Income Tax Department

Department of Revenue, Ministry of Finance, Government of India

ITBA

INCOME TAX BUSINESS APPLICATION

ASSESSMENT

Frequently Asked Questions (FAQs)

APRIL 2017, v1.4

1. In how many categories cases can be selected for Scrutiny?

Answer: Cases can be selected for Scrutiny under 3 categories:

- CASS
- **Compulsory Manual Selection**
  - Compulsory
  - Through Approval

(Note: Selection of case u/s 147 has been mentioned separately in document below)

2. How cases are selected under CASS?

Answer: CASS cycle will run in existing ITD system and list is generated based on the parameters of CASS. The same is shared with ITBA which will be displayed in Screen Generate Notice to Initiate Proceedings. To access the same, Go to **Assessment → Generate Notice to Initiate Proceedings.**

3. How AO can select the case for Scrutiny under Compulsory Category?

Answer: Below mentioned are the steps to select the case for Scrutiny under Compulsory Category:

- Go to **Assessment →Selection of Cases for Scrutiny Screen**
- Select Section 143(2) and Category as Compulsory.
- Enter PAN, AY and Date of Selection.
- Click **Reason**. Screen for Criteria For Compulsory Manual Selection is opened.
- Select the reasons, enter Remarks and Amount (if any)
- To attach any supporting documents, if any, click **Attachment**
- Click **Select**.
- Select the row(s) and click **Submit**. Pendency will be created for notice generation u/s 143(2).

4. How reasons are defined in the system for Scrutiny Cases Selection under Compulsory Category?

Answer: Reasons for compulsory selection would be as per the CBDT's Instruction (e.g. for Financial Year 2016-17: Instruction No. 04/2016) defining the reasons for selection of cases under Compulsory scrutiny. Below mentioned are the steps to identify appropriate reasons and to select cases under Compulsory category:

- Go to **Assessment →Define Parameters for Compulsory Selection of Return For Scrutiny Screen**
- By default consolidated reasons defined for all Financial Years in **View and Select Reason** Tab are displayed.
- Click **By Financial Year** radio button, enter Financial Year and click **Search** to view the reasons financial year wise.
- Select the reasons and click **Proceed to Finalize**. User is navigated to **Enter and Finalize Reason** Tab and reasons selected are displayed in editable mode.
- Edit the reason (if any change is required). To add the new reason click **Add New Reason.**
- Enter the reason and click **Save & Finalize for Current FY**. Reasons selected (edited/added) are saved for current FY and the same are available in Selection of Cases for Scrutiny Screen for selection of reasons at the time of selecting the case for scrutiny u/s 143(2) under compulsory category.

5. How AO can select the case for Scrutiny under Through Approval Category?

Answer: Keeping in view the existing guidelines for manual selection of cases issued by the CBDT (Instruction No. 04/2016), certain cases can be selected for scrutiny with approval of PCIT/Pr DIT/CIT. Steps to select a case under Through Approval category are as follows:
There are 2 ways to select a case u/s 143(3):

- **System Selection (i.e. Manual to system unticked):** Where case is selected for scrutiny online:

- ➢ Go to **Assessment →Selection of Cases for Scrutiny Screen**
- ➢ Select Section 143(2) and Category as Through Approval.
- ➢ Enter PAN and AY.
- ➢ Click **Reason**. Screen for Proposal For Scrutiny is opened.
- ➢ Enter Selection details (i.e. Approving Authority and Reasons for Selection) and click **Save**.
- ➢ To attach any supporting documents, if any, click **Attachment**
- ➢ Click **Back** to go back to Selection Screen.
- ➢ Select the row(s) and click **Submit**. Pendency will be created in the worklist of Range for further recommendation for selection of case for scrutiny u/s 143(3).

