

Resolution of certain reported issues on e-mail and Help-desk raised in VC on 3 Sept 2014

In pursuance to Video Conference held on 3rd Sept 2014, following resolutions are offered to some of the issues projected by users. **CsIT and CsIT(CO) are requested to circulate amongst users under their jurisdictions**

E-mail Solution

1. User ID of email

- Users using domain name incometaxindia.gov.in will now use domain name incometax.gov.in ie your email which was abc@incometaxindia.gov.in will now be abc@incometax.gov.in
- Existing lotus notes users. There is no change in email ID

2. Password for e-mail (without sending mail at Helpdesk)

To get first Password, send your request through CIT or CIT (CO) to DIT(S)-III at Fax No 0120-2770108 with the details of Name, Designation, email-ID, Mobile No of user. Helpdesk will inform the concerned user.

Password for e-mail (By sending e- mail at Helpdesk) For first password request can also be send to wadhwa.lokesh@tcs.com specifying the following

Name, Designation, Current Mail ID, Office address, Mobile number

3. How to reach email?

On browser type: **webmail.incometax.gov.in**

It is available both on Internet as well as intranet (TAXNET)

Help-desk

4. How to reach helpdesk

On browser type: **itbahelpdesk.incometax.net**

5. User ID and password for Help –desk

User ID is same as ITD login ID. For logging for the first time the password is same as User ID. Please change your password immediately.

6. First action after logging in

Please update your profile through icon on Home Page. Ensure your mobile nos and email IDs are updated.

7. Which complaints to log-in at Help-desk

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.

8. Phone Call timings at Help-desk

The helpdesk will take calls from 8:30 AM to 6:00 PM

9. Closure of Complaints

The complaints will be closed after connecting user. User can also re-open the complaint, if not satisfied.

10. Display Help Nos, email id on Home page

Changes being done on Login Screens

11. Hierarchy matrix in case of any difficulty in reaching Helpdesk

From Service provider (TCS)

Sandeep Girdhar (09971556265)	-	For ITD related issues
Sunil Kumar Singh (09911443904)	-	For ITD related issues
Kuldeep (07042119745)	-	For RSA related issues
Owais (08447669772)	-	For Citrix related issues
Lokesh Kumar (09953720991)	-	For e-mail related issues

From Department Side

E-mail		Helpdesk	
Officer	Mobile #	Officer	Mobile
Sh. D.S. Chawla - DIT(S)-III	9013850505	Sh. D.S. Chawla, DIT(S)-III	9013850505
Sh. Prasanth V.K - JDIT(S)-III(5)	9013853054	Sh. Pradeep Kumar Meel, Addl DIT(S)-III(6)	9013850326
Sh. Ajay Bhende AD(S)-III(2)	9968626373	Sh. Ajay K Bhende, AD(S)-III(2)	9968626373
Sh. Rajendra Kumar AD(S)-III(3)	9968626462	Sh. Rajendra Kumar, AD(S)-III(3)	9968626462

12. Presentation for Users

The same are attached



Oracle Messaging Deployment

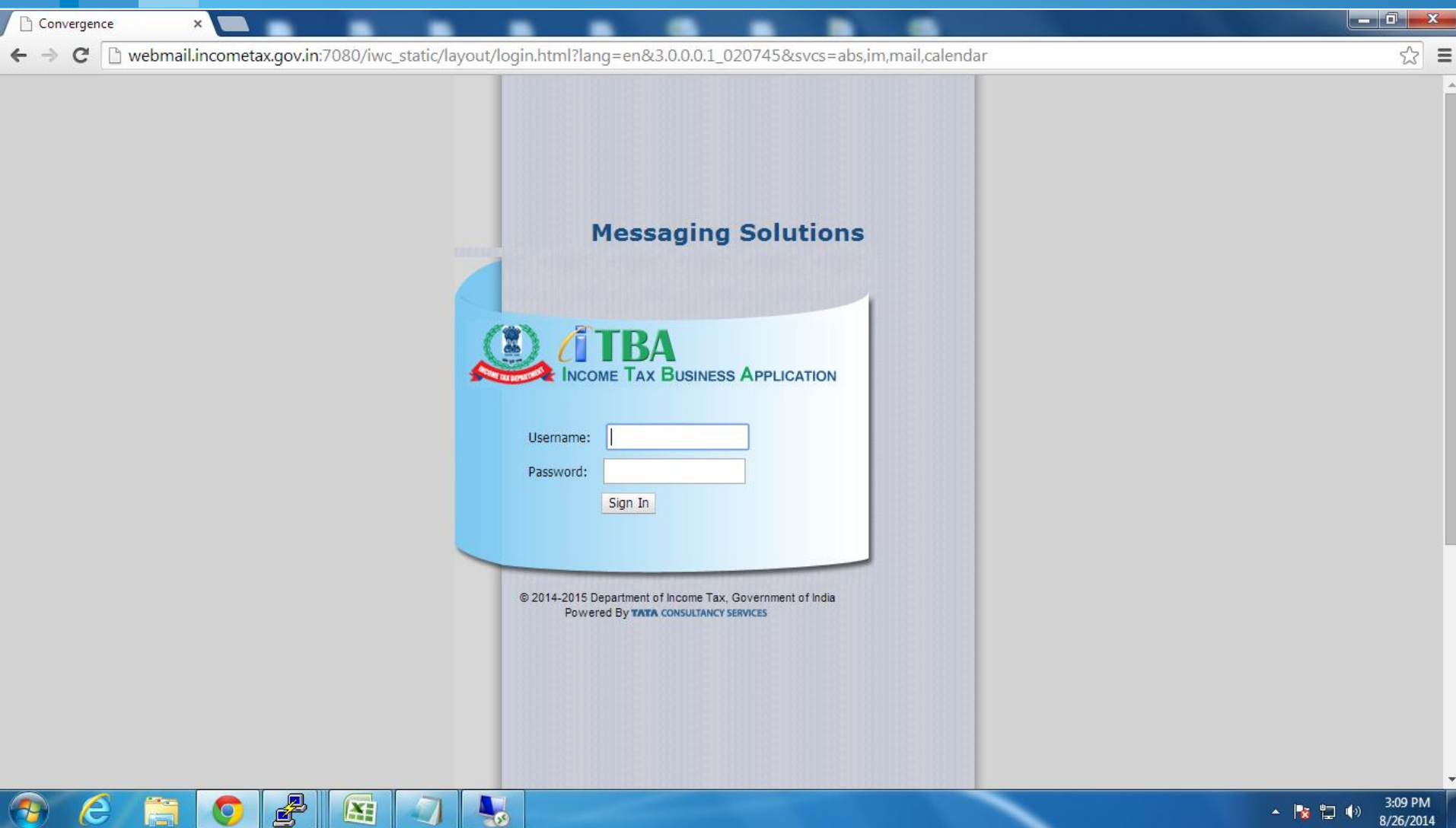
Project Name: Income Tax Business Applications (ITBA)

September 3, 2014

URL for Messaging

<http://webmail.incometax.gov.in>

Login Page



After Login Page

The screenshot shows the webmail interface for 'Prashant Rastogi' at 'income.gov.in'. The interface includes a left sidebar with folders (Inbox, Trash, Sent, Drafts, Spam, Deleted, Demo, Junk E-mail, personal) and a main content area with a message list. Annotations highlight key features:

- Click here to refresh mail**: Points to the 'Get Mail' button in the top toolbar.
- Click here to write mail**: Points to the 'Write' button in the top toolbar.
- Inbox is shown**: Points to the 'Inbox' folder in the left sidebar.

