT/CIT, Addl. CIT/Jt. CIT, DCIT/ACIT, ITO for the internal audit of ASKs.</p> <p>(iii) Ensuring that Internal Audits of the respective ASKs are conducted at six monthly interval, or earlier if considered necessary, to determine whether the SQMS conforms to the requirements of IS 15700:2005.</p> <p>(iv) Analysing the internal audit report and present it for Management Review by the Pr.CCIT/CCIT.</p>
2.	Role in revamped ASK module in ITBA (e-Nivaran)	<p>(i) Ensuring that the front desk(FD) and back desk (BD) employee to have employee number, name based email id and RSA token.</p> <p>(ii) Ensuring that grievances/Citizen's Charter/Others where PAN/TAN is not mentioned, is assigned to the correct jurisdictional officer on the basis of address of the grievance filer.</p> <p>(iii) In case the PAN/TAN or the AO is not identified, then closing the grievance with remarks "Assessee not traceable" with the approval of the immediate supervisory officer.</p>

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6.4 Functions of Addl./Jt.CIT(HQ&TPS):-

S. No.	Function	Action Points
1.	Monitoring and Reporting.	<ul style="list-style-type: none">(i) Monitoring the progress of disposal of communications/grievances/ Citizen's Charter/Others through ASKs on a weekly basis.(ii) Monitoring the pending communications/grievances/Citizen's Charter/Others (DAK) received through ASKs for periods beyond the timeframe provided in the Citizen's charter, 2014.(iii) Appraising the progress of the DAK disposal through ASKs to the CIT(Admn. & TPS) on a weekly basis.(iv) Sending the progress in this area in the monthly D.O. to the CIT and also to be included in the MIS which is to be sent to ADGIT(TPS)-I, New Delhi.(v) Holding weekly review meetings with the ITOs(TPS) to monitor the progress of DAK disposal, general functioning of the ASKs.(vi) Ensuring smooth transition of ASKs to revamped ASKs module in ITBA which is being rolled out by the Directorate of Systems.
3.	Publicity of tax payer services and Education of Tax Payers.	<ul style="list-style-type: none">(i) Ensuring that taxpayer feedback proforma are placed at the ASK Centres to enable taxpayers and other stakeholders to give their feedback.(ii) Taking taxpayer services initiatives and holding regular camps disseminating information regarding taxpayer services being rolled out by the Department.
4.	Training.	Ensuring that the personnel posted in the ASKs are regularly sent for training modules organized by the Directorate of Systems.
5.	Misc.	Any other function relating to delivery and monitoring of Tax Payer Services.

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6.5 Functions of ITO(TPS)

S. No.	Function	Action Points
1.	Administration of TPS setup.	<ul style="list-style-type: none"> (i) Ensuring that communications/grievances/ Citizen's Charter/Others (DAK) received through ASKs are disposed within the timeframe given in the Citizen's Charter, 2014. (i) Ensuring that Front Desk and Back Desk functionaries are in position and are functioning as per the Process Document of the SQM. (ii) Ensuring proper categorization of the DAK and also ensuring that the grievances are entered in the e-Nivaran ITBA Module. (iii) Ensuring that all grievances/Citizen's Charter/Others received manually are scanned and forwarded to the concerned assessing officer through the e-Nivaran module. (i) Ensuring the availability of staff at the ASKs and maintenance of equipments used at ASKs (ii) Ensuring that copies of the Process Document are made available to all concerned officers/staff. (iii) Ensuring that the Citizen's Charter, 2014, the jurisdiction of the officers and other information for the taxpayers are displayed at the ASKs.
2.	Role in revamped ASK Module in ITBA (e-Nivaran)	<ul style="list-style-type: none"> (i) Grievances/Citizen's Charter/Others in the revamped ASK module in ITBA being rolled out shall be entered and processed as per the ITBA/ASK-User-Manual (Annexure-IV) (ii) Ensuring that manual grievance received is entered in the ITBA (e-Nivaran) alongwith uploading of the application or other supporting documents received with the grievance. (iii) Ensuring that the Back Desk user categorizes DAK on the basis of PAN/TAN and scans and uploads the relevant documents. (iv) Regularly monitoring the status of disposal of the DAK through the MIS and reporting to the concerned authority.
3.	Monitoring and Reporting.	<ul style="list-style-type: none"> (i) Monitoring the progress of disposal of communications/grievances/ Citizen's Charter/Others (DAK) through ASKs on a daily basis. (ii) Apprising the Addl. CIT(HQ&TPS) of the progress and functioning of the ASK on a weekly basis.
4.	Publicity of tax payer services and Education of Tax Payers.	Ensuring that taxpayer feedback proforma are placed at the ASK Centres to enable taxpayers and other stakeholders to give their feedback.
5.	Training.	Carrying out training need analysis of the staff deputed in the ASKs and reporting it to the Addl./Jt.CIT(HQ &TPS).
6.	Misc.	Any other function relating to delivery and monitoring of Tax Payer Services.

6.6 Functions of Assessing Officers in the TPS Vertical and with the rollout of revamped ASKs module in ITBA

S. No.	Function	Action Points
1.	Processing and redressal of grievance	<p>(i) Taking appropriate remedial action and resolving the grievances/ Citizen's Charter/Others assigned in ITBA (e-Nivaran) received at ASK centres within the time provided in the Citizen's Charter or the time specified in the module.</p> <p>(ii) Ensuring that manual grievances received in their offices are entered in the ITBA (e-Nivaran) module alongwith scanning and uploading of the grievance application or other supporting documents received with the grievance.</p> <p>(iii) Transferring grievances/ Citizen's Charter/Others not pertaining to the AO to other stakeholders viz. CPC-ITR, CPC-TDS etc. after entering reason or remarks in ITBA (e-Nivaran).</p> <p>(iv) Regularly monitoring the status of the disposal of the grievances/ Citizen's Charter/Others in the e-Nivaran MIS and reporting to the superior authority in the heirarchy.</p>

Vatsal
02/8/2016
(Vatsalaa Jha)

**Addl. Director General of Income-tax
(Taxpayer Services-I), CBDT, New Delhi**

F.No. A-11011/02/2015-Ad.VII
Government of India
Ministry of Finance
Department of Revenue
Central Board of Direct Taxes

New Delhi, the 26th February, 2016

ORDER No. 01/Ad.VII/2016

Subject: Dedicated structure for delivery and monitoring of Tax Payer Services in the Income Tax Department – reg.

The Competent Authority has accorded approval for setting up a dedicated structure for delivery and monitoring of taxpayer services in the Central Board of Direct Taxes (CBDT) and its attached and subordinate offices, with immediate effect and until further orders.

2. Member (Revenue), Central Board of Direct Taxes will oversee the delivery and monitoring of taxpayer services. Member (Revenue) is re-designated as Member (Revenue and Tax Payer Services).

3. Principal Director General of Income Tax (Administration) will be responsible for delivery and monitoring of Tax Payer Services in attached directorates of CBDT as well as field offices of Income Tax Department and will report to Member (Revenue and Tax Payer Services), CBDT. Principal Director General of Income Tax (Administration) is re-designated as Principal Director General of Income Tax (Administration and Tax Payer Services).

4. There will be two separate Directorates for delivery and monitoring of tax payer services viz. Directorate of Income Tax (Tax Payer Services-I) and Directorate of Income Tax (Tax Payer Services-II) headed by Additional Director General of Income Tax (TPS-I) and Additional Director General of Income Tax (TPS-II) respectively. These two Directorates will report to Principal Director General of Income Tax (Administration and Tax Payer Services).

4.1 The functions of the Directorate of Income Tax (Tax Payer Services-I) shall be as under:

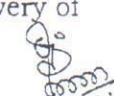
- (i) Oversee and co-ordinate all matters relating to grievances/issues pertaining to taxpayers falling within the jurisdiction of Assessing Officers across the country.



- (iv) Coordinate with Directorate of Systems regarding instructions for monitoring of grievances and setting of timelines for various actions to be taken by the Directorate of Systems.
- (v) Provide taxpayer feedback to Directorate of Systems for development of new methods of providing services to taxpayers through apps and mobile telephony, SMS alerts etc.
- (vi) Coordinate with Directorate of Systems for effective functioning of the National Call Centre of the Department (Telephone No. 1961).
- (vii) Prepare monthly reports regarding E-services and grievances relating to E-services and put-up a consolidated report to Member (Revenue and Tax Payer Services) on a quarterly basis through Pr. DGIT (Administration and Tax Payer Services.)
- (viii) Maintain effective co-ordination with Directorate of Income Tax (Tax Payer Services-I).
- (ix) Any other function relating to delivery and monitoring of E-Services.