- **Manual To System (check box is ticked):** Where approval for selection of case is already taken outside the system
  - ➢ Go to **Assessment →Selection of Cases for Scrutiny Screen**
  - ➢ Select Section 143(2) and Category as Through Approval.
  - ➢ Enter PAN and AY. Select the check box of Manual to system.
  - ➢ Click **Reason**. Screen for Proposal For Scrutiny is opened.
  - ➢ Enter Selection details (i.e. Approving Authority, File reference number, date of approval and Reasons for Selection) and click **Save**.
  - ➢ To attach any supporting documents, click **Attachment**
  - ➢ Click **Back** to go back to Selection Screen.
  - ➢ Select the row(s) and click **Submit**. Pendency will be created for notice generation u/s 143(2).

6. How approval (including rejection) is to be accorded in respect of cases submitted for selection u/s 143(3)?

Answer: When AO submits the case under Through Approval category from Selection of Cases for Scrutiny Screen then the same is displayed in the worklist of Range Head. Following steps to be followed:

- Go to **Assessment → Worklist.** Click **Subject**.
- Selection of Cases u/s 143(3) (Range Head workitem is opened).
- Click **Selection Details**. Screen for Selection Details is opened showing the details entered by at the time of submitting the case for approval in non editable mode.
- Click **Attachments** to view the documents already attached or attach further documents.
- Click **Case Notings/History** to view the workflow movement history.
- Range Head has 2 options:
  - ➢ In case Range Head submits the case to PCIT/CIT:
    - o Select the Recommendation as Yes or No and enter Recommendation Remarks. Click **Save** to save the details.
    - o Enter workflow notings and click **Submit.** Request is submitted and displayed in the worklist of PCIT/CIT.
  - ➢ In case Range Head sends back the case to AO:
    - o Enter workflow notings and click **SendBack.**
    - o AO has 2 options:
      - ▪ **Provide Clarification**: Edit the selection reason or provide clarification through entering remarks in workflow notings and click **Submit.** Request is re-submitted to Range Head for approval or further recommendation.
      - ▪ **Cancel the case:** Enter the workflow notings and click **Cancel**. Case is cancelled and workitem is closed.
- Once the request is submitted to PCIT/CIT. PCIT/CIT has 2 options:
  - ➢ In case PCIT/CIT approves/rejects the case:
    - o Select the Approved as Yes or No and enter Approval/Rejection Remarks. Click **Save** to save the details.

- Enter workflow notings and click **Approve/Reject** (Depending on Yes/No selected in Selection Details Screen)
- In case **Approve** is clicked, then pendency is created for notice generation u/s 148 for AO and workitem is closed.
- In case **Reject** is clicked, then case is rejected and workitem is closed.

➢ In case PCIT/CIT sends back the case to Range Head:
- Enter workflow notings and click **SendBack.**
- Range Head has 2 options:
  - **Provide Clarification**: Edit the recommendation remarks and Recommendation given as Yes/No or provide clarification through entering remarks in workflow notings and click **Submit.** Request is submitted to PCIT/CIT for approval or further recommendation.
  - **SendBack the case:** Enter the workflow notings and click **SendBack**. Request is sent back to AO for further clarification.

7. How AO can generate the Notice u/s 143(2) in ITBA?

Answer: In ITBA, notice u/s 143(2) can be generated in two ways: Go to **Assessment → Generate Notice to Initiate Proceedings.**

- **Through System:**
  - ➢ Select "Pending For Notice Generation" and click **Search**
    - Enter the Date and Time of Attending and click on edit icon to edit the communication address.
    - Select the cases through check box(es):
      - Click **Preview** or **Save Draft** to view the draft notice u/s 143(2) of first case selected.
      - Click **Generate Notice** to generate the notice u/s 143(2). Selected cases will go in queue for notice generation in bulk.

- **Through Manual To System:**
  - ➢ Select "Manual To System" and click **Search**
    - Enter the Date and Time of Attending, Issue Date and File Number.
    - Click **Choose File** to select the file and attach the document.
    - Select the cases through check box(es):
    - Click **Submit** to upload the notices in system (issued offline).