The message list displays the following data:

	Subject	From	Date	Size
<input type="checkbox"/>	Re: test123	Prashant Rastogi	08/22/14 06:23 PM	4kB
<input type="checkbox"/>	1234	Vipin Kumar	08/20/14 10:33 AM	3kB
<input type="checkbox"/>	dfgsdgsdg	Vipin Kumar	08/20/14 10:31 AM	3kB
<input type="checkbox"/>	Testing	demo	08/16/14 02:51 AM	2kB
<input type="checkbox"/>	testing	demo	08/16/14 02:35 AM	21kB
<input type="checkbox"/>	Webmail test	testuser1	08/16/14 02:22 AM	21kB
<input type="checkbox"/>	test	Prashant Rastogi	08/13/14 10:21 AM	3kB

Below the message list, a message prompt is displayed:

Want to read one of the messages?
Just click on it to view it here on the reading pane

Messaging Solution Features

1 Messaging:

The Messaging component enables you to perform the following tasks:

- Sending Messages
- Receiving Messages
- Searching Messages
- Managing Messages
- Attaching Files to Messages (attachment size limit is 10 MB which is composite(attachment + mail body))
- Sorting Messages
- Managing Folders

Sending Messages (TO)

The screenshot shows a webmail interface for `webmail.incometax.gov.in`. The user is logged in as Prashant Rastogi. The interface includes a left sidebar with navigation options like Messages, Quota (1% of 3072.0MB), and a list of folders (Inbox, Trash, Sent, Drafts (1), Spam, Deleted, Demo, Junk E-mail, personal). The main area shows the 'Compose' screen with fields for To, Cc, and Subject. The 'To' field contains 'Kol' and a dropdown list of suggestions from the Corporate Directory, including various email addresses like `cit.ap6.kolkata@incometax.gov.in`, `cit.ap8.kolkata@incometax.gov.in`, `cit.audit1.kolkata@incometax.gov.in`, `cit.audit2.kolkata@incometax.gov.in`, `cit.cent1.kolkata@incometax.gov.in`, `cit.cent3.kolkata@incometax.gov.in`, `cit.central3.kolkata@incometax.gov.in`, `addldit.inttax1.kolkata@incometax.gov.in`, `addldit.inttax2.kolkata@incometax.gov.in`, and `addlditin3.kolkata@incometax.gov.in`. The interface also features a top navigation bar with 'Welcome Prashant Rastogi', 'Themes', 'Help', and 'Sign out'. The bottom of the interface shows a 'Messages' tab with a count of 1.

webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&

Most Visited Getting Started

Welcome Prashant Rastogi Themes Help Sign out

Inbox [No subject]

Send Attach Save Bcc Spell Check Options Cancel

To: Kol

Cc: Corporate Directory

Subject:

- "cit.ap6 kolkata" <cit.ap6.kolkata@incometax.gov.in>
- "cit.ap8 kolkata" <cit.ap8.kolkata@incometax.gov.in>
- "cit.audit1 kolkata" <cit.audit1.kolkata@incometax.gov.in>
- "cit.audit2 kolkata" <cit.audit2.kolkata@incometax.gov.in>
- "cit.cent1 kolkata" <cit.cent1.kolkata@incometax.gov.in>
- "cit.cent3 kolkata" <cit.cent3.kolkata@incometax.gov.in>
- "cit.central3 kolkata" <cit.central3.kolkata@incometax.gov.in>
- "addldit.inttax1 kolkata" <addldit.inttax1.kolkata@incometax.gov.in>
- "addldit.inttax2 kolkata" <addldit.inttax2.kolkata@incometax.gov.in>
- "addlditin3 kolkata" <addlditin3.kolkata@incometax.gov.in>

If you want to send mail to a id as shown above you have to just type only some keywords "Kol" as shown above

Sending Messages (Adding Attachment)

The screenshot displays a webmail interface in a browser window. The address bar shows the URL: `webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&`. The browser's search bar contains the text "Google".

The webmail interface has a top navigation bar with the text "Welcome Prashant Rastogi" and links for "Themes", "Help", and "Sign out". Below this, there are tabs for "Inbox" and "Attachment Mail". The "Attachment Mail" tab is active, and a callout bubble labeled "Attach Files" points to the "Attach" button in the toolbar.

The toolbar includes buttons for "Send", "Attach", "Save", "Bcc", "Spell Check", "Options", and "Cancel". A tooltip "No file selected." is visible over the "Attach" button. Below the toolbar, the email composition fields are visible: "To: 'cit.ap6 kolkata' <cit.ap6.kolkata@incometax.gov.in>", "Cc:", and "Subject: Attachment Mail".

On the left side, there is a sidebar with a "Messages" section showing a quota of "1% of 3072.0MB" and a list of folders: "Inbox", "Trash", "Sent", "Drafts (2)", "Spam [[SPAM]]", "Deleted", "Demo", "Junk E-mail", and "personal". At the bottom of the sidebar, there is a "Messages" button with a count of "2".

The main content area shows the email composition interface with a rich text editor toolbar and the text "Attachment Mail".

Sending Messages (File is attached)

The screenshot displays the webmail interface for `webmail.incometax.gov.in`. The browser address bar shows the URL `webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&`. The user is logged in as Prashant Rastogi, with a welcome message and links for Themes, Help, and Sign out.

The interface includes a left sidebar with navigation options: Messages, Quota (1% of 3072.0MB), and a list of folders (Inbox, Trash, Sent, Drafts (2), Spam [[SPAM]], Deleted, Demo, Junk E-mail, personal). The main area shows the "Attachment Mail" tab, with a toolbar containing Send, Attach, Save, Bcc, Spell Check, Options, and Cancel.

The email composition fields are as follows:

- To: "cit.ap6 kolkata" <cit.ap6.kolkata@incometax.gov.in>
- Cc:
- Subject: Attachment Mail

The attachment bar shows a file named `extra.txt (430bytes)` with a "Remove" link. A status message "File is Attached" is displayed next to the attachment.

The bottom of the interface features a rich text editor toolbar with various formatting options (bold, italic, underline, text color, background color, link, unlink, list, indent, outdent, etc.) and a "Attachment Mail" label.

Sending Messages (Save as Draft)

The screenshot displays the webmail interface for `webmail.incometax.gov.in`. The browser address bar shows the URL `webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&`. The user is logged in as Prashant Rastogi, with a welcome message and links for Themes, Help, and Sign out.

The interface includes a left sidebar with a folder list: Messages, Quota (1% of 3072.0MB), Prashant.Rastogi@income, and a list of folders (Inbox, Trash, Sent, Drafts (2), Spam [[SPAM]], Deleted, Demo, Junk E-mail, personal). The 'Drafts (2)' folder is circled, with a callout indicating 'Mail is Saved in Drafts'.

The main content area shows the 'Attachment Mail' composition screen. The 'Save' button is circled, with a callout 'Click to Save Mail'. The composition fields include To: "cit.ap6 kolkata" <cit.ap6.kolkata@incometax.gov.in>, Cc: (empty), and Subject: Attachment Mail. An attachment 'extra.txt (198bytes)' is listed with a 'Remove' link. The bottom toolbar contains various formatting and editing tools.

Sending Messages (Setting Priority)

The screenshot displays the webmail interface for webmail.incometax.gov.in. The user is logged in as Prashant Rastogi. The interface shows the 'Attachment Mail' composition screen. The 'Options' button is circled, and a callout points to it with the text 'Click on Options to set Priority of mail'. The 'Priority' dropdown menu is open, showing 'Normal', 'Urgent', and 'Low' options. The 'To' field contains 'Prashant.Rastogi@incometax.gov.in' and the 'Subject' is 'Attachment Mail'.

Quota: 1% of 3072.0MB

Prashant.Rastogi@incometax.gov.in

Inbox

Trash

Sent

Drafts (2)

Spam [[SPAM]]

Deleted

Demo

Junk E-mail

personal

Inbox **Attachment Mail**

Send Attach Save Bcc Spell Check Options Cancel

Click on Options to set Priority of mail

Priority: Normal Receipt: None Rich Text

To: Prashant.Rastogi@incometax.gov.in

Cc: Low

Subject: Attachment Mail

extra.txt (198bytes) Remove

Attachment Mail

Sending Messages (Spell Check)

The screenshot displays the TCS webmail interface for sending a message. The browser address bar shows the URL: `webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&`. The page header includes a welcome message for Prashant Rastogi and links for Themes, Help, and Sign out.

The left sidebar contains navigation options: Messages, Quota (1% of 3072.0MB), Prashant.Rastogi@income, and a list of folders: Inbox, Trash, Sent, Drafts (2), Spam [[SPAM]], Deleted, Demo, Junk E-mail, and personal.