4.3 Directorate of Income Tax (Tax Payer Services-I) and Directorate of Income Tax (Tax Payer Services-II) will be set up by re-designating Directorate of Income Tax (TDS) as Directorate of Income Tax (Tax Payer Services-I) and Directorate of Income Tax (Infra-3) as Directorate of Income Tax (Tax Payer Services-II).

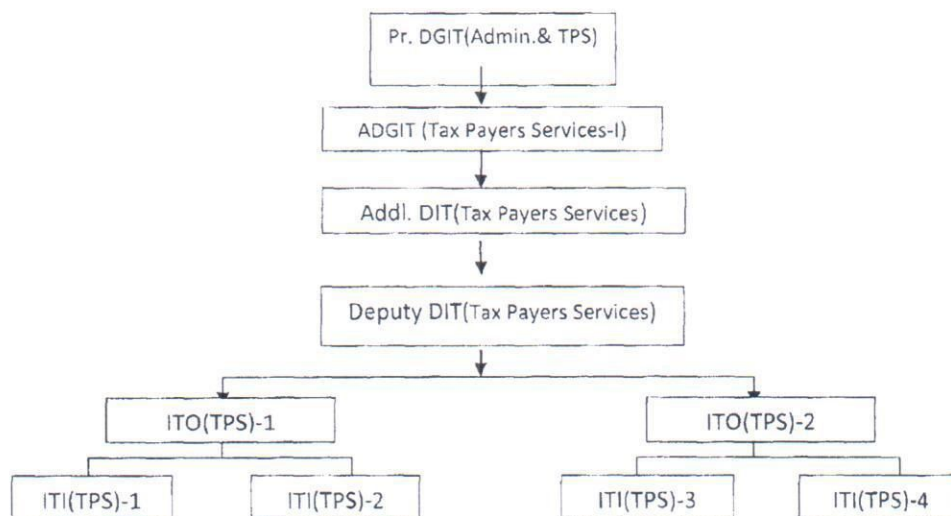
5. At the field level, Pr. Chief Commissioner of Income Tax of each Region will be responsible for provision and monitoring of time bound delivery of taxpayer services, dissemination of information with respect to tax payer services initiatives being rolled out, holding of camps etc., within the Region. In this task, they will be assisted by the Commissioner of Income Tax (Admin & CO) who will be responsible for the work of tax payer services in addition to his responsibilities of administration and computer operations. This post is re-designated as Commissioner of Income Tax (Administration & Tax Payer Services). Similarly, the Addl. Commissioner of Income Tax (HQs) in the office of Pr. Chief Commissioner of Income Tax will be re-designated as Addl. Commissioner of Income Tax (HQ & Tax Payer Services). He will assist the Commissioner of Income Tax (Administration & Tax Payer Services) along with a team of officers. These officers will be responsible to oversee delivery of



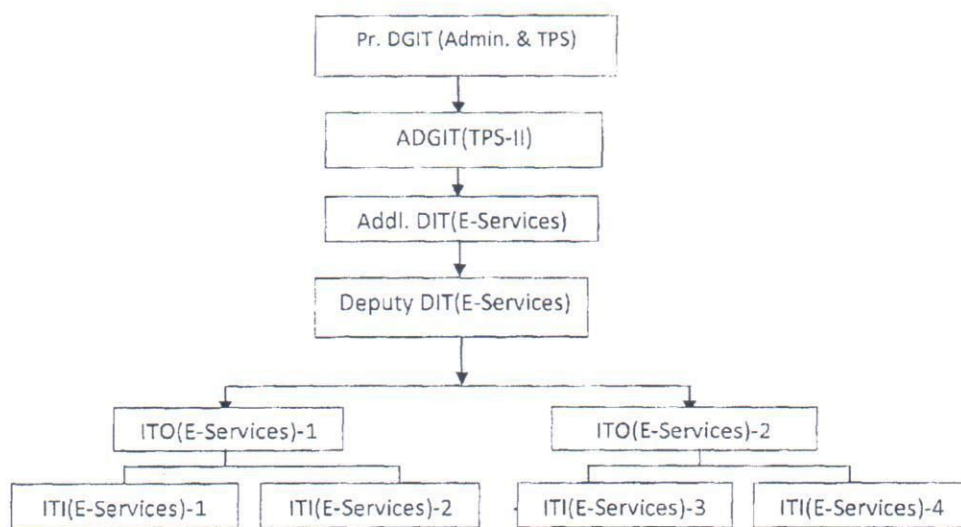
Annexure - I to Order No. 01/Ad.VII/2016 dated 24th February, 2016 issued vide F.No.A-11011/02/2015-Ad.VII

For operationalizing Order No.01/Ad.VII/2016 dated 26th February 2016 the Vertical for Tax Payer Services in CBDT and its attached and subordinate offices will have the structure as given below:

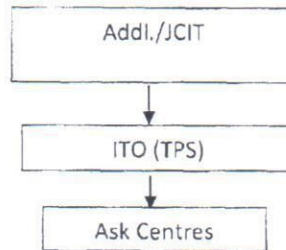
I. Structure of Directorate of Income Tax (Tax Payer Services I):



II. Structure of Directorate of Income Tax (Tax Payer Services- II):



D. For other smaller stations with single Addl./Jt. CIT:



E. For further smaller stations with single DCIT/ ACIT/ ITO:

In such stations, the DCIT/ACIT/ITO shall also double up as nodal officer for Tax Payer Services and will specifically send a monthly report to his supervisory authority about grievances received and resolved. In case of pending grievances, factual report should be made to the supervisory authority clearly highlighting the level at which the grievance can be resolved. With respect to such unresolved grievances, the said supervisory authority may seek assistance of Addl. CIT (HQ & TPS) of the region and/or can directly seek guidance from ADGIT (TPS-I) functioning at national level under Pr. DGIT (Admin. & TPS), Delhi.



Income Tax Department

Department of Revenue, Ministry of Finance, Government of India



INCOME TAX BUSINESS APPLICATION



ASK

User Manual

June 2016, Version 1.0

Getting Started

This section provides information for accessing the application, email services and help desk details.

- **Browser Requirements**

Recommended - IE 9 onwards, Google Chrome 38.0 onwards and Mozilla Firefox 36.0 onwards

- **Accessing ITBA Portal:** <https://itba.incometax.gov.in>

- **Accessing Email Messaging Service:** <http://webmail.incometax.gov.in>



 **TBA**
INCOME TAX BUSINESS APPLICATION

Username

Password

[Forgot Password](#)

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Contact us:

- URL of helpdesk - <http://itbahelpdesk.incometax.net>
- Help desk number – 0120-2772828
- Email ID – helpdesk_messaging@incometax.gov.in
- Help desk Timings – 8.30 A.M. – 7.30 P.M. (Monday to Friday)

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1. Introduction

ASK is a single window computerized service mechanism for centralized receipt of DAKs, distribution, redressal and tracking mechanism. It is aimed at promoting “Excellence in Service Delivery” through implementation, monitoring and review of citizen’s charter and prevention of public grievances. At the core of ASK is the Aayakar Seva Kendra (ASK) which is a one stop computerized window for the taxpayers to obtain services promised by the Department in its Citizen’s Charter in a time bound manner. In order to achieve these objectives, ASK module provides for a front office to be backed by re-engineered processes and a new outlook of the personnel so that grievances of taxpayers are not only redressed quickly but also eventually prevented.

New revamped ASK software in ITBA has following new features -

- Jurisdiction free dak/return receipt
- Centralized dak status i.e. dak received at ASK, CPC, CPGRAM and Grievance module can be tracked at ASK.
- Dak resolution in respective modules like Appeal, AST, AIS, TDS etc.
- Document scanning and uploading with dak
- ITO (TPS) with concurrent jurisdiction to address rectification application where TDS mismatch is there.
- Integration with E-NIVARAN module for Grievance handling and resolution.

1.1 List of ASK Processes

Processes included in this module are:

- **Receiving Paper Returns**
 - **Return Receipt Form**
 - **Bulk Receipt of Returns**
 - **Search Return**
- **Receiving and Tracking DAK**
 - **DAK / Grievance Receipt Form**
 - **DAK Pendency List**
 - **Search and Track DAK / Grievance**

1.2 Environment

Refer User Manual on Portal for details.

