



आयकर निदेशालय (पद्धति)
DIRECTORATE OF INCOME TAX (SYSTEMS)
ए आर ए सेंटर, भू-तल, ई-2 झंडेवालान एक्स
ARA Center, Ground Floor, E-2, Jhandewalan Extension,
नई दिल्ली - 110055, New Delhi - 110055

F.No. PDGIT(S)/ADG(S)-1/ITBA-PAN Instructions/0001/2016 764-771 Dated: 11.4.2017

To,

The Principal Chief Commissioners of Income-tax/ CCsIT

Ahmedabad/ Allahabad/ Amritsar/ Bangalore/ Baroda/ Bhopal/ Bhubaneshwar/ 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; and

The Principal Commissioner of Income-tax/CsIT/CsIT(Admn. & TPS)

Agra/ Bikaner/ Calicut/ Dhanbad/ Gandhinagar/ Gwalior/ Jabalpur/ Jalandhar/ Kolhapur/ Muzzaffarpur/ Mysore/ Patiala/ Rohtak/ Sambalpur/ Varanasi/ Vijayawada/ Delhi(Admn. & TPS)/ Mumbai(Admn. & TPS)/ Chennai(Admn. & TPS)/Ahmedabad(Admn. & TPS)/Bangalore(Admn. & TPS)/Bhopal(Admn. & TPS)/ Bhubaneshwar (Admn. & TPS)/ Kolkata(Admn. & TPS)/ Cochin(Admn. & TPS)/ Chandigarh(Admn. & TPS)/ Hyderabad(Admn. & TPS)/ Jaipur(Admn. & TPS)/ Kanpur(Admn. & TPS)/ Patna(Admn. & TPS)/ Pune(Admn. & TPS)/ Guwahati(Admn. & TPS)/ Nagpur(Admn. & TPS)/ Lucknow (Admn. & TPS).

Subject: Follow up - ITBA-PAN Instruction No. 7 – Regarding.

Sir/Madam,

Please refer to the ITBA-PAN Instruction No. 7 (copy enclosed) on the above subject matter. There is a sharp increase in the number of PAN applications being received due to requirements for quoting of PAN under Rule 114B and Rule 114E.

2. As per procedure put in place a reasonable number of PAN allotment requests are being marked as probable duplicate by the system, during process of allotment of PAN, which has to be resolved by respective Regional Computer Centres (RCCs) and a decision is taken by matching details of already allotted PAN and new PAN request to either allot a new PAN or mark the request for allotment of PAN as duplicate request.

3. Details of RCC wise pendency in the above process has been informed to O/o the CIT(Admn. & TPS) through official email system. Looking to alarming increase in pendency it is requested that all out efforts should be made by the RCCs to timely resolve duplicate PAN requests marked during allotment of PAN process to ensure minimum public grievance.

5. The above may kindly be brought to the notice of all technical persons working at RCC and other relevant users engaged in above work. It is also requested to depute adequate manpower on immediate basis to carryout above work at RCC level if there is any shortage reported.

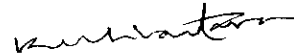
Yours faithfully,



(K. K. Srivastava)
Addl. DGIT(S)-1,
New Delhi

Copy to:-

1. The P.P.S to Member(L&C), Member(Inv.), Member(IT), Member(Rev.), Member(A&J) & Member(P&V), CBDT for information.
2. The P.S. to Pr.DGIT(S) for information.
3. The ~~Member(L&C)~~ for www.irsolicersonline.gov website.



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F.No. PDGIT(S)/ADG(S)-I/ITBA-PAN Instructions/0001/2016

Dated: 29.11.2016

To.

The Principal Chief Commissioners of Income-tax/ CCsIT

Ahmedabad/ Allahabad/ Amritsar/ Bangalore/ Baroda/ Bhopal/ Bhubaneswar/ Bireilly/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: and

The Principal Commissioner of Income-tax/CsIT/CsIT(CO & Admn.)

Agra/ Bikaner/ Calicut/ Dhanbad/ Gandhinagar/ Gwalior/ Jabalpur/ Jalandhar/ Kothapur/ Muzaffarpur
Mysore/ Patiala/ Rohtak/ Sambalpur/ Varanasi/ Vijayawada/ Delhi(Admn & TPS)/ Mumbai(Admn & TPS)
Chennai(Admn. & TPS)/Ahmedabad(Admn & TPS)/Bangalore(Admn. & TPS)/Bhopal(Admn & TPS)
Bhubaneswar (Admn. & TPS)/ Kolkata(Admn & TPS)/ Cochin(Admn & TPS)/ Chandigarh(Admn &
TPS)/ Hyderabad(Admn & TPS)/ Jaipur(Admn. & TPS)/ Kanpur(Admn. & TPS)/ Patna(Admn & TPS)
Pune(Admn. & TPS)/ Guwahati(Admn. & TPS)/ Nagpur(Admn & TPS)/ Lucknow (Admn & TPS)

Subject: Gearing up of the PAN services due to sharp increase in PAN applications after the recall of high denomination bank notes and requirements for quoting of PAN in recent amendments in Rule 114B and Rule 114F.- Regarding.

Sir/Madam

Please refer to the above subject matter. It has been reported by PAN service providers M/s NSDL eGov and M/s UTIITSL that there is a sharp increase in the number of PAN applications being received due to requirements for quoting of PAN in recent amendments in Rule 114B and Rule 114F.

2. As per procedure put in place a reasonable number of PAN allotment requests are being marked as probable duplicate by the system, during process of allotment of PAN, which has to be resolved by respective Regional Computer Centres(RCCs)/Computer Centres(CC's) and a decision is taken by matching details of already allotted PAN and new PAN request to either allot a new PAN or mark the request for allotment of PAN as duplicate request.

3. It is brought to the notice that duplicate resolution for Company cases is done at central level from the Directorate and software changes for implementation of the same for foreign non-individual PAN allotment requests is presently underway which will also be implemented shortly.

4. In view of above, it is requested that all out efforts should be made by the RCCs/CC's to timely resolve duplicate PAN requests marked during allotment of PAN process so as to ensure manageable pendency on this account.

ITBA-PAN Instruction No.7

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5. The above may kindly be brought to the notice of all technical persons working at Regional Computer Centre(RCC)/Computer Centres(CC's) and other relevant users engaged in above work. It is also requested to depute adequate manpower on immediate basis to carryout above work at RCC/CC level if there is any shortage reported.

6. Users are advised to contact helpdesk in case of any issues/ clarifications/difficulties in respect of the ITBA-PAN module details of which are as follows:-

- a. URL of helpdesk - <http://itbahelpdesk.incometax.net>
- b. Help desk number - 0120-2772828 - 42
- c. Email ID - helpdesk_messaging@incometax.gov.in
- d. Help desk Timings - 8.30 A.M. - 7.30 P.M. (Monday to Friday)

It is also advisable that Mobile Number and eMail Ids are mentioned in references sent to the Directorate for communicating resolution of problems to field formations in shortest possible time.

Yours faithfully,

(K. K. Srivastava)
Addl. DGIT(S)-I
New Delhi

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2. The P.S to Pr.DGIT(S) for information.
3. The Web Manager, for www.irsOfficersonline.gov.in website.

(K. K. Srivastava)
Addl. DGIT(S)-I
New Delhi

Database Cell, CBDT
Desk Receipt Reg. No. 2-377 (J)
Date of Receipt 28/4/17
Signature of official