The main composition area is titled 'Attachment Mail'. It features a toolbar with icons for Send, Attach, Save, Bcc, Spell Check, Options, and Cancel. The 'Spell Check' dropdown menu is open, showing a list of languages: English (checked), German, French, and Spanish. A callout bubble points to the 'Spell Check' button with the text: 'Click on Spell Check for checking spelling in mail'.

The email fields are as follows:

- To: "cit.ap6 kolkata" <cit.ap6.kolkata@>
- Cc:
- Subject: Attachment Mail

Below the fields, there is an attachment named 'extra.txt (198bytes)' with a 'Remove' link. The bottom of the interface shows a rich text editor toolbar and the text 'Attachment Mail'.

Search mail

webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&

Most Visited Getting Started

Welcome Prashant Rastogi Themes Help Sign out

Messages

Quota: 1% of 3072.0MB

Prashant.Rastogi@income

Inbox

Trash

Sent

Drafts (2)

Spam [[SPAM]]

Deleted

Demo

Junk E-mail

personal

Messages 2

Inbox

Get Mail Write Reply Forward Move Print Delete Spam

Type here for Searching in mails with different options

Subject or Sender

Subject

Sender

To or Cc

Subject or Sender

Body

Advanced Search

	Subject	From		Size
<input type="checkbox"/>	Re: test123	Prashant Rastogi		4kB
<input type="checkbox"/>	1234	Vipin K		3kB
<input type="checkbox"/>	dfgsdgsdg	Vipin K		3kB
<input type="checkbox"/>	Testing	demo		2kB
<input type="checkbox"/>	testing	demo		21kB
<input type="checkbox"/>	Webmail test	testuser1	08/16/14 02:22 AM	21kB
<input type="checkbox"/>	test	Prashant Rastogi	08/13/14 10:21 AM	3kB

Want to read one of the messages?
Just click on it to view it here on the reading pane

Address Book

The screenshot shows the webmail.incometax.gov.in interface. The browser address bar displays the URL. The page header includes a welcome message for Prashant Rastogi and navigation links. The left sidebar contains the 'Address Book' menu with sub-items like 'Personal Address Book', 'ITBA', 'Corporate Directory', and 'Groups'. The main content area is titled 'Personal Address...' and features a search bar and a list of contacts. Annotations with circles and lines highlight specific features: 'Adding New Contact' points to the 'New Contact' button; 'Deleting Contact' points to the 'Delete' button; 'Editing Contact' points to the 'Edit' button in the contact details section. The contact details for 'Lokesh Wadhwa' are shown, including personal information, email addresses, and instant messaging details.

webmail.incometax.gov.in:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&

Welcome Prashant Rastogi Themes Help Sign out

Address Book

Personal Address...

New Contact New Group Delete Compose Mail to Copy to Print

Name or Email Address

Display Name

☒ Lokesh Wadhwa

☐ Mohamad Shahir

☐ Saba Ameer

☐ Vipin Kumar

Lokesh Wadhwa

Personal Information

First Name Lokesh

Last Name Wadhwa

Email Addresses

Work wadhwa.lokesh@incometax.gov.in

Instant Messaging

SunIM wadhwa.lokesh@incometax.gov.in

Messages 2

- A new Contact named Lokesh Wadhwa is created:

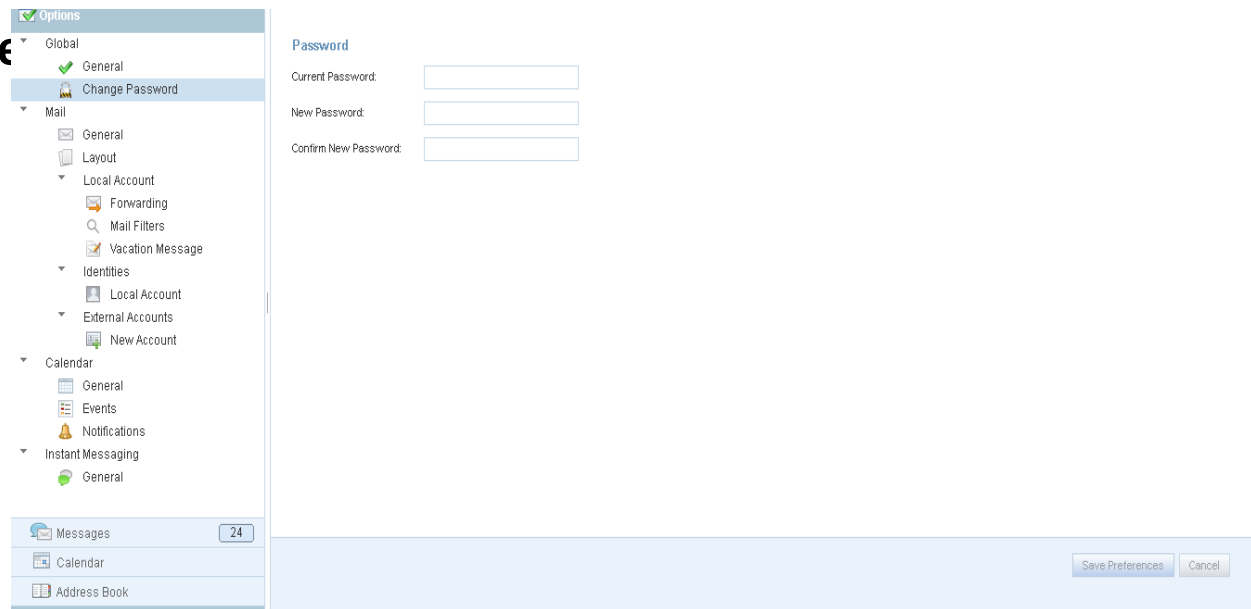
The screenshot displays the 'Convergence' web application interface. The browser's address bar shows the URL: `http://10.161.5.108:7080/iwc_static/layout/main.html?lang=en&3.0.0.0.1_020745&`. The application has a sidebar on the left with a tree view containing 'Address Book', 'Personal Address Book', 'Corporate Directory', and 'Groups'. The main content area is titled 'Personal Address...' and 'New Contact'. It contains several sections for data entry:

- Personal Information:** Includes fields for First Name (lokes), Last Name (wadhwa), Display Name (lokes wadhwa), Middle Name, Company Name, Job Title, Title (dropdown set to '(None)'), and Suffix (dropdown set to '(None)').
- Email Addresses:** A dropdown menu is set to 'Work' with the email address 'wadhwa.lokes@tcs.com' entered.
- Addresses:** A dropdown menu is set to 'Work' with 'Address 1' entered. Below this are fields for City, State, Postal Code, and Country.
- Phone Numbers:** A dropdown menu is set to 'Work' with an empty field.
- Instant Messaging:** A dropdown menu is set to 'SunIM' with the ID 'wadhwa.lokes@tcs.com' entered.
- Other Information:** Includes a Nickname dropdown with an empty field.
- Notes:** A large text area for additional notes.

At the bottom right of the form are 'Save' and 'Cancel' buttons. The application footer includes a 'Buddy List' button. The Windows taskbar at the bottom shows the time as 4:49 PM on 7/23/2014.

Changing Password

- Click **Change Password**. The Password tab appears in the central panel.
- Enter the old password in the **Current Password** field.
- Enter the new password in the **New Password** and **Confirm New Password** field.
- Click **Save Preferences**





Users are requested to change their default password through change it through options menu as explained above when they login first time.

User can use default password till 15th September after that following password policy will apply:

- **Users must reset the password the first time they login to the application**
- **Minimum password length should be of eight characters**
- **Password should contain at least one number and one special character**
- **Password should be changed in every 90 days**
- **Users can change the password within the application as and when required.**
- **Account lockout after 10 incorrect logins**
- **Users should not use 3 old passwords**

Supported Browsers

BROWSERS	WINDOWS 7	WINDOWS XP	MAC OS 10.x
Google Chrome	Version 29 or above	Version 29 or above	Not Applicable
Mozilla Firefox	Version 23 or above	Version 23 or above	Not Applicable
Internet Explorer	Version 8 or above	Version 8 or above	Not Applicable
Safari	Not Applicable	Not Applicable	Version 5.1.9 or above

Help Line

For any messaging issues helpdesk can be reached at:

0120-2772828

Or

helpdesk_messaging@incometax.gov.in

Advanced

Below features will be explained in the Advanced Presentation After Deployment:

1. Calendar.
2. Instant Messaging.
3. Other Options.

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Experience certainty.