1.3 ASK Module User Roles

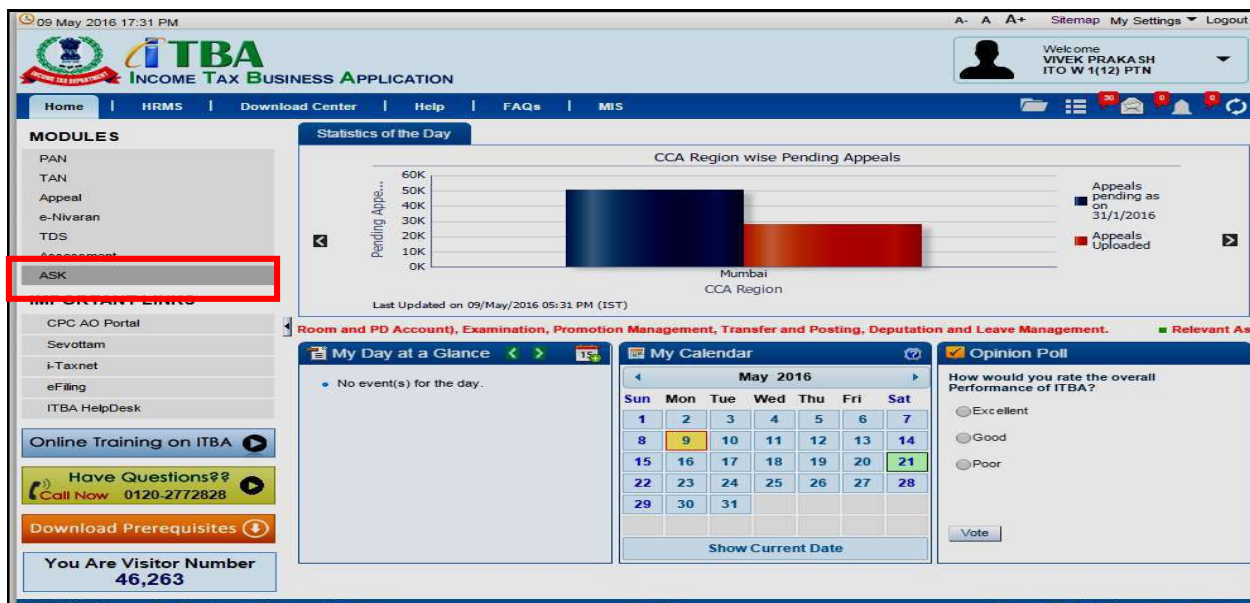
Table 1: User Wise Screen Access

S.No.	User Role	Screens Accessible
1.	All Users	<ul style="list-style-type: none"> • Search Return • DAK Receipt Form • Pendency List • DAK Request Details • Search DAK • Pending Transfer of Physical Records
2.	AO User	<ul style="list-style-type: none"> • Return Receipt Form • Pre-Printed ASK Slip (Generation) • Pre-Printed ASK Slip (Return Entry) • Search Return • DAK Receipt Form • Pendency List • DAK Request Details • Search DAK • Pending Transfer of Physical Records
3.	DEO / FD User	<ul style="list-style-type: none"> • Return Receipt Form • Search Return • Bulk Receipt Form • Bulk Receipt Pendency List • DAK Receipt Form • DAK Request Details • Search DAK
4.	BD User	<ul style="list-style-type: none"> • Return Receipt Form • Search Return • Bulk Receipt pendency List • Pre-Printed ASK Slip(Return Entry) • DAK Receipt Form • DAK Request Details • Search DAK • Pending DAK from FD • Pending Transfer of Physical Records

1.4 ASK Home Page

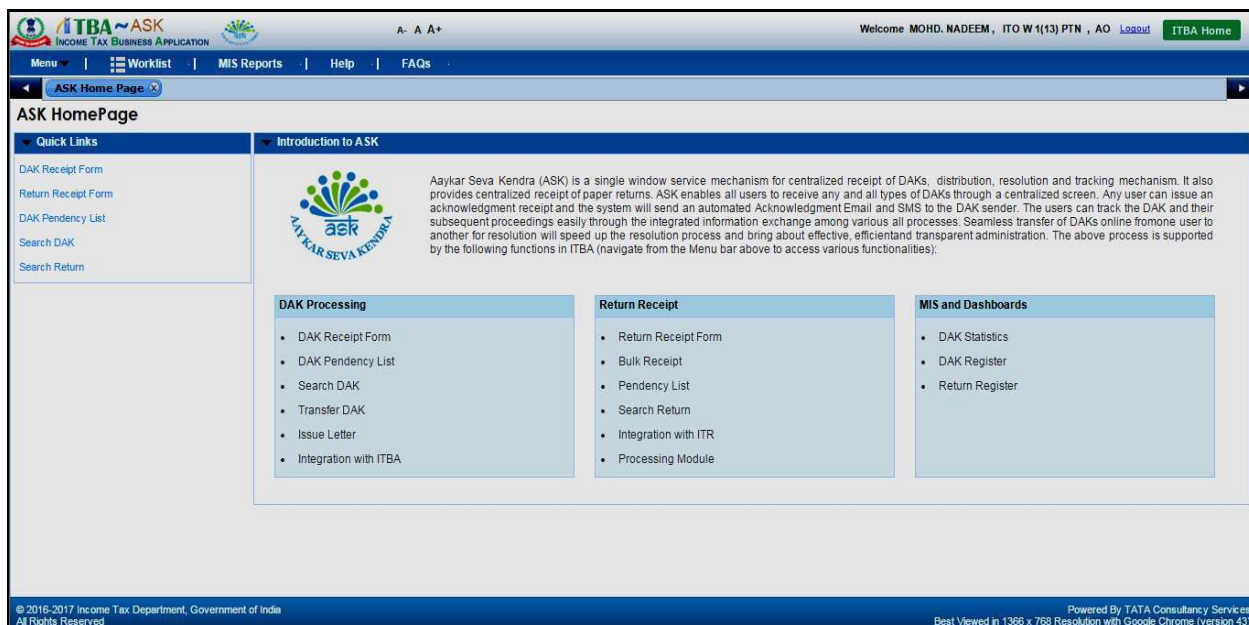
The steps to ASK home page are as follows:

- Enter **User ID** and **Password** credentials along with **RSA** token to ITBA portal. For details refer to user manual of ITBA Portal.
- Click **ASK** module as available in Portal as shown below:



Screen 1: ITBA Portal Home Page

- Click **Modules >> ASK**.
The Home Page is displayed based on roles and privileges defined for logged in user.

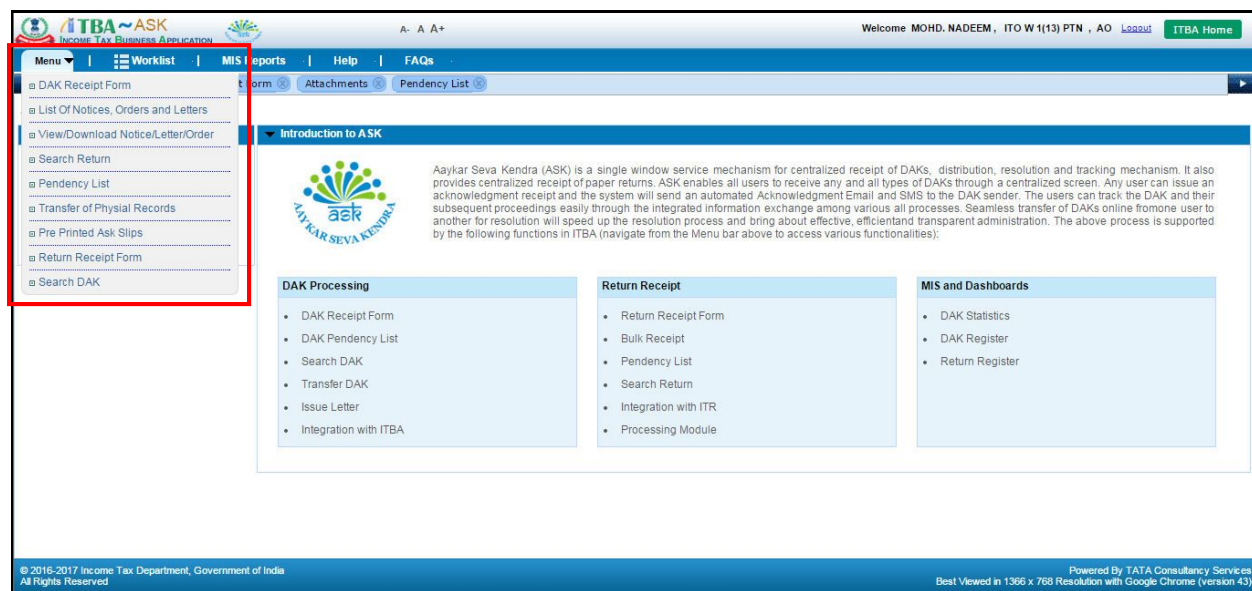


Screen 2: ASK Home Page

1.4.1 Menu

The **ASK** menu assists to navigate through different screens of Ask module.