8. How AO can select a case u/s 147?

Answer: There are 2 ways to select a case u/s 147:

- **System Selection (i.e. Manual to system unticked):** Where case is selected for scrutiny online:
  - ➢ Go to **Assessment →Selection of Cases for Scrutiny Screen**
  - ➢ Select Section 148 and enter PAN and AY.
  - ➢ Click **Reason**. Screen for Proposal For Scrutiny is opened.
  - ➢ Enter the Selection Category details. Depending on the category selected, various fields are visible/hidden to be entered by user.
  - ➢ Click **Proceed**. Enter Selection details (i.e. Approving Authority and Selection Reasons) and click **Save**.
  - ➢ To attach any supporting documents, click **Attachment**
  - ➢ Click **Back** to go back to Selection Screen.
  - ➢ Select the row(s) and click **Submit**. Pendency will be created in the worklist of Range for approval/further recommendation for selection of case u/s 147 (Depending on the Approving Authority).

- **Manual To System (check box is ticked):** Where approval for selection of case is already taken outside the system

- Go to **Assessment →Selection of Cases for Scrutiny Screen**
- Select Section 148 and enter PAN and AY. Select the check box of Manual to system.
- Click **Reason**. Screen for Proposal For Scrutiny is opened.
- Enter the Basis of Selection details. Depending on the category selected, various fields are visible/hidden to be entered by user.
  - By default, Category is selected as Regular Selection, based on which radio button for Income Escaped Amount >= Rs 100000 and Escaped Amount field is available to be selected/entered by user.
  - In case Category selected is Asset Found outside India then radio button for Notice to be issued to agent of non-resident is available to be selected by user.
  - In case Category selected is On Directions of Appellate Authorities then Authority and Authority Name fields are available to be entered by user.
- Click **Proceed**. Enter Selection details (i.e. Approving Authority, File reference number, date of approval and Reasons for Selection) and click **Save**.
- To attach any supporting documents, click **Attachment**
- Click **Back** to go back to Selection Screen.
- Select the row(s) and click **Submit**. Pendency will be created for notice generation u/s 148.

9. What is an Assessment Worklist for Approval cases?

Answer: In Phase 2, Assessment worklist will display the list of cases pending for approval for Selection u/s 147 with Range Head/PCIT/CIT/CCIT/DGIT/PCCIT.

10. How to access Worklist?

Answer: The Worklist is accessible through Assessment Home Page.
To access the Worklist, Go to **Assessment** → **Worklist**.
For details, Go to **Help** → **How to access Worklist?**

11. What is a Workitem?

Answer: A workitem is a selected item from the worklist on which user wants to perform some action. Workitem can be accessed on clicking the subject hyperlink in request type available in the worklist.

12. How approval (including rejection) is to be accorded in respect of cases submitted for selection u/s 147?

Answer: When AO submits the case from Selection of Cases for Scrutiny Screen then the same is displayed in the worklist of Range Head. Following steps to be followed:

- Go to **Assessment** → **Worklist.** Click **Subject**.
- Selection of Cases u/s 147 (Range Head workitem is opened).
- Click **Selection Details**. Screen for Selection Details is opened showing the details entered by at the time of submitting the case for approval in non editable mode.
- Click **Attachments** to view the documents already attached or attach further documents.
- Click **Case Notings/History** to view the workflow movement history.
- Range Head has 3 options:
  - In case Range Head is Approving Authority:
    - Select the Approved as Yes or No and enter Approval/Rejection Remarks. Click **Save** to save the details.
    - Enter workflow notings and click **Approve/Reject** (Depending on Yes/No selected in Selection Details Screen)
    - In case **Approve** is clicked, then pendency is created for notice generation u/s 148 for AO and workitem is closed.
    - In case **Reject** is clicked, then case is rejected and workitem is closed.
  - In case Range Head is not Approving Authority:

- Select the Recommendation as Yes or No and enter Recommendation Remarks. Click **Save** to save the details.
- Enter workflow notings and click **Submit.** Request is submitted and displayed in the worklist of PCIT/CIT.