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ITBA Helpdesk Service



Accessing ITBA Helpdesk

Please enter the below mentioned URL
on any browser



<http://itbahelpdesk.incometax.net>

Helpdesk Number – (0120) - 2772828

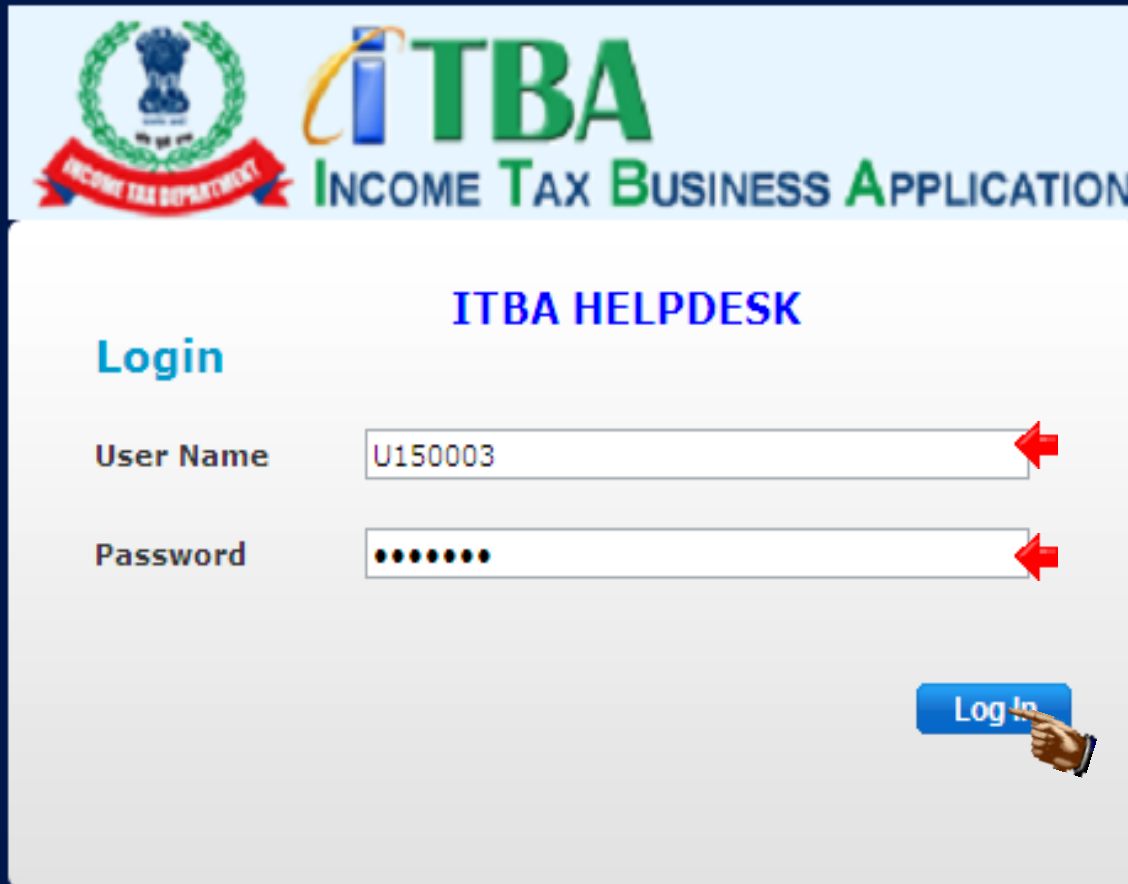
Enter the details as follows

→ User Name: USER_ID

→ Password :USER_ID

USER_ID will be ITD APPLICATION USER ID i.e. U150003

Accessing ITBA Helpdesk (Contd..)



The image shows a screenshot of the ITBA Helpdesk login interface. At the top, there is a header with the Income Tax Department logo on the left and the 'iTBA INCOME TAX BUSINESS APPLICATION' text on the right. Below the header, the title 'ITBA HELPDESK' is centered in blue. Underneath, the word 'Login' is displayed in blue. There are two input fields: 'User Name' with the value 'U150003' and 'Password' with masked characters '••••••'. Red arrows point to the right end of each input field. A blue 'Log In' button is located at the bottom right, with a hand cursor icon pointing at it.

ITBA HELPDESK

Login

User Name

Password

[Log In](#)

For all FMS,Local Network & Hardware related services,please log tickets in Co-Desk

Please contact Helpdesk if you forget password

Update Profile

ITBA HELPDESK SERVICE - Home - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

File Edit View Favorites Tools Help

★ Favorites ITBA HELPDESK SERVICE - I... Suggested Sites Free Hotmail Get more Add-ons

ITBA HELPDESK SERVICE - Home

ITBA HELPDESK SERVICE

KUMAR, RAJESH Log Out

Update Profile

Home | About | Help

Search for a Solution

Search for a solution using keywords:

Go

Top Solutions

(Browse more solutions)

Assessment Year correction on Manual Refund in OLTAS
Correction on challans deposited prior to 1st April, 2006.
Error on Major Head correction Screen
Processing of revised return

Customer Service

Create a new Incident
Service Desk contact information and hours of operation

Look up my existing tickets

You have 7 open incidents
You have 0 closed incidents

If you know the number, please enter:
An incident number:
 Go

Announcements

08/07/2014 11:44 am
15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

For all FMS & Network related services please log tickets in Co-Desk

Done Internet 100%

Update Profile (Contd...)

ITBA HELPDESK SERVICE - Santra, Samir Update Contact - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

File Edit View Favorites Tools Help

★ Favorites ITBA HELPDESK SERVICE - I... Suggested Sites Free Hotmail Get more Add-ons

ITBA HELPDESK SERVICE - Santra, Samir Update Cont...

Home | About | Help

Santra, Samir Update Contact Save Cancel Reset

First Name Samir	Middle Name	Last Name Santra	
Old Email Address pawan7.s@tcs.com	New Email address → pawan7.s@tcs.com	Old Mobile Number → 9999873532	New Mobile Number → 9999873532
Password →			
Last Modified On 08/22/2014 11:53 am		Last Modified by 170358	

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

Update Profile (Contd...)

ITBA HELPDESK SERVICE - Santra, Samir Contact Detail - Windows Internet Explorer

http://helpdesk.incometax.net/CAIsd/pdmweb.exe

File Edit View Favorites Tools Help

ITBA HELPDESK SERVICE - I... Suggested Sites Free Hotmail Get more Add-ons

ITBA HELPDESK SERVICE - Santra, Samir Contact Detail

Santra, Samir Log Out Home About Help

Santra, Samir Contact Detail

Message from webpage

Save Successful - Analyst contacts Santra, Samir updated

OK

For all FMS & Network related services please log tickets in Co-Desk

Done Internet 100%

Top Solutions

ITBA HELPDESK SERVICE - Home - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

File Edit View Favorites Tools Help

★ Favorites ITBA HELPDESK SERVICE - I... Suggested Sites Free Hotmail Get more Add-ons

ITBA HELPDESK SERVICE - Home

ITBA HELPDESK SERVICE

KUMAR, RAJESH Log Out

Update Profile

Home | About | Help

Search for a Solution

Search for a solution using keywords:

Top Solutions

(Browse more solutions)

Assessment Year correction on Manual Refund in OLTAS
Correction on challans deposited prior to 1st April, 2006.
Error on Major Head correction Screen
Processing of revised return

Customer Service

Create a new Incident
Service Desk contact information and hours of operation

Look up my existing tickets

You have 7 open incidents
You have 0 closed incidents

If you know the number, please enter:
An incident number:

Announcements

08/07/2014 11:44 am
15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

For all FMS & Network related services please log tickets in Co-Desk

Done Internet 100%

Top Solutions

ITBA HELPDESK SERVICE - Knowledge Document: Correction on challans deposited prior to 1st April - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

File Edit View Favorites Tools Help

ITBA HELPDESK SERVICE - Knowledge Document: Cor...

Santra, Samir Log Out

Home | About | Help

Knowledge Document

Correction on challans deposited prior to 1st April, 2006.