- Click **Menu** on the horizontal menu bar. The following menu items displayed depending on the logged in user:



Screen 3: Menu – All Users

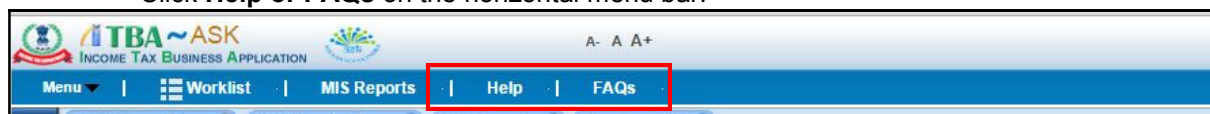
1.4.2 Help and FAQs

Help contains following options:

- User Guide
- Tool Tip- This is available on screens
- Help

The Frequently Asked Questions (FAQs) feature gives an option to view the frequently asked issues and questions regarding ASK module.

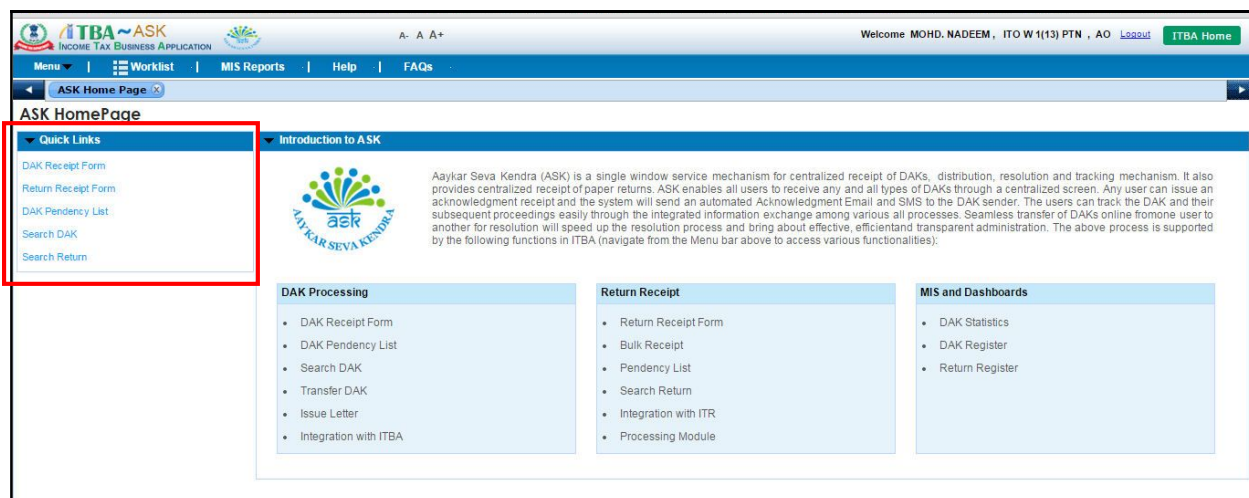
- Click **Help or FAQs** on the horizontal menu bar.



Screen 4: Help and FAQs

1.4.3 Quick Links

The **Quick Links** give options to quickly access the screens catering important/frequently used functionalities:



Screen 5: Quick Links

- i. DAK Receipt Form – A Centralized receipt of all DAKs such as Grievance, Assessee related, Internal to office, Miscellaneous and Reply/Reminder.
- ii. Pendency List – To check the pending DAKs in your queue and take action on them.
- iii. Search DAK - To search for and check the status of all and any DAKs available in the system.

2. Receiving Paper Returns

2.1 Return Receipt Form

User: FD, BD, AO User

The following screen facilitates the user to accept a Return from Assessee and assign it to an Officer.

- (i) Click **Menu >>Return Receipt Form**
The **Return Receipt Form** screen is displayed.

Return Receipt Form

PAN Details

PAN * Name as per PAN Jurisdictional AO

Assessee Status *

Return Details

AcK No. Date of Filing *

Assign To * Assign to Others ☐

Name as per Return * PAN Name Matches * ☐ Yes ☒ No

Form Type * Section Code * AY *

Refund ☐ Mobile No. * Original/Revised *

Total Income *

Remarks

Screen 6: Return Receipt Form

- (ii) Enter PAN/TAN. **Name, Jurisdictional AO and Assessee status** auto populates as per the **PAN/TAN**.

Return Receipt Form

PAN Details

PAN * BQRP8356F Name as per PAN RACHANA GUSAIN Jurisdictional AO WARD 35(2)(2), MUMBAI

Assessee Status * INDIVIDUAL

Return Details

AcK No. Date of Filing * 13/06/2016

Assign To * WARD 35(2)(2), MUMBAI Assign to Others ☐

Name as per Return * PAN Name Matches * ☐ Yes ☒ No

Form Type * Section Code * AY *

Refund ☐ Mobile No. * Original/Revised *

Total Income *

Remarks

Screen 7: Return Receipt Form- Enter PAN

(iii) Enter **Return Details**.

Screen 8: Return Receipt Form- Enter Return Details

- (iv) Click **Submit**. Return will be saved and pendency will be created in assigned officer's worklist. By Default return will go to jurisdiction AO of PAN entered.

Screen 9: Return Receipt Form- Click Submit

- (v) Click **Attachment**. Upload related return documents. Attachment Button is enabled after Submitting the return.

Screen 10: Return Receipt Form- Click Attachment

S.No	Category	Description	File	Uploaded By	Date Of Upload
1	ITR-1	Form	No Attachment	U109553	21/06/2016

Screen 11: Return Receipt Form- Click Upload

(vi) Click **Reset**. All values entered by the user will be cleared.

Screen 12: Return Receipt Form- Click Reset

2.2 Search Return

User: All Users

The following screen facilitates search of a Return filed by Assessee. User can search by giving his PAN, Acknowledgement Number, Receipt Date.

(i) Click **Menu >>Search Return**. The **Search Return** screen is displayed.

Ack. No.	RRR No.	Bulk No.	PAN	NAME	Date of Filing	AY	Assign To	Status
----------	---------	----------	-----	------	----------------	----	-----------	--------

Screen 13: Search Return

- (ii) **PAN** is a mandatory field in Search Criteria.
- (iii) Enter Search Criteria. Click on **Search**.

1

ASK Home Page | Return Receipt Form | Search Return

Search Return

Search Criteria

Ack. No. RRR No. Bulk No.

PAN * Assign To Date of Filing

AY -

List of Returns

	Ack. No.	RRR No.	Bulk No.	PAN	NAME	Date of Filing	AY	Assign To	Status
1	201510001068	MUMW352220151200141		BQRPG8356F	RACHANAGUSAIN	15/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
2	201510001070	MUMW352220151200151	B2016200005	BQRPG8356F	RACHANAGUSAIN	15/01/2016	2013	WARD 35(2)(2), MUMBAI	Pending for Data Entry
3	201510001072	MUMW352220151200171		BQRPG8356F	RACHANAGUSAIN	19/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
4	201510001073	MUMW352220151200191		BQRPG8356F	RACHANAGUSAIN	19/01/2016	2015	WARD 35(2)(2), MUMBAI	Pending for Data Entry
5	201510001104	MUMW352220151200181		BQRPG8356F	RACHANAGUSAIN	19/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
6	201510001105	MUMW352220151200181	B2016200005	BQRPG8356F	RACHANAGUSAIN	19/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
7	201510001108	MUMW352220151200201		BQRPG8356F	RACHANA GUSAIN	22/01/2016	2015	WARD 35(2)(2), MUMBAI	Pending for Data Entry
8	201510001109	MUMW352220151200211		BQRPG8356F	RACHANA GUSAIN	22/01/2016	2015	WARD 35(2)(2), MUMBAI	Pending for Data Entry
9	201610001014	MUMW352120151200011		BQRPG8356F		07/01/2016	2015	WARD 35(2)(1), MUMBAI	Pending for Data Entry
10	201610001015	MUMW352120151200021		BQRPG8356F		07/01/2016	2014	WARD 35(2)(1), MUMBAI	Pending for Data Entry

Page 1 of 3 (1-10/23)

Screen 14: Search Return- Click on Search

- (iv) List of Returns is displayed as per the search criteria.
- (v) User can view the details of Returns.
- (vi) Click **Reset** to remove the search criteria entered.

ASK Home Page | Return Receipt Form | Search Return

Search Return

Search Criteria

Ack. No. RRR No. Bulk No.

