



आयकरनिदेशक (पत्राति)
DIRECTORATE OF INCOME TAX (SYSTEMS)

ए आर ए सेन्टर, भूमि-तल, ई 2, झण्डेवाला एक्सटेंशन,
ARA Centre, Ground Floor, E-2, Jhandewalan Extension,
 नईदिल्ली / New Delhi-110055

D.S. CHAWLA, IRS
 Director of Income Tax
 (Systems)-III

Visiting Office : Aaykar Bhawan, Sector-3, Vaishali, Ghaziabad - 201010
 दूरभाष / Telephone : 0120-2770071
 फैक्स / Fax : 0120-2770108
 ई मेल / Email: ditsystem3@gmail.com

ITBA Instruction No. 1

F.No. Systems/ITBA/Instruction No. 1/Helpdesk/12-13/95/

Dated: 29.08.2014

To,

All Principal CCsIT, All Principal DGsIT

&

All CsIT(CO)

Sir,

Sub: Roll out of help-desk w.e.f. 1st September, 2014 – reg.

It is brought to your kind notice that a new Helpdesk is being rolled out w.e.f. 01.09.2014 to provide better & quick resolution for ITD application/software related issues.

Therefore, the existing Co-desk helpdesk which is being used for Login Application is being closed. However, the existing co-desk will continue to be used for managing hardware related or localized or network related complaints. The detailed instructions for users in respect of new helpline are enclosed herewith.

These may be widely circulated.

Encl: As above.

Yours faithfully,


 D. S. Chawla
 DIT(S)-III

Copy to :

1. Database Cell with a request for uploading on irsofficeronline.gov.in
2. DIT(S)-IV, New Delhi for information.

Roll out of help-desk wef 1st Sept 2014

ITBA project has planned for Helpdesk to provide better & quick resolution for ITD application/ software related issues. The same is proposed to be rolled out w.e.f. 1st September 2014.

2. It has been decided to close down Central Co-desk which is used for Login Application. The co-desk will now only be used for managing hardware related or local complaints or network related complaints.
3. The new Helpdesk would cater to complaints of ITD application, Sevottam, iTaxnet, RSA token, Email Solution & Anti-Virus (excluding desktop related issues.) For any hardware related complaints/ local complaints/network related complaints, the Co-Desk will continue to operate as per past practice and its toll free number would be 1800110015.

Steps to Login complaints at Helpdesk.

4. Following steps may be used for logging in software related complaints
 - a) Enter URL..... <http://itbahelpdesk.incometax.net>
 - b) Enter User ID and Password
 - c) The existing User ID of co-desk/application will continue. However, for first log-in, the default password would be USER ID. User can change this password after first login. (The existing password policy will continue).
 - d) User can also call up Helpline number **0120-277 2828** for registering complaints (From 8:30am to 6:00pm). However, it is suggested that the complaints may preferably be logged in the software/URL given above.
6. Separate session of video conference is being planned to educate & help users.
7. All old complaints given at Co-Desk will continue to be handled & closed in the Co-Desk itself.
8. If any hardware complaint is converted to application related complaint, IBM will enter the complaint in application Helpdesk. Subsequent activity and action will be taken by TCS.
9. For any difficulty USER can call the help line number (0120-277 2828) which will be attended by dedicated resource of TCS. (From 8:30am to 6:00pm)
10. For any other problem please free to call the team of Directorate of System which is as follows:

Officer	Mobile
Sh. D.S. Chawla, DIT(S)-III	9013850505
Sh. Pradeep Kumar Meel, Addl DIT(S)-III(6)	9013850326
Sh. Ajay K Bhende, AD(S)-III(2)	9968626373
Sh. Rajendra Kumar, AD(S)-III(3)	9968626462