Summary:
Correction on challans having challan deposit date before 1st April, 2006 are not allowed.

Problem:
Correction on challans which are deposited prior to 1st April, 2006 are not allowed.

Parent Document:
Related Documents:

Resolution:
As per the current functionality in OLTAS, changes in minor head, Assessment year(AY) in the challans deposited prior to 1 April 2006 are not allowed. In this challan, please forward the case through proper channel that is, through Range Head of your jurisdiction to DITS (II) referring to raised Incident in ITBA helpdesk

Attachments:

Related Categories:
TOP>ITD KNOWLEDGE CATEGORIES

Related Tickets:

Properties:
Doc ID:400001
Creation Date:08/12/2014
Configuration Item:

Page Options

- Add Bookmark
- Subscribe
- Rate & Comment
- New Incident
- New Incident based on this Document
- User Friendly Version

Be the first to rate this document!

For all FMS & Network related services please log tickets in Co-Desk

Done

TATA CONSULTANCY SERVICES

Experience certainty.

Internet

100%

8

LOG NEW INCIDENT



Create New Incident

ITBA HELPDESK SERVICE - Home - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

File Edit View Favorites Tools Help

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Santra, Samir Log Out

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- Assessment Year correction on Manual Refund in OLTAS
- Correction on challans deposited prior to 1st April, 2006.
- Error on Major Head correction Screen
- Processing of revised return

Customer Service

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 117 open incidents
You have 58 closed incidents

If you know the number, please enter:

An incident number:

Announcements

15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

Create New Incident (contd...)


ITBA HELPDESK SERVICE - Create New Incident 869 - Windows Internet Explorer

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ITBA HELPDESK SERVICE - Create New Incident 869

 **ITBA HELPDESK SERVICE**

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Create New Incident 869

[Severity Definition](#) [Save](#) [Cancel](#) [Reset](#) [Attach Document](#)

Open Date/Time 08/22/2014 11:56 am	User ID 170358	User Name Santra, Samir	PAN Number <input type="text"/>	Assessment Year <empty> ▼
Status Open	Mobile Number (required) <input type="text"/>	Phone Number <input type="text"/>	Email Id <input type="text"/>	Location (required) <empty> ▼
Severity on Open Status	Current Severity (required) 4 ▼	Incident Category (required) <input type="text"/>	Call Back Date/Time <input type="text"/>	Satisfaction Rating

Incident Summary (required)

Incident Description (required)

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

Add details to log Incident

ITBA HELPDESK SERVICE - Create New Incident 869 - Windows Internet Explorer

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ITBA HELPDESK SERVICE - Create New Incident 869

ITBA HELPDESK SERVICE

Santra , Samir Log Out

Home About Help

Create New Incident 869

Severity Defination Save Cancel Reset Attach Document

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/22/2014 11:56 am	170358	Santra, Samir	BCDE1234D	2005
Status	Mobile Number (required)	Phone Number	Email Id	Location (required)
Open	9999873532	0112500001	tcs_oltas4@incometax.net	CHENNAI
Severity on Open Status	Current Severity (required)	Incident Category (required)	Call Back Date/Time	Satisfaction Rating
4			08/22/2014 06:59 pm	

Incident Summary (required)

Please check issue in challan

Incident Description (required)

we are not able to give credit to challan which mentioned PAN and AY

For all FMS & Network related services please log tickets in Co-Desk

Internet 100%

Choose Incident Category

The screenshot displays the ITBA HELPDESK SERVICE interface within a Windows Internet Explorer browser window. The browser title is "Incident Area Selection - ITBA HELPDESK SERVICE - Windows Internet Explorer". The address bar shows the URL: http://helpdesk.incometax.net/CAisd/html/cst_popup_frames.html?POPUP_URLIX=0+popupType=1.

The main content area features the ITBA logo and the text "ITBA HELPDESK SERVICE". Below this, a message states: "***** For all FMS ,Local Network & Local Hardware related services,please log tickets in Co-Desk *****".

The "Incident Area" section lists the following categories:

- Incident Area
 - Infra Related
 - Antivirus
 - Citrix Server
 - FTP Server
 - Messaging
 - RSA
 - ITD Applications
 - AIS
 - AST
 - CIB
 - MMS
 - OLTAS** (highlighted with a red arrow)
 - SEVOTTAM
 - TDS

The right side of the interface shows a user profile for "Santra , Samir" with a "Log Out" link. Below the profile are links for "Home", "About", and "Help". A navigation bar contains buttons for "Save", "Cancel", "Reset", and "Attach Document".

The form fields include:

- Ticket Number: CDE1234D
- Assessment Year: 2005
- Email Id: s_oltas4@incometax.net
- Location (required): CHENNAI
- Call Back Date/Time: /22/2014 06:59 pm
- Satisfaction Rating: (empty field)

The bottom of the browser window shows the status bar with "Internet" and "100%" zoom.

For all FMS & Network related services,please log tickets in Co-Desk

Incident Details Filled

ITBA HELPDESK SERVICE - Create New Incident 869 - Windows Internet Explorer


http://helpdesk.incometax.net/CAisd/pdmweb.exe

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ITBA HELPDESK SERVICE - Create New Incident 869

Page Safety Tools

 **ITBA HELPDESK SERVICE**

Santra, Samir [Log Out](#)

[Home](#) | [About](#) | [Help](#)

Create New Incident 869

Severity Definition Save Cancel Reset Attach Document

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/22/2014 11:56 am	170358	Santra, Samir	BCDE1234D	2005
Status	Mobile Number (required)	Phone Number	Email Id	Location (required)
Open	9999873532	0112500001	tcs_oltas4@incometax.net	CHENNAI
Severity on Open Status	Current Severity (required)	Incident Category (required)	Call Back Date/Time	Satisfaction Rating
	4	ITD Applications.OLTAS	08/22/2014 06:59 pm	

Incident Summary (required)

Please check issue in challan

Incident Description (required)

we are not able to give credit to challan which mentioned PAN and AY

For all FMS & Network related services please log tickets in Co-Desk

Done Internet 100%

The image shows a screenshot of a web application titled "ITBA HELPDESK SERVICE" with a sub-window titled "Create New Attachment".

Sub-window: Create New Attachment

- Buttons: Save, Cancel, Reset
- Text: Click the Locate File button to search for the file you wish to attach.
- Buttons: Locate File (with a red arrow pointing to it)
- Text: OR
- Text: Specify a Web Page address and click the Save button.
- Text: Web Page
- Input field: [Empty text box]

Main Application Interface

- Header: Santra, Samir Log Out
- Navigation: Home | About | Help
- Buttons: Severity Definition, Save, Cancel, Reset, Attach Document
- Form Fields:
 - PAN Number: BCDE1234D
 - Email Id: tcs_oltas4@incometax.net
 - Assessment Year: 2005 (dropdown)
 - Location (required): CHENNAI (dropdown)
 - Category (required): OLTAS
 - Call Back Date/Time: 08/22/2014 06:59 pm
 - Satisfaction Rating: [Empty field]

For all FMS & Network related services please log tickets in Co-Desk

Add Attachment (Contd...)

The screenshot displays the ITBA HELPDESK SERVICE web application. The main window is titled "Create New Attachment" and shows a form for adding a new attachment. The form includes fields for "Number", "Assessment Year", "Id", "Location (required)", "Back Date/Time", and "Satisfaction Rating". The "Assessment Year" is set to 2005, and the "Location" is set to CHENNAI. The "Back Date/Time" is 2014 06:59 pm. The "Satisfaction Rating" is empty. The "Id" field contains the email address as4@incometax.net. The "Number" field contains 1234D. The "Assessment Year" dropdown is set to 2005. The "Location (required)" dropdown is set to CHENNAI. The "Back Date/Time" field is 2014 06:59 pm. The "Satisfaction Rating" field is empty. The "Attach Document" button is visible. A modal window is open in the foreground, displaying the "Status" message: "Upload Successful - attachment will be shown after save". The modal window has a "Save and Close" button. The background window shows the "Create New Attachment" form with buttons for "Save", "Cancel", and "Reset". The URL bar shows the address: http://helpdesk.incometax.net/CAisd/pdmweb.exe?OP=DISPLAY_FORM+HTML=upload_... The status bar at the bottom shows "Done".

