

Frequently Asked Queries/Issues from Assessment Unit/ Verification Unit Users

1. Please suggest the path to initiate reference to VU in Non-CASS Scrutiny Cases.

To 'initiate reference' from Non-CASS cases, please navigate to following path: Insight Portal>> Verification Module >> Taxpayer Section >> Verification Stage >> Non-CASS Scrutiny Cases>>View Details>>Select Activity>>Initiate Reference.

2. How can AU download the Reference report submitted by VU.

Reference report submitted by VU can be downloaded by navigating to following path: Open the relevant case (from which reference was initiated) >>Internal Request >> Outward Reference >> Click on Verified hyperlink.

3. What is the path for generating the approved request initiated for new reference/ reference report.

Please refer the below path: -

Workspace>>Activity approval>>Pending for Action>>Select the relevant reference>>click on the count hyperlink>>Activity hyperlink >> Generate the approved request.

4. Can reference be initiated to VU where entity id is TAN/ITDREIN.

As per existing functionality, reference cannot be initiated on 'TAN/ ITDREIN'. To initiate such references, PAN of TAN/ ITDREIN can be fetched through Deductor/ Reporting Entity profile views (Path – Insight>> Profiles). If still PAN is not available, reference (other than Non-Responsive Reference) can be initiated by mentioning "NOPANFOUND". Then relevant VU can generate notice u/s 133(6) on non-PAN also.

5. Can we generate notice u/s 133(6) to Reporting Entity without ITDREIN.

As per current functionality, notice u/s 133(6) to reporting entity can only be issued if entity is registered with Income Tax Department as Reporting Entity and have ITDREIN. Hence ITDREIN is mandatory to issue notice u/s 133(6) to RE. However, notice u/s 133(6) can also be issued to PAN by selecting recipient option as 'Other Taxpayer'.

7. Facing technical difficulty while submitting 'references to VU' for approval to competent authority. The system populates error message " Allowed special characters are [=.,/\'"&()-@_#] "" (OR) "Invalid case ref. details"(OR) " Remarks is more than 200 characters".

Please remove special characters from 'Remarks / Address' column. Special characters which are allowed are as follows - [=.,/\'"&()-@_#]

Also, request you to type address rather copy pasting it.

8. Case Count reflect in "proceedings" tab as more than 1, but there is no data available when clicked on relevant count.

Please use latest version 80.0 or above of google chrome and if the version is updated please clear browser history, cache and cookies.

9. User is getting error as "Internal server error" while they login into Insight Portal.

This error comes when contact details are not updated. User can share their contact details with their user ID on helpdesk@insight.gov.in.

10. Not able to click on reference ID in internal request tab.

Please use latest version 80.0 or above of google chrome and if the version is updated please clear browser history, cache and cookies.

11. Not able to login and error is appearing as 'no position found'.

This error comes when no position has been mapped in HRMS table.

Request you to please contact ITBA helpdesk and update the position details in HRMS. After updating the position wait for 24hrs to reflect at Insight Portal.

12. What needs to be done if reference report is pending from VU and multiple reminders have also been sent through internal communication functionality.

In this regard, a proper communication to NaFAC can be made as the process is faceless, so communication through proper channel can be followed.

14. What is the path for Inter Unit Communication Functionality.

The path for Inter Unit Communication Functionality is as follows: - Open the relevant case >>internal request>>inward/outward reference>>click on reference id link>>click on send communication.

Further refer the Quick reference guide from resources: 'Quick Reference Guide - Internal Communications'

15. Not able to generate letter for service of notice, getting error as “page unresponsive” (OR) “Undefined”.

Please remove special character if any from email address and remarks. Please use latest version 80.0 or above of google chrome and if the version is updated please clear browser history, cache and cookies.

16. How to generate letter for service of notice where E-mail ID is not available.

As communicated by NaFAC, please input mail as "ndfp.nafac@incometax.gov.in" where no email id is available to generate the notice.