➢ In case Range Head sends back the case to AO:
  - Enter workflow notings and click **SendBack.**
  - AO has 2 options:
    - **Provide Clarification**: Edit the selection reason or provide clarification through entering remarks in workflow notings and click **Submit.** Request is re-submitted to Range Head for approval or further recommendation.
    - **Cancel the case:** Enter the workflow notings and click **Cancel**. Case is cancelled and workitem is closed.

- Once the request is submitted to PCIT/CIT. PCIT/CIT has 3 options:
  - ➢ In case PCIT/CIT is Approving Authority:
    - Select the Approved as Yes or No and enter Approval/Rejection Remarks. Click **Save** to save the details.
    - Enter workflow notings and click **Approve/Reject** (Depending on Yes/No selected in Selection Details Screen)
    - In case **Approve** is clicked, then pendency is created for notice generation u/s 148 for AO and workitem is closed.
    - In case **Reject** is clicked, then case is rejected and workitem is closed.
  - ➢ In case PCIT/CIT is not Approving Authority:
    - Select the Recommendation as Yes or No and enter Recommendation Remarks. Click **Save** to save the details.
    - Enter workflow notings and click **Submit**. Request is submitted and displayed in the worklist of CCIT/DGIT/PrCCIT/PrDGIT.
  - ➢ In case PCIT/CIT sends back the case to Range Head:
    - Enter workflow notings and click **SendBack.**
    - Range Head has 2 options:
      - **Provide Clarification**: Edit the recommendation remarks and Recommendation given as Yes/No or provide clarification through entering remarks in workflow notings and click **Submit.** Request is submitted to PCIT/CIT for approval or further recommendation.
      - **SendBack the case:** Enter the workflow notings and click **SendBack**. Request is sent back to AO for further clarification.
- Once the request is submitted to CCIT/DGIT/PrCCIT/PrDGIT. They have 2 options. The proposal may be approved/rejected/send back for clarification:
  - ➢ In case Approval/Rejection:
    - Select the Approved as Yes or No and enter Approval/Rejection Remarks. Click **Save** to save the details.
    - Enter workflow notings and click **Approve/Reject** (Depending on Yes/No selected in Selection Details Screen)
    - In case **Approve** is clicked, then pendency is created for notice generation u/s 148 for AO and workitem is closed.
    - In case **Reject** is clicked, then case is rejected and workitem is closed.
  - ➢ In case CCIT/DGIT/PrCCIT/PrDGIT sends back the case to PCIT/CIT:
    - Enter workflow notings and click **SendBack.**
    - PCIT/CIT has 2 options:
      - **Provide Clarification**: Edit the recommendation remarks and Recommendation given as Yes/No or provide clarification through entering remarks in workflow notings and click **Submit.** Request is submitted to CCIT/DGIT for approval or further recommendation.

- **SendBack the case:** Enter the workflow notings and click **SendBack**. Request is sent back to Range Head for further clarification.

13. How AO can generate the Notice u/s 148 in ITBA?

Answer: In ITBA, notice u/s 148 can be generated in two ways: Go to **Assessment → Generate Notice to Initiate Proceedings.**

- **Through System:**
  - Select "Pending For Notice Generation" and click **Search**
    - Enter the Time allowed for filing return (in days) and click on edit icon to edit the communication address.
    - Select the cases through check box(es):
      - Click **Preview** or **Save Draft** to view the draft notice u/s 148 of first case selected.
      - Click **Generate Notice** to generate the notice u/s 148. Selected cases will go in queue for notice generation in bulk.
- **Through Manual To System:**
  - Select "Manual To System" and click **Search**
    - Enter the Time allowed for filing return (in days), Issue Date and File Number.
    - Click **Choose File** to select the file and attach the document.
    - Select the cases through check box(es):
    - Click **Submit** to upload the notices in system (issued offline).

