



आयकर निदेशालय (पद्धति)
Directorate of Income Tax (Systems),
ए. आर. ए. सेंटर, भूतल, झण्डेवाला एक्सटेंशन
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
नई दिल्ली / New Delhi - 110055

दिनांक/ Date: 15.03.2019

F.No. DGIT(S)-ADG(S)-2/Insight Instructions/292/2018-19

To,
All Principal Chief Commissioner(s) of Income-tax/ CCsIT
All Principal Commissioner(s) of Income-tax / CsIT / CsIT(Admin & TPS)

Subject: **Viewing of Arrear Demand Recovery cases on Insight Portal**— regarding

Kindly refer to the above.

2. The assessing officers have been classifying the cases of demand in the 'Recovery Module' of ITBA. To assist the assessing officers in recovery of demand, access to Insight profile view has been enabled for high demand cases (exceeding Rs. 10 Lakh) where demand has been marked as non-recoverable due to 'Assessee not traceable' and/or 'No/inadequate assets'.
3. ITD users will be able to view such cases under the Verification module of Insight Portal. Upon clicking on the PAN, the user will be able to access the Profile View and relevant information related to the taxpayer on Insight Portal as per information access rights available to them. ITD Users can view various addresses, contact number(s), asset details (classified as account, immovable assets, other assets) related to the taxpayer etc. in the Insight Profile, which may assist in recovery of demand from the taxpayers. The source of information about assets and other taxpayers related to the asset is also displayed, which may be verified before taking recovery action.
4. This instruction may be circulated to the assessing officers. Step by step guidance note for viewing 'Demand Recovery' cases is enclosed. User may refer to the User Guide on Verification and Insight Profile View which is available under Resources section of i-Library.
5. In case of any technical difficulty being observed, users may immediately contact OR write to Insight helpdesk. (Helpdesk number – 1800 103 4216, Email id : helpdesk@insight.gov.in)
6. This issues with the prior approval of the Pr. DGIT(System), New Delhi.

Yours faithfully,

(Sanjeev Singh)

Addl. Director General(Systems)-2

Copy to:

1. PPS to Chairman, Member (IT &C), Member (Admin.), Member (L), Member (Inv.), Member (R& TPS), Member (A&J), CBDT and Pr. DGIT(Systems), New Delhi for information.
2. Nodal Officer of www.irsofficersonline.gov.in, DG systems corner, ITBA, Insight i-Library.

Addl. Director General(Systems)-2

Annexure

Step by step note on accessing 'Demand Recovery' cases

Accessing 'Demand Recovery' Case

1. Login into the Insight Portal.
2. Click on the Verification menu item on the left menu bar.
3. Under the 'Verification Module' click on 'Taxpayer' section.
4. Click on 'Verification' under 'Taxpayer' section.
5. The summary view of cases is visible at the landing page of 'Verification' section.
6. The case 'FY' under the summary view depicts the FY of the latest arrears demand related to the taxpayer.
7. Upon clicking on the count shown in the 'under-verification' status on the summary view, the list of cases is displayed on screen, along with respective Verification ID.
8. Upon clicking on the respective Verification ID, the user can navigate to the case view screen. Here user can view case details such as identified issues and the list of activities which can be initiated.

Case Activities

1. User can view the contact details and assets details of the taxpayer under Insight Profile View by clicking on the PAN of taxpayer shown in the list view.
 - a. **Communication Details:** Under Insight Profile View, user can view communication details by navigating to 'Key Info' under 'Taxpayer Master Profile (TMP)'
 - b. **Asset Details:** Under Insight Profile user can view the asset details (classified as account, immovable assets, other assets) by navigating to Taxpayer Asset Details (TAD) in the Taxpayer profiles. The source of information about assets and other Taxpayers related to the asset is also displayed. The source of information may be verified before taking any recovery action.
2. The user can initiate the following activities from case detail screen:
 - a. **Mark case as untraceable:** Cases where the communications are not getting delivered to the taxpayer or the taxpayer is not traceable.
 - b. **Mark case as traceable:** Cases where the communications with the taxpayer is successful.
 - c. **No demand exists:** Cases where no demand exists.
 - d. **Demand already recovered:** Cases where demand has already been recovered.
 - e. **Asset Found:** Cases where asset is found for demand recovery.