For all FMS & Network related services, please log tickets in Co-Desk

ITBA HELPDESK SERVICE - Create New Incident 869 - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

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ITBA HELPDESK SERVICE - Create New Incident 869

ITBA HELPDESK SERVICE

Santra, Samir Log Out

Home About Help

Create New Incident 869

Severity Definition Save Cancel Reset Attach Document

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/22/2014 11:56 am	170358	Santra, Samir	BCDE1234D	2005
Status	Mobile Number (required)	Phone Number	Email Id	Location (required)
Open	9999873532	0112500001	tcs_oltas4@incometax.net	CHENNAI
Severity on Open Status	Current Severity (required)	Incident Category (required)	Call Back Date/Time	Satisfaction Rating
	4	ITD Applications.OLTAS	08/22/2014 06:59 pm	

Incident Summary (required)

Please check issue in challan

Incident Description (required)

we are not able to give credit to challan which mentioned PAN and AY

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

New Incident Logged

ITBA HELPDESK SERVICE - Home - Windows Internet Explorer

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Santra , Samir Log Out

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Search for a solution using keywords:

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(Browse)

Assessment Year correction on Manual Refund in OLTAS
Correction on challans deposited prior to 1st April, 2006.
Error on Major Head correction Screen
Processing of revised return

Customer Service

Incident 869 created. Click here to view.

Create a new Incident

contact information and hours of operation

Existing tickets

8 open incidents
closed incidents

If you know the number, please enter:

An incident number:

Go

Announcements

15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

Message from webpage

Save Successful - Incident 869 created

OK

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

ITBA HELPDESK SERVICE - Home - Windows Internet Explorer


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Search for a Solution

Search for a solution using keywords:

Top Solutions

(Browse more solutions)

- Assessment Year correction on Manual Refund in OLTAS
- Correction on challans deposited prior to 1st April, 2006.
- Error on Major Head correction Screen
- Processing of revised return

Customer Service

Incident 869 created. Click here to view.

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 118 open incidents
You have 58 closed incidents

If you know the number, please enter:

An incident number:

→

Announcements

15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

Search Incident (contd..)

ITBA HELPDESK SERVICE - 869 Incident Detail - Windows Internet Explorer

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869 Incident Detail

Edit Incident Attach Document Close Incident

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/22/2014 12:06 pm	170358	Santra, Samir	ABCDE1234D	2005

Status	Mobile Number	Phone Number	Email Id	Location
Open	9999873532	0112500001	tcs_oltas4@incometax.net	CHENNAI

Severity on Open Status	Current Severity	Incident Category	Call Back Date/Time	Satisfaction Rating
4	4	ITD Applications.OLTAS	08/22/2014 06:59 pm	

Incident Summary

PLease check issue in challan

Incident Description

we are not able to give credit to challan which mentioned PAN and AY

History

Contact	Date	Type	Summary
Santra , Samir	08/22/2014 12:06 pm	Attach Doc	Attach Document
Santra , Samir	08/22/2014 11:56 am	Initial	Contact: Santra, Samir Phone: 9821421672 Email: pawan7.s@tcs.com

Attachments

Document	Description	Attached On	Status
Doc1.docx		08/22/2014 12:03 pm	Attached

For all FMS & Network related services please log tickets in Co-Desk

Done Internet 100%

Take action on existing Incident

ITBA HELPDESK SERVICE - Home - Windows Internet Explorer

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- Correction on challans deposited prior to 1st April, 2006.
- Error on Major Head correction Screen
- Processing of revised return

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Announcements

15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

For all FMS & Network related services please log tickets in Co-Desk

Internet 100%

Take action on existing Incident

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ITBA HELPDESK SERVICE - Incident List

Santra , Samir Log Out

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Incident #	Status	Open Date	Severity	Group	Assigned to	Resolve Date	Close Date
+ 869	Open	08/22/2014 12:06 pm	4	Lev-0 Group	Prakash, Shiv		
+ 847 (SLA Violation)	Open	08/21/2014 08:43 pm	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 846	Assigned	08/21/2014 08:03 pm	4	Lev-0 Group	Ali, Nazim		
+ 845 (SLA Violation)	Open	08/21/2014 07:32 pm	4	Lev-0 Group	Kaul, Luv		
+ 844 (SLA Violation)	Open	08/21/2014 07:11 pm	4	Lev-0 Group	Saraswat , Amit		
+ 843	Assigned	08/21/2014 06:45 pm	4	Lev-0 Group	Prakash, Shiv		
+ 841	Assigned	08/21/2014 06:12 pm	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 838	Assigned	08/21/2014 05:24 pm	4	Lev-0 Group	Ali, Nazim		
+ 837	Assigned	08/21/2014 05:07 pm	4	Lev-0 Group	Kaul, Luv		
+ 836	Assigned	08/21/2014 04:56 pm	4	Lev-0 Group	Saraswat , Amit		
+ 835	Assigned	08/21/2014 04:52 pm	4	Lev-0 Group	Prakash, Shiv		
+ 834	Assigned	08/21/2014 04:25 pm	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 833	Assigned	08/21/2014 04:03 pm	4	Lev-0 Group	Ali, Nazim		
+ 832	Assigned	08/21/2014 03:51 pm	4	Lev-0 Group	Kaul, Luv		
+ 830	Assigned	08/21/2014 03:16 pm	4	Lev-0 Group	Saraswat , Amit		
+ 824	Assigned	08/21/2014 01:57 pm	4	Lev-0 Group	Prakash, Shiv		
+ 801	Assigned	08/21/2014 11:44 am	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 800	Assigned	08/21/2014 11:41 am	4	Lev-0 Group	Ali, Nazim		
+ 790 (SLA Violation)	Assigned	08/21/2014 11:23 am	3	Lev-0 Group	Kaul, Luv		
+ 784 (SLA Violation)	Assigned	08/21/2014 10:16 am	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 783 (SLA Violation)	Assigned	08/21/2014 09:47 am	4	Lev-0 Group	Ali, Nazim		

For all FMS & Network related services please log tickets in Co-Desk

Done

experience certainty.

Internet 100%

Action on logged Incident

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ITBA INCOME TAX BUSINESS APPLICATION

ITBA HELPDESK SERVICE

Santra , Samir Log Out

Home About Help

843 Incident Detail

Edit Incident Attach Document Close Incident

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/21/2014 06:45 pm	170358	Santra, Samir	sdfssdf	2001

Status	Mobile Number	Phone Number	Email Id	Location
Assigned	9999873532			DELHI

Severity on Open Status	Current Severity	Incident Category	Call Back Date/Time	Satisfaction Rating
	4	ITD Applications.SEVOTTAM		

Incident Summary

check

Incident Description

check

History

Contact	Date	Type	Summary
Kaul, Luv	08/21/2014 06:45 pm	Initial	Create a new request/incident/problem/change/issue

For all FMS & Network related services please log tickets in Co-Desk

Done

experience certainty.

Internet 100%

Edit Incident

ITBA HELPDESK SERVICE - 843 Update Incident - Windows Internet Explorer

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Santra, Samir Log Out

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843 Update Incident

Severity Definition

Save

Cancel

Reset

Attach Document

Open Date/Time

08/21/2014 06:45 pm

User ID

170358

User Name

Santra, Samir

PAN Number

sdfssdf

Assessment Year

2001

Status

Assigned

Mobile Number (required)

9999873532

Phone Number

Email Id

Location (required)

DELHI

Severity on Open Status

Current Severity (required)

4

Incident Category

ITD Applications.SEVOTTAM

Call Back Date/Time

08/29/2014 12:08 pm

Satisfaction Rating

<empty>

incident Summary

check

Incident Description

check

Add Comment

Please check this issue ASAP and kindly call me back on mentione date time

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet

100%

RE-OPEN





ITBA HELPDESK SERVICE

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Assessment Year correction on Manual Refund in OLTAS
Correction on challans deposited prior to 1st April, 2006.
Error on Major Head correction Screen
Processing of revised return

Customer Service

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 118 open incidents 
You have 58 closed incidents

If you know the number, please enter:

An incident number:

Announcements

15-Aug-14 will be a non working day for CALL CENTER

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Reopen Incident (contd..)