14. Which communication address is displayed by default for notice generation?

Answer: By default, last received return address or communication address whichever is latest is displayed for notice generation. However, the same can be edited by user.

15. How the communication address can be edited by user?

Answer: Steps to follow to edit the communication address:

- Click on **Edit** icon available in front of Communication Address. Maintain Address Details Screen is opened.
- User is able to view all the address available in the system related to that PAN or enter any new communication address.
  - To use the already available address: Select the address and Click **Proceed**. The selected address is displayed in the grid.
  - To enter new communication address: Enter the address manually and Click **Proceed**. The entered address is displayed in the grid.

16. Where the generated notice can be viewed?

Answer: Generated notice u/s 143(2)/148 can be viewed in 3 ways:

- Go to → Screen **Generate Notice to Initiate Proceedings.** Select Notice Already Generated and Section →Click **Search.**
- Go to → Screen **List of Notices, Orders and Letters** (For system generated notices only)
- Go to → Screen **View/Download Notice/Letter/Order**

17. What will happen once the notice is generated u/s 143(2)?

Answer: Pendency will be created in the worklist of AO to pass the order u/s 143(3). Currently, record hearing details, calling for information u/s 142(1) and e-assessment/proceedings facility is provided related to assessment proceedings. However, other functionalities of computation of income and tax, passing of order etc will be available to AO in upcoming phases of Assessment module.

18. What will happen once the notice is generated u/s 148?

Answer: Pendency will be created in the worklist of AO to pass the order u/s 147. Currently, record hearing details, calling for information u/s 142(1) and e-assessment/proceedings facility is provided related to assessment proceedings.However, other functionalities of computation of income and tax, passing of order etc will be available to AO in upcoming phases of Assessment module.

19. What is E-Assessment/Proceedings?

Answer: E-Assessment/Proceedings facility is related to sharing of all notices generated in ITBA with E-filing and getting response of assessee against such notices online from e-filing.

20. Where the response of assessee received online is visible to user?

Answer: Response received is displayed to user in Case History/Notings of relevant Assessment Proceeding workitem.

21. How AO can record hearing details for the Assessment Proceeding?

Answer: To record the hearing details, Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)/147**. Click **Hearing.**
For details, Go to **Assessment Home Page** → click **Help.**

22. How AO can generate notice u/s 142(1) for calling for information?

Answer: To generate notice u/s 142(1), Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)/147**. Click **Initiate Other Actions** and click **Generate Notice u/s 142(1).**
For details, Go to **Assessment Home Page** → click **Help.**

23. How AO can convert the CASS case from Limited to Complete Scrutiny?

Answer: To convert the CASS case from Limited to Complete Scrutiny, Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)**. Click **Initiate Other Actions** and click **Conversion of Case from Limited to Complete Scrutiny.**
For details, Go to **Assessment Home Page** → click **Help.**

24. Can user initiate the proposal for conversion again in case rejected by authority?

Answer: Yes, user can re-initiate the proposal.

25. In case AO initiates the proposal for conversion and PAN is transferred, then what will happen?

Answer: Pendency of Range/CIT created for approval will be removed and destination AO can re-initiate the proposal after confirming/editing the reason of conversion entered by source AO.

26. How AO can make Reference for special audit u/s 142(2A)?

Answer: To make reference for special audit u/s 142(2A), Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)/147**. Click **Initiate Other Actions** and click **Reference for Special Audit.**
For details, Go to **Assessment Home Page** → click **Help.**

27. How AO can generate Summon u/s 131?

Answer: To generate summon u/s 131, Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)/147/153/153C**. Click **Initiate Other Actions** and click **Issue Summon u/s 131.**
For details, Go to **Assessment Home Page** → click **Help.**

28. How AO can generate Notice u/s 133?

Answer: To generate notice u/s 133, Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)/147**. Click **Initiate Other Actions** and click **Issue Notice u/s 133.**
For details, Go to **Assessment Home Page** → click **Help.**

29. How AO can make Reference to Valuation Officer?

Answer: To make reference to Valuation Officer, Go to **Assessment Worklist** → **Assessment Proceeding u/s 143(3)/147**. Click **Initiate Other Actions** and click **Reference to Valuation Officer.**
For details, Go to **Assessment Home Page** → click **Help.**

30. Will AO be able to pass the order u/s 143(3)/147 in ITD for the notices generated in ITBA?

Answer: No, passing of order facility will only be available in ITBA.