PAN * Assign To Date of Filing

AY -

List of Returns

	Ack. No.	RRR No.	Bulk No.	PAN	NAME	Date of Filing	AY	Assign To	Status
1	201510001069	MUMW352220151200141		BQRPG8356F	RACHANAGUSAIN	15/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
2	201510001070	MUMW352220151200151	B2016200005	BQRPG8356F	RACHANAGUSAIN	15/01/2016	2013	WARD 35(2)(2), MUMBAI	Pending for Data Entry
3	201510001072	MUMW352220151200171		BQRPG8356F	RACHANAGUSAIN	19/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
4	201510001073	MUMW352220151200191		BQRPG8356F	RACHANAGUSAIN	19/01/2016	2015	WARD 35(2)(2), MUMBAI	Pending for Data Entry
5	201510001104	MUMW352220151200181		BQRPG8356F	RACHANAGUSAIN	19/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
6	201510001105	MUMW352220151200181	B2016200005	BQRPG8356F	RACHANAGUSAIN	19/01/2016	2014	WARD 35(2)(2), MUMBAI	Pending for Data Entry
7	201510001108	MUMW352220151200201		BQRPG8356F	RACHANA GUSAIN	22/01/2016	2015	WARD 35(2)(2), MUMBAI	Pending for Data Entry
8	201510001109	MUMW352220151200211		BQRPG8356F	RACHANA GUSAIN	22/01/2016	2015	WARD 35(2)(2), MUMBAI	Pending for Data Entry

Screen 15: Search Return- Click on Reset

- (vii) Click **Ack No.** to go to return details screen.

Screen 16: Search Return- Click on Ack No.

2.3 Bulk Receipt Form

User: FD User

The following accepts returns in bulk. Front desk user (FD user) will enter the count of returns in bulk and the details of the return.

- (i) Click **Menu >>Bulk Receipt Form**. The **Bulk Receipt Form** screen is displayed.

Screen 17: Bulk Receipt Form

- (ii) Receipt Date is displayed as system date.
 (iii) Enter **Count** between 5-50.
 (iv) Enter **Representative Details**.

Screen 18: Bulk Receipt Form- Enter Details

- (v) Click **Submit**. Bulk Lot will be generated for the count entered.

Screen 19: Bulk Receipt Form- Click Submit

(vi) Click **Reset** to clear the search criteria.

Screen 20: Bulk Receipt Form- Click Reset

2.4 Bulk Receipt Pendency List

User: BD User

The following screen facilitates the user to perform data entry of returns received in bulk.

- (i) Click **Menu >>Bulk Receipt Pendency List**. The **Bulk Receipt Pendency List** screen is displayed.

Screen 21: Bulk Receipt Pendency List

- (ii) Enter Search Criteria and Click on **Search**.

	Bulk No	Receipt Date	Total Returns	Returns Entered
1	B201620000011	08/06/2016	50	0
2	B201620000043	21/06/2016	45	0
3	B201620000044	21/06/2016	45	0
4	B20162000005	07/01/2016	45	3
5	B20162000006	07/01/2016	40	0

Screen 22: Bulk Receipt Pendency List- Click Search

- (iii) Pending returns are displayed on the screen with Bulk No. , Receipt Date, Total returns and returns entered.
- (iv) Click **Bulk No.. Return Receipt Form** is displayed.

The screenshot shows the 'Bulk Return Receipt Form' with the following sections:

- Bulk Details:** Bulk No. (B201620000011), Total Returns (50), Returns Entered (0).
- PAN Details:** PAN (*), Name as per PAN, Jurisdictional AO.
- Return Details:** AcK No. (*), Date of Filing (*), Assign To (*), Assign to Others, PAN Name Matches (*), AY (*), Original/Revised (*), Form Type (*), Section Code (*), Total Income (*), Refund, Mobile No. (*), Remarks.

Fields marked with an asterisk (*) are mandatory. The form includes buttons for Submit, Attachment, Cancel, and Reset.

Screen 23: Bulk Return Receipt Form- Click on Bulk No.

- (v) Bulk Lot No., Total Returns, Returns entered and date of filing will be auto populated.
- (vi) Date of filing will be same as Receipt date.
- (vii) Enter **Return Details**.

The screenshot shows the 'Bulk Return Receipt Form' with the following sections filled:

- Bulk Details:** Bulk No. (B201620000011), Total Returns (50), Returns Entered (0).
- PAN Details:** PAN (*) (BQRPGS355F), Name as per PAN (RACHANA GUSAIN), Jurisdictional AO (WARD 35(2)(2), MUMBAI).
- Return Details:** AcK No. (*), Date of Filing (*) (21/06/2016), Assign To (*) (WARD 35(2)(2), MUMBAI), Assign to Others, PAN Name Matches (*), AY (*) (2015 - 16), Original/Revised (*) (Revised), Form Type (*) (ITR-1), Section Code (*), Total Income (*) (7878), Refund, Mobile No. (*) (999099999), Remarks.

Fields marked with an asterisk (*) are mandatory. The form includes buttons for Submit, Attachment, Cancel, and Reset.

Screen 24: Bulk Return Receipt Form Enter Details

- (viii) Click **Submit**. Return will be saved and pendency will be created in assigned officer's worklist. By Default return will go to jurisdiction AO of PAN entered. And Acknowledgement slip will be generated.

ASK Home Page Bulk Receipt Pendency List

Bulk Return Receipt Form Fields marked with asterisk (*) are mandatory

Bulk Details		PAN Details	
Bulk No.	B201620000011	Total Returns	50
Returns Entered	1		
PAN Details			
PAN *	BQRP8356F	Name as per PAN	RACHANA GUSAIN
Assessee Status *	INDIVIDUAL	Jurisdictional AO	WARD 35(2)(2), MUMBAI
Return Details			
AcK No. *	201610001336	Date of Filing *	21/06/2016
Assign To *	WARD 35(2)(2), MUMBAI	Assign to Others	<input type="checkbox"/> <input checked="" type="checkbox"/>
Name as per Return *	ajay	PAN Name Matches *	<input checked="" type="radio"/> Yes <input type="radio"/> No
Form Type *	ITR-1	Section Code *	119(2)(B)
Refund	<input type="checkbox"/>	Mobile No. *	9899099999
AY *	2015 - 16	Original/Revised *	Revised
Total Income *	7878	Remarks	

Submit Next Return Entry Attachment Cancel Reset

Screen 25: Bulk Return Receipt – Click Submit

सं पृष्ठ / ASK No.	201610001336	सं पृष्ठ / ASK No.	201610001336
सं आरआरआर /RRR No.	MUMW3522201 6120002I	सं आरआरआर /RRR No.	MUMW3522201 6120002I
सं बंडल / Bundle No.	N20000012/15	सं बंडल / Bundle No.	N20000012/15
सं थोक / Bulk No.	B201620000011	सं थोक / Bulk No.	B201620000011
भरने की तिथि / Date of filing	21-Jun-2016	भरने की तिथि / Date of filing	21-Jun-2016
साल / AY	2015	साल / AY	2015
पैन / PAN	BQRP8356F	पैन / PAN	BQRP8356F
नाम / Name	RACHANA GUSAIN	नाम / Name	RACHANA GUSAIN
को / To	WARD 35(2)(2), MUMBAI	को / To	WARD 35(2)(2), MUMBAI

Screen 26: Bulk Return Receipt – Acknowledgement Slip

- (ix) Click **Attachment**. Upload related return documents. Attachment Button is enabled after Submitting the return.

ASK Home Page Bulk Receipt Pendency List Attachments

Attachments (Allowed File Types : jpg,png,jpeg,doc,docx,pdf,xls,xlsx,zip,rar. Maximum File Size : 5MB)

S.No	Category *	Description *	File *	Uploaded By	Date Of Upload
1	Select ▼		Choose File No file chosen		

Add Row Delete Row

Upload

Screen 27: Return Receipt Form- Click Attachment

- (x) Click **Reset**. All values entered by the user will be cleared.
- (xi) Click **Cancel** to return to **Bulk Receipt Pendency list** screen.

Bulk Receipt Pendency List			
Search Criteria			
Receipt Date	<input type="text"/>	Bulk No.	<input type="text"/>
Search			
Pending Returns			
	Bulk No.	Receipt Date	Returns Entered
1	B201620000011	08/06/2016	0
2	B201620000043	21/06/2016	0
3	B201620000044	21/06/2016	0
4	B20162000006	07/01/2016	3
5	B20162000006	07/01/2016	0

Page 1 of 1 (1-5)

Screen 28: Bulk Receipt Pendency List- Click Cancel

2.5 Pre-Printed ASK Slip

The following screen facilitates the user to generate pre-print ASK slips for a day. User will be able to fasten the return receiving process and perform return entry for the same afterwards.

Generate Pre-Printed Slip

User: AO User

- (i) Click **Menu >>Pre-Printed ASK Slip>>Generate Pre-Printed Slips.**
- (ii) Enter Count and AO.
- (iii) Click **Generate.** Pre-Printed Slips are generated.
- (iv) **Print Lot No.** is assigned to the pre- printed slips generated.