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ITBA HELPDESK SERVICE - Incident List

ITBA HELPDESK SERVICE

Santra , Samir Log Out

+ 846	Assigned	08/21/2014 08:03 pm	4	Lev-0 Group	Ali, Nazim	
+ 845 (SLA Violation)	Open	08/21/2014 07:32 pm	4	Lev-0 Group	Kaul, Luv	
+ 844 (SLA Violation)	Open	08/21/2014 07:11 pm	4	Lev-0 Group	Saraswat , Amit	
+ 843	Assigned	08/21/2014 06:45 pm	4	Lev-0 Group	Prakash, Shiv	
+ 841	Assigned	08/21/2014 06:12 pm	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 838	Assigned	08/21/2014 05:24 pm	4	Lev-0 Group	Ali, Nazim	
+ 837	Assigned	08/21/2014 05:07 pm	4	Lev-0 Group	Kaul, Luv	
+ 836	Assigned	08/21/2014 04:56 pm	4	Lev-0 Group	Saraswat , Amit	
+ 835	Assigned	08/21/2014 04:52 pm	4	Lev-0 Group	Prakash, Shiv	
+ 834	Assigned	08/21/2014 04:25 pm	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 833	Assigned	08/21/2014 04:03 pm	4	Lev-0 Group	Ali, Nazim	
+ 832	Assigned	08/21/2014 03:51 pm	4	Lev-0 Group	Kaul, Luv	
+ 830	Assigned	08/21/2014 03:16 pm	4	Lev-0 Group	Saraswat , Amit	
+ 824	Assigned	08/21/2014 01:57 pm	4	Lev-0 Group	Prakash, Shiv	
+ 801	Assigned	08/21/2014 11:44 am	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 800	Assigned	08/21/2014 11:41 am	4	Lev-0 Group	Ali, Nazim	
+ 790 (SLA Violation)	Assigned	08/21/2014 11:23 am	3	Lev-0 Group	Kaul, Luv	
+ 784 (SLA Violation)	Assigned	08/21/2014 10:16 am	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 783 (SLA Violation)	Assigned	08/21/2014 09:47 am	4	Lev-0 Group	Ali, Nazim	
+ 782	Resolved	08/21/2014 12:22 am	4	Lev-0 Group	Ali, Nazim	08/21/2014 12:26 am
+ 781	Assigned	08/20/2014 08:09 pm	4	Lev-0 Group	Kaul, Luv	
+ 774 (SLA Violation)	Assigned	08/20/2014 07:38 pm	4	Lev-0 Group	Saraswat , Amit	
+ 771	Assigned	08/20/2014 05:30 pm	4	Lev-0 Group	Prakash, Shiv	

View All Expand All

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For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

Reopen Incident (contd..)

ITBA HELPDESK SERVICE - 782 Incident Detail - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

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ITBA HELPDESK SERVICE - 782 Incident Detail

ITBA HELPDESK SERVICE

Santra , Samir Log Out

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782 Incident Detail

Edit Incident Attach Document Close Incident

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/21/2014 12:22 am	170358	Santra, Samir		

Status	Mobile Number	Phone Number	Email Id	Location
Resolved	9821421672			NASIK

Severity on Open Status	Current Severity	Incident Category	Call Back Date/Time	Satisfaction Rating
4	4	Infra Related.Citrix Server		

Incident Summary

test

Incident Description

test

History

Contact	Date	Type	Summary
Ali, Nazim	08/21/2014 12:26 am	Field Update	FIELD='Root Cause' OLD='' NEW='Defect'
Ali, Nazim	08/21/2014 12:26 am	Resolved	Status changed from 'In Progress' to 'Resolved'
Ali, Nazim	08/21/2014 12:25 am	Update Status	Status changed from 'Assigned' to 'In Progress'
Ali, Nazim	08/21/2014 12:25 am	Update Status	Status changed from 'Open' to 'Assigned'
Santra , Samir	08/21/2014 12:22 am	Initial	Contact: Santra, Samir Phone: 9821421672 Email: pawan7.s@tcs.com

For all FMS & Network related services please log tickets in Co-Desk

Reopen Incident (contd..)

ITBA HELPDESK SERVICE - 782 Update Incident - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

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ITBA HELPDESK SERVICE - 782 Update Incident

ITBA INCOME TAX BUSINESS APPLICATION

ITBA HELPDESK SERVICE

Santra, Samir Log Out

Home About Help

782 Update Incident

Severity Definition Save Cancel Reset Attach Document

Open Date/Time 08/21/2014 12:22 am	User ID 170358	User Name Santra, Samir	PAN Number <input type="text"/>	Assessment Year <empty>
Status (required) Resolved Closed Reopen Resolved	Mobile Number (required) 9821421672	Phone Number <input type="text"/>	Email Id <input type="text"/>	Location (required) NASIK
Open Status	Current Severity (required) 4	Incident Category Infra Related.Citrix Server	Call Back Date/Time <input type="text"/>	Satisfaction Rating <empty>

incident Summary
test

Incident Description
test

Add Comment

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet 100%

Reopen Incident (contd..)

ITBA HELPDESK SERVICE - 782 Incident Detail - Windows Internet Explorer

http://helpdesk.incometax.net/CAisd/pdmweb.exe

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ITBA HELPDESK SERVICE - 782 Incident Detail

ITBA HELPDESK SERVICE

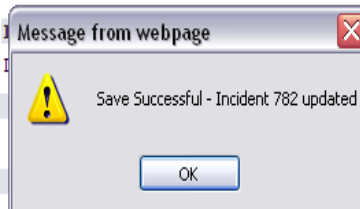
Santra , Samir Log Out

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782 Incident Detail

Edit Incident Attach Document Close Incident

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/21/2014 12:22 am	170358	Santra, Samir		
Status	Mobile Number	Phone Number	Email Id	Location
Reopen	9821421672			NASIK
Severity on Open Status	Current Severity	Call Back Date/Time	Satisfaction Rating	
4	4			
Incident Summary	test			
Incident Description	test Santra, Samir (08/22/2014 12:14:07): please check			
History				
Contact	Date	Type	Summary	
Santra , Samir	08/22/2014 12:14 pm	Update Status	Status changed from 'Resolved' to 'Reopen'	
Ali, Nazim	08/21/2014 12:26 am	Field Update	FIELD='Root Cause' OLD=' NEW='Defect'	
Ali, Nazim	08/21/2014 12:26 am	Resolved	Status changed from 'In Progress' to 'Resolved'	
Ali, Nazim	08/21/2014 12:25 am	Update Status	Status changed from 'Assigned' to 'In Progress'	
Ali, Nazim	08/21/2014 12:25 am	Update Status	Status changed from 'Open' to 'Assigned'	
Santra , Samir	08/21/2014 12:22 am	Initial	Contact: Santra, Samir Phone: 9821421672 Email: pawan7.s@tcs.com	



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Reopen Incident (contd..)

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http://helpdesk.incometax.net/CAisd/pdmweb.exe