31. Can AO cancel the cases selected and pending for notice generation u/s 143(2) and 148?

Answer: Yes, user can cancel the cases selected and pending for notice generation u/s 143(2) (Only compulsory and Through approval category cases) and 148. For such cases, pendency for notice generation will be removed once the case is cancelled.

32. How AO can cancel the cases selected and pending for notice generation u/s 143(2) and 148?

Answer: Following steps to be followed:

- Go to → Screen **Generate Notice to Initiate Proceedings.** Select Cancellation and Section →Click **Search.**
- Select the case and click **Initiate Cancellation.** Screen for Cancellation of Notice u/s 143(2)/148 is opened.
- There are 3 types of cases which can be cancelled:
  - **Compulsory Scrutiny Cases selected for notice generation u/s 143(2):**
    - Enter the cancellation reason and attach any supporting document through clicking **Attachments**.
    - Click **Submit.**
  - **Through Approval Scrutiny Cases selected for notice generation u/s 143(2):**
    - Enter the cancellation reason, approval details of cancellation and attach any supporting document through clicking **Attachments**.
    - Click **Submit.**
  - **Cases selected for generation of Notice u/s 148:**
    - Enter the cancellation reason, approval details of cancellation and attach any supporting document through clicking **Attachments**.
    - Click **Submit.**

33. Can CASS selected cases be cancelled?

Answer: Yes, CASS Administrator (Global) can cancel the cases selected under CASS which are pending for notice generation u/s 143(2).

34. How CASS Administrator can cancel the cases selected under CASS?

Answer: Following steps to be followed:

- Go to → Screen **Cancellation of CASS Selected Cases.**
- Enter search parameters → Click **Search.**
- Select the case and click **Initiate Cancellation.** Screen for Cancellation of Notice u/s 143(2) is opened.
- Enter the cancellation reason and attach any supporting document through clicking **Attachments**.
- Click **Submit.**

35. How to enter the dispatch related details for the notices generated u/s 143(2)/148?

Answer: Dispatch details can be entered by user in Screen **View/Edit Dispatch Register**.

- Go to → Screen **View/Edit Dispatch Register.**
- Enter search parameters and Click **Search**.
- Select **Mode of Dispatch** and enter **Date of Dispatch, Date of Service** and **Status**.
- Enter **Remarks** (if any) and attach the proof of delivery.
- Select row(s) and Click **Save Dispatch Details**.

36. How user can enter the same Date of Dispatch for multiple notices generated simultaneously?

Answer: To enter the same date of dispatch in more than 1 letter/notice/order, enter the Date of Dispatch field provided separately. Select the rows in which user want to add such date and click **Add.**

37. How user can re-generate the notices already generated with changed date and time of attending?

Answer: User can re-generate only the system generated notices. Below mentioned steps to be followed:

- Go to → **List of Notices, Orders and Letters**
- Enter search parameter and click **Search.**
- Edit the communication address through clicking Edit icon (if required)
- Select the notice and click **Generate New.**
- Edit the date and time of attending (in case of notice u/s 143(2) – if required)
- Click **Generate.**

38. How user can issue notice u/s 143(2) or 148 with changed details of AO after PAN is migrated?

Answer: User can issue notice with changed details only through Re-generation facility. For re-generation, refer above question.

39. What is the use of quick links?

Answer: The Quick Links give options to quickly access the screens catering to important functionalities.

40. What is Dashboard?

Answer: Dashboard is a real time feature provided by the system to all users to track the pendency and status of the work assigned to them and their subordinates according to the role of the user.