Return Entry

User: BD, AO Users

- (i) Click **Menu >>Pre-Printed ASK Slip>>Return Entry**
- (ii) Enter Search Criteria and click on **Search.**
- (iii) List of ASK No.'s is displayed in return entry pendency list.
- (iv) Click **ASK No.** Return receipt form is displayed.
- (v) Date of filing is populated as generation date.
- (vi) Enter **PAN Details** and **Return Details.**
- (vii) Click **Submit.** Return will be saved and pendency will be created in assigned officer's worklist. By Default return will go to jurisdiction AO of PAN entered.
- (viii) Click **Attachment.** Upload related return documents. Attachment Button is enabled after Submitting the return.
- (ix) Click **Reset.** All values entered by the user will be cleared.

3. Receiving and Tracking DAK

3.1 DAK Receipt Form

User: All users

The following screen facilitates the user in receiving the basic details of a DAK application received at ASK centre.

(i) Click **Menu > DAK Receipt Form**

The **DAK Receipt Form** screen is displayed.

DAK Receipt Form

DAK Type

DAK Type * ☐ Grievance ☒ Assessee ☐ Reply/Reminder ☐ Internal to Office ☐ Miscellaneous

Service Request * ☒ Single ☐ Multiple

Assessee Details

PAN/TAN * Name *

Jurisdictional AO Letter No.

DAK Details

	AY/FY *	Category *	Sub-Category	Assign to	Assign to Others	Assigned to Officer	Description
1	<input checked="" type="checkbox"/>	Select ▼	Select ▼	Select ▼	<input type="checkbox"/>	<input type="checkbox"/>	

Receipt Details

Receipt Date * Receipt Mode * No. of Pages

Sender Details

DAK Brought By * ☒ Self ☐ Other Mobile No. * Email Id

Buttons: Save Attachment Reset

Screen 29: DAK Receipt Form

(ii) User has to fill the following sections in DAK Receipt form:

- **DAK Type**

I. Select one of the following DAK Types

1. Grievance
2. Assessee
3. Reply/Reminder
4. Internal to Office
5. Miscellaneous

II. Select one of the following Service Request Types:

1. Single – If there is only one DAK.
2. Multiple – If there are multiple DAK's. User can enter five DAK's at a time.

- **Assessee Details**

I. Enter PAN/TAN. **Name** auto populates as per the **PAN/TAN**.

Screen 30: DAK Receipt Form – Enter PAN

II. User can select **VIP Flag** if DAK type is selected as **Grievance**.

- **DAK Details**

- I. Enter **A.Y** , **Category** , **Sub-Category** , **Assign To** , **Description**
- II. Enter **Pertains To** if DAK Type is selected as **Grievance**.
- III. Click **Add Row** to enter more records and **Delete Row** to delete the selected record.

Screen 31: DAK Receipt Form – Enter DAK, Receipt and Sender Details

- **Receipt Details**

- I. Enter **Receipt Mode** and **No. Of Pages**.
- II. User can mark a DAK as **Confidential** if DAK type is **Internal to Office**.
- III. Fields will be disabled in this section if user selects the DAK type as **Reply/Reminder**.
- IV. **Receipt Date** will display the date of original DAK, if DAK Type is selected as **Reply/Reminder**. Else **Receipt Date** will be displayed as current date.

- **Sender Details**

- I. Enter **Mobile No.** , **Email ID** and **Address Details**.

II. **DAK Brought By** is selected as **Self** by default. User can select DAK Brought By as **Other** if address details are to be filled different from present address details.

- **Search Original DAK**

I. A pop will open for searching original DAK, if DAK type is selected as **Reply/Reminder**.

II. Enter Search Criteria.

III. Click on **Search**. List of DAK's will be displayed.

IV. Select a record and click on **Select**.

V. **DAK Receipt Form** will be populated.

- **Receipt Details Reply/Reminder**

I. This section will be displayed only when DAK Type is selected as **Reply/Reminder**.

II. Receipt date will be displayed as current date.

- **Sender Details Reply/Reminder**

I. This section will be displayed only when DAK Type is selected as **Reply/Reminder**.

II. Enter Address details.

(iii) Click on **Attachment** to attach any documents related to DAK.

(iv) Enter **Category, Description** and **File**.

(v) Click on **Upload** to upload attached document.

(vi) Click **Add Row** to enter more records and **Delete Row** to delete the selected record.

(vii) Click **Reset** to clear all the fields filled by the user.

(viii) Click on **Save** to save the DAK Request.

(ix) Received DAK request will be created in pendency list of Assigned officer.

(x) In case of **Grievance** request will be created in the worklist of Assigned user and not in the pendency list.

Note: The grievance received at ASK can be entered in the DAK receipt form under DAK Type = Grievance. The ASK module is seamlessly integrated with E-Nivaran module. Once the grievance is received in ASK, a workitem is created in the worklist of the assigned to officer in E-Nivaran module for action. The resolution period to resolve a grievance is 60 days as per citizen charter.

3.2 Pendency List

User: All Users except FD, BD Users

The following screen facilitates the user to view the list of DAKs on which the user should take an action. User can see the DAKs pending with Officer and Edit, Save/Re Assign and Initiate Action on selected DAK.

(i) Click **Menu >> Pendency List**

The **Pendency List** screen is displayed.

(ii) Enter search criteria.

(iii) Click **Reset** to clear the search criteria entered. The search criteria field is cleared.

- (iv) Click **Search** to search within the listed workitems as per the entered search criteria. The workitems as per the entered search criteria are listed.

- (v) Click **Ack No** of the item to navigate to the **DAK Details** screen.

The user is navigated to the **DAK Details** of the request

3.3 DAK Request Details

User: All Users except FD, BD Users

The following screen facilitates the user to view the list of DAKs on which the user should take an action.

- (i) Click **Menu >> Pendency List >>DAK Details**
The **DAK Details** screen is displayed.
- (ii) Details are populated for the selected **DAK**.
- **Generate Letter to Assessee**
 - (i) Click **Generate Letter to Assessee**.
Letter Details screen opens.
 - (ii) Enter E-mail and mobile number if required.
 - (iii) Enter Remarks.
 - (iv) Click **View/Edit Communication Details** hyperlink available in front of Address field. Maintain Address /Email Details screen opens.
 - (v) Click **Back** to go back to letter generation screen.
 - (vi) Click **Save Draft** to generate draft version of the letter.
 - (vii) Click **Preview** to view the letter.
 - (viii) Click **Back** to go back to letter generation screen.
 - (ix) Click **Generate** to generate letter to assessee.
 - (x) Click **View** to view the copy of generated letter.
 - (xi) Click **Download file here** to download the letter.
- **Attachment**
 - (i) Click **Attachments**.
The Attachments screen opens and provides an option to attach any document with the workitem.
 - (ii) Select **Category**, Click **Choose File** to select the file and enter **Description**
 - (iii) Click **Upload**. Attachment is uploaded successfully.
- **Initiate Action**
 - (i) Click **Initiate Action**. Screen will open based on the sub category of that DAK.
 - (ii) The corresponding Module screen will be opened with DAK details populated.
 - (iii) User can perform the required action.
- **Edit**
 - (i) Click **Edit**.
 - (ii) User can change the **DAK Details Category/Sub-Category/Assigned to officer**).
 - (iii) Click **Save/Re-Assign** to save the changes.
- **Resolve**
 - (i) Click **Resolve**.
 - (ii) Select **Remarks** and **Status** of resolving the DAK.
 - (iii) Click **Save/Re-Assign** to Resolve DAK.

- **Bunch**
 - (i) Click **Bunch**.
 - (ii) **Link to DAK** screen opens.
 - (iii) Enter the search criteria.
 - (iv) Click on **Search**.
 - (v) Select one DAK and click on **Select**.
- **Save/Re-assign**
 - (i) Click **Save/Re-Assign**.
 - (ii) User
- **Reset**
 - (i) Click **Reset**.
 - (ii) Entered values will be cleared.
- **View History**
 - (i) Click **View History**.
 - (ii) **DAK History** screen opens where user can view history of DAK's.
 - (iii) Click **Close** to return to DAK Details screen.
- **Return to Pendency List**
 - (i) Click **Return to Pendency List**.
 - (ii) User goes back to Pendency list screen.

3.4 Search DAK

User: All Users

This screen facilitates the user to Search the status of a DAK

- (i) Click **Menu >>Search DAK**.
- (ii) Enter search criteria.
- (iii) DAK Type will display as 'Assessee' by default.
- (iv) Click **Search**. List of DAK's will be displayed as per the search criteria.
- (v) User can only view the DAK related information on this screen.
- (vi) Click **Reset** to clear the search criteria.