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Santra , Samir Log Out

+ 846	Assigned	08/21/2014 08:03 pm	4	Lev-0 Group	Ali, Nazim	
+ 845 (SLA Violation)	Open	08/21/2014 07:32 pm	4	Lev-0 Group	Kaul, Luv	
+ 844 (SLA Violation)	Open	08/21/2014 07:11 pm	4	Lev-0 Group	Saraswat , Amit	
+ 843	Assigned	08/21/2014 06:45 pm	4	Lev-0 Group	Prakash, Shiv	
+ 841	Assigned	08/21/2014 06:12 pm	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 838	Assigned	08/21/2014 05:24 pm	4	Lev-0 Group	Ali, Nazim	
+ 837	Assigned	08/21/2014 05:07 pm	4	Lev-0 Group	Kaul, Luv	
+ 836	Assigned	08/21/2014 04:56 pm	4	Lev-0 Group	Saraswat , Amit	
+ 835	Assigned	08/21/2014 04:52 pm	4	Lev-0 Group	Prakash, Shiv	
+ 834	Assigned	08/21/2014 04:25 pm	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 833	Assigned	08/21/2014 04:03 pm	4	Lev-0 Group	Ali, Nazim	
+ 832	Assigned	08/21/2014 03:51 pm	4	Lev-0 Group	Kaul, Luv	
+ 830	Assigned	08/21/2014 03:16 pm	4	Lev-0 Group	Saraswat , Amit	
+ 824	Assigned	08/21/2014 01:57 pm	4	Lev-0 Group	Prakash, Shiv	
+ 801	Assigned	08/21/2014 11:44 am	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 800	Assigned	08/21/2014 11:41 am	4	Lev-0 Group	Ali, Nazim	
+ 790 (SLA Violation)	Assigned	08/21/2014 11:23 am	3	Lev-0 Group	Kaul, Luv	
+ 784 (SLA Violation)	Assigned	08/21/2014 10:16 am	4	Lev-0 Group	Bhardwaj, Bhavya	
+ 783 (SLA Violation)	Assigned	08/21/2014 09:47 am	4	Lev-0 Group	Ali, Nazim	
+ 782	Reopen	08/21/2014 12:22 am	4	Lev-0 Group	Ali, Nazim	
+ 781	Assigned	08/20/2014 08:09 pm	4	Lev-0 Group	Kaul, Luv	
+ 774 (SLA Violation)	Assigned	08/20/2014 07:38 pm	4	Lev-0 Group	Saraswat , Amit	
+ 771	Assigned	08/20/2014 05:30 pm	4	Lev-0 Group	Prakash, Shiv	

View All Expand All

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Done

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CLOSE



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Santra , Samir Log Out

Update Profile

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Search for a Solution

Search for a solution using keywords:

Top Solutions

(Browse more solutions)


- Assessment Year correction on Manual Refund in OLTAS
- Correction on challans deposited prior to 1st April, 2006.
- Error on Major Head correction Screen
- Processing of revised return

Customer Service

Create a new Incident

Service Desk contact information and hours of operation

Look up my existing tickets

You have 118 open incidents 

You have 58 closed incidents

If you know the number, please enter:

An incident number:

Announcements

15-Aug-14 will be a non working day for CALL CENTER

(Show All Announcements)

For all FMS & Network related services, please log tickets in Co-Desk

Done

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[Santra , Samir](#) [Log Out](#)

View All Expand All

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Incident #	Status	Open Date	Severity	Group	Assigned to	Resolve Date	Close Date
➔ 869	Resolved	08/22/2014 12:06 pm	4	Lev-0 Group	Prakash, Shiv	08/22/2014 12:17 pm	
+ 847 (SLA Violation)	Open	08/21/2014 08:43 pm	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 846	Assigned	08/21/2014 08:03 pm	4	Lev-0 Group	Ali, Nazim		
+ 845 (SLA Violation)	Open	08/21/2014 07:32 pm	4	Lev-0 Group	Kaul, Luv		
+ 844 (SLA Violation)	Open	08/21/2014 07:11 pm	4	Lev-0 Group	Saraswat , Amit		
+ 843	Assigned	08/21/2014 06:45 pm	4	Lev-0 Group	Prakash, Shiv		
+ 841	Assigned	08/21/2014 06:12 pm	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 838	Assigned	08/21/2014 05:24 pm	4	Lev-0 Group	Ali, Nazim		
+ 837	Assigned	08/21/2014 05:07 pm	4	Lev-0 Group	Kaul, Luv		
+ 836	Assigned	08/21/2014 04:56 pm	4	Lev-0 Group	Saraswat , Amit		
+ 835	Assigned	08/21/2014 04:52 pm	4	Lev-0 Group	Prakash, Shiv		
+ 834	Assigned	08/21/2014 04:25 pm	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 833	Assigned	08/21/2014 04:03 pm	4	Lev-0 Group	Ali, Nazim		
+ 832	Assigned	08/21/2014 03:51 pm	4	Lev-0 Group	Kaul, Luv		
+ 830	Assigned	08/21/2014 03:16 pm	4	Lev-0 Group	Saraswat , Amit		
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+ 790 (SLA Violation)	Assigned	08/21/2014 11:23 am	3	Lev-0 Group	Kaul, Luv		
+ 784 (SLA Violation)	Assigned	08/21/2014 10:16 am	4	Lev-0 Group	Bhardwaj, Bhavya		
+ 783 (SLA Violation)	Assigned	08/21/2014 09:47 am	4	Lev-0 Group	Ali, Nazim		

For all FMS & Network related services please log tickets in Co-Desk

Close Incident (contd...)

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ITBA HELPDESK SERVICE - 869 Incident Detail

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869 Incident Detail

Edit Incident Attach Document Close Incident

Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/22/2014 12:06 pm	170358	Santra, Samir	ABCDE1234D	2005

Status	Mobile Number	Phone Number	Email Id	Location
Resolved	9999873532	0112500001	tcs_oltas4@incometax.net	CHENNAI

Severity on Open Status	Current Severity	Incident Category	Call Back Date/Time	Satisfaction Rating
4	4	ITD Applications.OLTAS		

Incident Summary

Please check issue in challan

Incident Description

we are not able to give credit to challan which mentioned PAN and AY

History

Contact	Date	Type	Summary
Prakash, Shiv	08/22/2014 12:17 pm	Field Update	FIELD='Root Cause' OLD='' NEW='Others'
Prakash, Shiv	08/22/2014 12:17 pm	Resolved	Status changed from 'In Progress' to 'Resolved'
Prakash, Shiv	08/22/2014 12:16 pm	Update Status	Status changed from 'Assigned' to 'In Progress'
Prakash, Shiv	08/22/2014 12:16 pm	Update Status	Status changed from 'Open' to 'Assigned'
Santra , Samir	08/22/2014 12:06 pm	Attach Doc	Attach Document
Santra , Samir	08/22/2014 11:56 am	Initial	Contact: Santra, Samir Phone: 9821421672 Email: pawan7.s@tcs.com

For all FMS & Network related services please log tickets in Co-Desk

Close Incident (contd...)

ITBA HELPDESK SERVICE - 869 Update Incident - Windows Internet Explorer

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869 Update Incident

Severity Defination

Save

Cancel

Reset

Attach Document

Open Date/Time

08/22/2014 12:06 pm

User ID

170358

User Name

Santra, Samir

PAN Number

ABCDE1234I

Assessment Year

2005

Status (required)

Resolved

Closed

Reopen

Resolved

Open Status

Status (required)

Mobile Number (required)

9999873532

Phone Number

0112500001

Email Id

tcs_oltas4@incometax.net

Location (required)

CHENNAI

Current Severity (required)

4

Incident Category

ITD Applications.OLTAS

Call Back Date/Time

Satisfaction Rating

<empty>

incident Summary

Please check issue in challan

Incident Description

we are not able to give credit to challan which mentioned PAN and AY

Add Comment

For all FMS & Network related services please log tickets in Co-Desk

Done

Internet

100%

Close Incident (contd...)

ITBA HELPDESK SERVICE - 869 Incident Detail - Windows Internet Explorer

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869 Incident Detail

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Open Date/Time	User ID	User Name	PAN Number	Assessment Year
08/22/2014 12:06 pm	170358	Santra, Samir	ABCDE1234D	2005

Status	Mobile Number	Phone Number	Email Id	Location
Resolved	9999873532	0112500001	tcs_oltas4@incometax.net	CHENNAI

Severity on Open Status	Current Severity	Call Back Date/Time	Satisfaction Rating
4	4		Excellent

Message from webpage

Save Successful - Incident 869 updated

OK

Incident Summary

Please check issue in challan

Incident Description

we are not able to give credit to challan which mentioned PAN and AY
Santra, Samir (08/22/2014 12:20:06): thanks for the solution

History

Contact	Date	Type	Summary
Prakash, Shiv	08/22/2014 12:17 pm	Field Update	FIELD='Root Cause' OLD='' NEW='Others'
Prakash, Shiv	08/22/2014 12:17 pm	Resolved	Status changed from 'In Progress' to 'Resolved'
Prakash, Shiv	08/22/2014 12:16 pm	Update Status	Status changed from 'Assigned' to 'In Progress'
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Santra , Samir	08/22/2014 12:06 pm	Attach Doc	Attach Document
Santra , Samir	08/22/2014 11:56 am	Initial	Contact: Santra, Samir Phone: 9821421672 Email: pawan7.s@tcs.com

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ITBA Helpdesk Support Service



Thank You