41. How to view Dashboards available in Assessment Module?

Answer: The dashboard for Assessment module is accessible through Assessment Home Page. User having access to Assessment functionality will have facility to view the dashboard according to their respective roles. Right now only pendency in respect of cases pending for generation of notice u/sec 143(2) and pendency for cases pending for approval u/s 147 is available. Later on with the launch of other functionalities in Assessment module a more comprehensive view of critical pendency would be made available to the user. To access the Assessment Dashboards, Go to **Assessment → Dashboard → Cases Pending for Notice Generation u/s 143(2) or Cases Pending for Approval for Selection u/s 143(3)/147.**

42. What is MIS?

Answer: MIS Reports on the Assessment home page Menu Bar has been provided to aid and assist the users in tracking and resolving returns received in department. The users can view the reports and registers in ITBA and can save a copy using the export feature of the application for record keeping. The MIS is accessible through Assessment Home Page.

43. How to access ITBA MIS?

Answer: The MIS is accessible through Assessment Home Page. Users accessing the Assessment Module can view and generate various MIS. To access the Assessment MIS, Go to **Assessment → MIS Reports**

- Data Summary Reports
    - Cases Selected for Scrutiny
    - Reason wise count of Scrutiny Selected Cases
    - Draft Cases Deleted Before Selection

  - Cases Cancelled After Selection
  - Liable Cases for Notice u/s 143(2)/148 due to PAN Transfer
  - List of Summons Issued u/s 131
  - List of Notices Issued u/s 133
  - Cases of direction for special audit u/s 142(2A)
- Daily Activity Reports
  - Statistics on Issue of Notice u/s 143(2)

44. What are the various formats in which MIS can be generated?

Answer: MIS can be generated in various formats like PDF, Excel, etc.
To access the MIS, Go to **Assessment** → **MIS**
For details, Go to **Assessment Home Page** → **Help**

45. Can supervisory Officers such as CCIT, Pr.PCIT, Member and Chairman view statistics of CIT?

Answer: Yes, Statistics for CIT can be view by the hierarchy from top to bottom.

- Chairman/Chairperson can view the consolidated statistics for the all CIT.
- They can also drill down to see the performance of each Zonal member, region (Pr CPCIT), CCIT, CIT.
- Zonal Member can view similar statistics for region (Pr CPCIT), CCIT, CIT.
- Likewise Pr PCIT can view similar statistics for the region.
- CCsIT can view statistics under their respective jurisdictions

For this purpose the officer has to login to ITBA using their userid and password and access the Module. To access the MIS, Go to **Assessment** → **MIS.**
For details, Go to **Assessment Home Page** → **Help**

46. How to handle the case where charts and figures are not displayed properly in Chrome Browser?

Answer: Open Chrome Browser → Type “about:plugins” into the address bar → Press "F3" → Search "Adobe Flash Player" → Disable is by clicking on ‘Disable’ → Restart the Chrome Browser.

47. Why is the date in MIS Reports and Dashboard being shown as one day less than actual date (not in Indian Standard Time)?

Answer: By default the report/dashboard TIMEZONE for a user is not set to [GMT+5:30 Calcutta, Chennai, Mumbai, New Delhi]. So the user has to change time zone for MIS as a one-time activity. To change your time zone for ITBA~MIS, please follow the below steps:

- Go to Module Landing Page **MIS Reports**
- On the top right corner click **Signed in as** user link.
- Click **My Account** link.
- Click **Preferences** Tab and select the [GMT+5:30 Hours] Calcutta, Chennai, Mumbai, and New Delhi from the Time zone dropdown list.
- Then click **BI Publisher preference** tab and select Report Time Zone to [GMT+5:30 hours] Calcutta, Chennai, Mumbai, and New Delhi from the Report Time Zone dropdown list.
- Then click **OK**.
- Clear the browser cache and close the browser.
- Open the browser again and login to ITBA Portal.