3.5 Transfer of Physical Records

User: All Users except FD User

This screen facilitates the user to mark the Physical/Electronic Records Sent Flag.

- (i) Click **Menu >>Pending Transfer of Physical Records**.
- (ii) Enter the search criteria and click on **Search**.
- (iii) List of DAK's will be displayed.
- (iv) User can mark the records as sent and click on **Save**.
- (v) Click on **Reset** to clear the filled records.

3.6 Pending from FD

User: BD User

This screen facilitates Back Desk User (BD User) to view/edit the DAKs the Front Desk User(FD User) has marked to Back Desk user.

- (i) Click **Menu >>Pending From FD**.
- (ii) Enter the Search Criteria and Click on **Search**.

- (iii) User will be able to view the list of DAK's FD user has marked to BD user.
- (iv) Click on **Ack. No.** DAK Receipt Form will open for the selected DAK.

4. MIS

Table 2: List of MIS Reports

S.No	Type of Reports	MIS Reports/ MIS Registers	Accessible to User Roles	Input Parameters
1.	Monthly	DAK Disposal Report(Region Wise)	AO and above, HQ and Staff	DAK Type(Mandatory - default Assessee), Category, Sub Category, Report Year, Month (Mandatory),e-enabled flag
2.	Summary	Return Receipt Summary	AO and above, HQ and Staff	Return filing Date(From, To) (Mandatory), Form Type, AY
3.	Register	DAK Register	FD, BD, AO and above, HQ and Staff	DAK Receipt Date (From, To)(Mandatory)
4.	Register	ASK Return Register	FD, BD, AO and above, HQ and Staff	Date of Filing (From, To)(Mandatory)

NOTE SHEET

NOTE SHEET

NOTE SHEET



आयकर निदेशालय (टी पी एस-1)

DIRECTORATE OF INCOME TAX (TPS-I)

वित्त मंत्रालय, राजस्व विभाग / Ministry of Finance, Department of Revenue
पांचवी मंजिल, मयूर भवन, कनॉट सर्कस / 5th Floor, Mayur Bhawan, Connaught Circus

नई दिल्ली-110001 / New Delhi- 110001

Tel:- 23411131/29, Fax:- 23411780

email :- delhi.dit.tds@incometax.gov.in

F.No.DIT(TPS-I)/01/2015-16/1522101566

Dated : 21/03/2016

To

The All Pr.Chief Commissioners of Income Tax/Chief Commissioners of Income Tax(CCAs)

Madam/Sir,

Sub. : Request for setting up a dedicated structure for delivery and monitoring of tax payer services - reg.

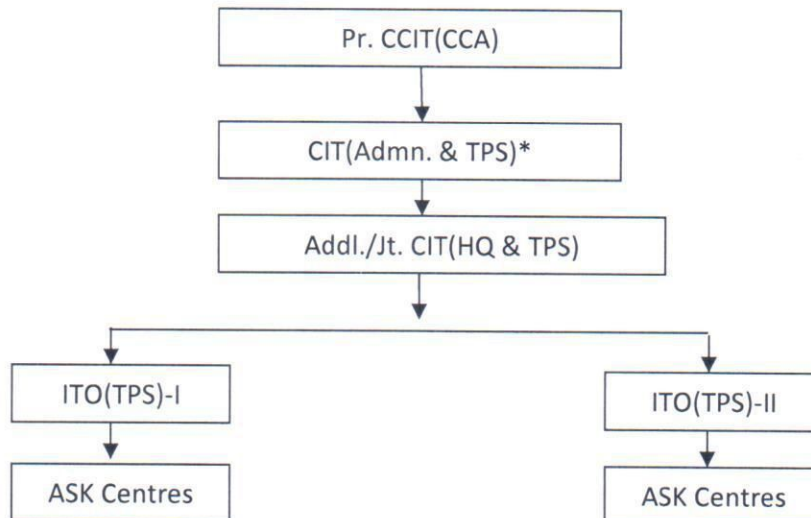
Please refer to above mentioned subject.

2. The CBDT vide Order No. F.No.A-11011/02/2015-Ad.VII dated 26.02.2016 has created a dedicated structure for delivery and monitoring of tax payer services in the Central Board of Direct Tax and its attached subordinate offices as well as in the field.

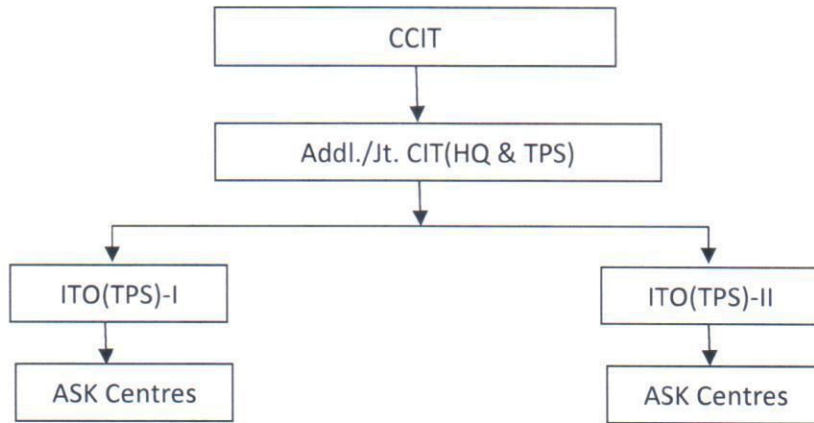
3. The Pr.CCIT of each region has been made responsible for provision and monitoring of time bound delivery of tax payer services, dissemination of information with respect to tax payer services initiatives being rolled out, holding of camps etc. within the region. The structure for delivery of tax payer services in the field formations has been provided in the said order as under:

Structure for delivery of TPS in the field formation :

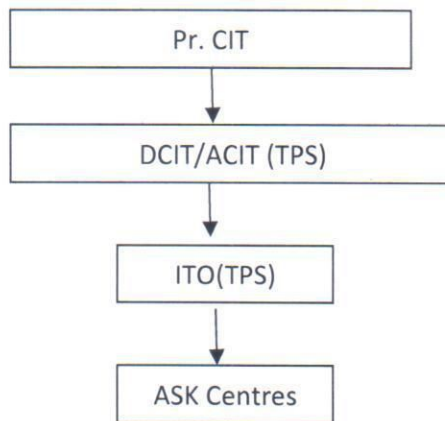
A. For Regions under Pr. CCIT(CCA) with multiple CCsIT Charges:



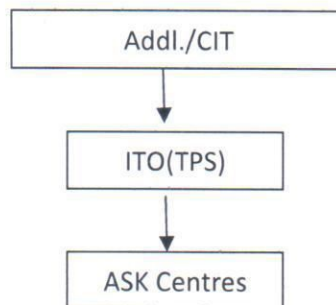
B. For charges with single CCIT & having multiple Pr.CsIT :



C. For charges with single Pr. CIT



D. For other smaller stations with single Addl./Jt. CIT:



4. In view of the aforesaid, it is requested to roll out the structure as provided in the said order on a priority basis and a compliance report may be sent to the Directorate of Income-tax (TPS)-I by the first week of April, 2016. The roles and responsibilities of the authorities engaged in delivery of tax payer services are being issued in the form of Standard Operating Procedure (SOP) for Tax Payer Services shortly.
5. This issues with the approval of Member(Revenue & Tax Payer Services).

Yours faithfully,



(Batsala Jha)
Addl. DG(TPS-I),
CBDT, New Delhi



आयकर निदेशालय (टी पी एस-1)

DIRECTORATE OF INCOME TAX (TPS-I)

वित्त मंत्रालय, राजस्व विभाग / Ministry of Finance, Department of Revenue
पांचवी मंजिल, मयूर भवन, कनॉट सर्कस / 5th Floor, Mayur Bhawan, Connaught Circus

नई दिल्ली-110001 / New Delhi- 110001

Tel:- 23411131/29, Fax:- 23411780

email :- delhi.dit.tds@incometax.gov.in

F.No.DIT(TPS-I)/01/2016-17/249-312

Dated : 04.07.2016

To

The Principal Chief Commissioners of Income-tax/CCsIT (By Name)

Ahmedabad / Allahabad / Amritsar / Bangalore / Baroda / Bhopal / Bhubaneswar / Bareilly / Chandigarh / Chennai / Coimbatore / Dehradun / Delhi / Durgapur / Guwahati / Hubli / Hyderabad / Indore / Jalpaiguri / Jodhpur / Kanpur / Kolkata / Lucknow / Ludhiana / Madurai / Meerut / Mumbai / Nagpur / Nashik / Panaji / Panchkula / Patna / Pune / Raipur / Ranchi / Shimla / Surat / Thane / Trichy / Trivandrum / Udaipur / Vishakhapatnam.

The Commissioners of Income-tax (Admn. & TPS)

Ahmedabad / Bangalore / Bhopal / Bhubaneswar / Chandigarh / Chennai / Cochin / Delhi / Guwahati / Hyderabad / Jaipur / Kanpur / Kolkata / Lucknow / Mumbai / Nagpur / Patna / Pune.

Madam/Sir,

Sub. : The new tax payer services vertical – rollout of revamped ASK module in ITBA pre-requisites for the new system - reg.

Please refer to this office letter vide F.No.DIT(TPS-I)/01/2015-16/1522 dated 21.03.2016 regarding setting up of a dedicated structure for delivery and monitoring of tax payer services.

2. In this regard, I am directed to state that as per the new system of provision and monitoring of time bound delivery of tax payer services, the Aayakar Seva Kendras (ASK) has been made the smallest unit of TPS delivery in the field formations. Further, the CBDT Order No.11011/02/2015-Ad-VII dated 26.02.2016 on creation of TPS vertical has instructed that there has to be an ITO(TPS) for each ASK and the smaller stations with single DCIT/ACIT/ITO, the officers should also double up as nodal officers for tax payer services.

3. In view of the above, it is requested that it may be ensured that each ASK in your region should function under the supervision of a Pr.CIT(Incharge of ASK in that building) with his team comprising of Addl./Jt.CIT(TPS)/DCIT/ACIT (TPS) and ITO(TPS). The CIT(Admn.&TPS) and Addl./Jt.CIT(Hqrs. & TPS) shall coordinate and supervise the functioning of the TPS vertical in their region.

TPS Vertical Instruction No.1

4. It is requested that the above structure in the TPS vertical may kindly be made functional at all ASK Centres in your region at the earliest. Further, the infrastructure requirements as provided by the Directorate of Income-tax(Systems) Sevottam Instruction No.8 vide letter F.No.Sevottam/DIT(S)-2/2016-17/5543 dated 23.06.2016 should be made available at all ASK Centres in your region immediately for the smooth rollout of revamped ASK module in ITBA. The Directorate of Income-tax(TPS-I) may kindly be intimated once the above manpower and infrastructure requirements have been complied with .

5. This issues with the approval of Member(R&TPS), CBDT.

Yours faithfully,



(Batsala Jha)

ADG(TPS-I) CBDT, New Delhi

Copy to:

1. Member(R&TPS), CBDT, North Block, New Delhi.
2. Pr.DGIT(Admn.&TPS), Mayur Bhawan, New Delhi.
3. ADG(Systems)-2, Vaishali, Ghaziabad (U.P.).
4. ADG(Systems)-3, Vaishali, Ghaziabad (U.P.).
5. ADG(EB), Jhandewalan Ext., New Delhi.

ADG(TPS-I) CBDT, New Delhi

आयकर निदेशालय (पद्धति)
DIRECTORATE OF INCOME TAX (SYSTEMS)
ए.आर.ए सेन्टर, भू-तल, ई-2, झण्डेवाला एक्सटेंशन
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
नई दिल्ली / New Delhi-110055

F. No. Sevottam/DIT(S)-II/2016-17/ 5547

Dated : 23/06/201

To

The Principal Chief Commissioners of Income-tax/ CCsIT (By Name)

Ahmedabad/ Allahabad/ Amritsar/ Bangalore/ Baroda/ Bhopal/ Bhubaneswar/
Bareilly/Chandigarh/ Chennai/ Cochin/ Coimbatore/ Dehradun/ Delhi/ Durgapur/
Guwahati/Hubli/ Hyderabad/ Indore/ Jaipur/ Jalpaiguri/ Jodhpur/ Kanpur/ Kolkata/
Lucknow/Ludhiana/ Madurai/ Meerut/ Mumbai/ Nagpur/ Nashik/ Panaji/ Panchkula/ Patna/
Pune/Raipur/ Rajkot/ Ranchi/ Shimla/ Shillong/ Surat/ Thane/ Trichy/ Trivandrum/
Udaipur/Vishakhapatnam.

The Commissioners of Income-tax (Admin & TPS)

Ahmedabad/ Bangalore/ Bhopal/ Bhubaneswar/ Chandigarh/ Chennai/ Cochin/ Delhi/
Guwahati/ Hyderabad/ Jaipur/ Kanpur/ Kolkata/ Lucknow/ Mumbai/ Nagpur/ Patna/ Pune

**Sub :- Rollout of revamped ASK module in ITBA – Pre-requisites for ASK centres
Regarding.**

Madam/Sir,

Kindly refer to the above.

2. In this regard, it is to inform that the revamped ASK module is going to be rolled out i
ITBA very soon. ITD employees posted at ASK centre as Front Desk (FD) / Back Desk (BC
must have following pre-requisites for working on ASK module in ITBA -

- i. Employee number
- ii. Name based Email id
- iii. RSA token

3. Contractual staff will not be able to work on the new ASK module in ITBA till alternat
arrangements are made, which will be introduced in due course.

4. In addition to the existing hardware / infrastructure (PC, Bar code printer etc), followin
hardware is also required at each ASK centre (copy of suggested specifications is enclosed a
annexure-A) –

- i. High speed scanners
- ii. Barcode scanner

5. Steps to be followed by local administrator of RCC to enable ITD staff and office work on ASK in ITBA –

- i. Binding of RSA with employee number and email id
- ii. Mapping of employee number on position/role created in HRMS hierarchy
- iii. Granting role of Front Desk (FD)/Back Desk to FD/BD users
- iv. Granting role of TPS (Tax Payer Services) to ITO (TPS)
- v. Granting role of TPSP (Tax Payer Services Monitoring) to monitor authority.

6. New ASK user manual is available on i-taxnet under the path –

Resources → Downloads → Systems → Instructions-Sevottam

7. It is requested that above infrastructure may kindly be made available at all centres under your region at the earliest. The Directorate of Income Tax (Systems) may be intimated once the above infrastructure is ready for necessary action at this end.

Encl : As stated above.

Yours faithfully



(Sanjeev Singh)

Addl. DGIT (Systems)

Copy for information to –

1. Pr. DGIT (Systems), New Delhi.
2. ADG (Systems)-3, New Delhi.
- ✓ 3. ADG (TPS-1) – Ms. Batsala Jha Yadav, Mayur Bhawan, New Delhi.
4. ADG (EB), Ms. Alka Bhargava Singh, Jhandewalan Ext, New Delhi.



(Sanjeev Singh)

Addl. DGIT (Systems)

A	Desktop		1
	CPU	Intel i5 3.3 ghz or above	1
	Memory	4GB - DDR3 expandable to 16 GB	1
	HDD	<Current Entry Level> - 500GB or higher	1
	Monitor	LED = 18" – Dual Monitor only for Facilitation Services Counter	2
	USB Keyboard	Dual Keyboard only for Facilitation Services Counter	2
	USB Mouse	Dual Mouse only for Facilitation Services Counter	2
	VGA Splitter cable	VGA Male to 2 Female Splitter Cable for PC Monitor only for Facilitation Services Counter	1
	Operating System	Windows 7 or 8	1
B	USB ports	Minimum USB ports	3 or higher

	Barcode Scanner	Table-top omnidirectional laser USB bar code scanner	
		Should have tilt down capability - at least 30 Deg	
		Should withstand fall of table height - 4 ft	
		Should be in sealed housing - Lens is airtight housing	
		Auto scan feature required	
		Read Standard 1D and 2D bar codes	
		Should be able to scan in normal light conditions	
		Should be able to scan from 6 inches distance	
D	Multifunction Device = Scanner + printer	scanner	1
	Compatible for Receipt Counter		
		Min 300 DPI	
		JPEG, TIFF, GIF, PDF, BMP	
		Duplex scanning	
		USB interface	
		Standard digital sending features	
		Laser Printer - B/W	1
		Min 20 PPM	
		USB interface	
		At least 2000 pages monthly duty cycle	
		600 DPI	
E	High Speed Scanner		
	For bigger ASKs - Back desk user	See Annexure A	
F	Barcode printer	Label printer with inkjet or Laser printing	1

Internet and TAXNET Bandwidth suggested:

- 1Mbps for ASKs Except top 20 ASKs by volume.
- 2 Mbps for Top 20 ASKs

Annexure A: High Speed Scanner specifications:

Scanner

- Optical Resolution

Max 600 dpi x 600 dpi

- Automatic Duplexing

Yes

- 40 pc

document scanner

scanner Speed Details

30 ppm - greyscale - 200 dpi or higher

30 ppm - black&white - 200 dpi or higher