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DIRECTORATE OF INCOME TAX (SYSTEMS)
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Sevottam Instruction No. 6

F. No. Sevottam/DIT(S)-II/2015-16/_____

Dated : 06/08/2015

To,

The Pr. Chief Commissioner of Income Tax

Ahmedabad/ Bengaluru/ Bhopal/ Bhubaneshwar/ Chandigarh/ Chennai/ Delhi/
Guwahati/ Hyderabad / Jaipur/ Kanpur/ Kochi/ Kolkata/ Lucknow/ Mumbai /Nagpur/
Pune /Patna

Sub: Sevottam functionality for monitoring of Dak status-Regarding

Madam/Sir,

Kind reference is invited to the Video Conference held on 8th July 2015 on monitoring of ASK performance.

2. Following changes/enhancements have been carried out in Sevottam application for monitoring of dak received at various ASK centres:

- i) Hyperlinks have been provided on the counts displayed in various MIS reports. On clicking on hyperlink, details of dak are displayed alongwith officer to whom dak is assigned and supervisory hierarchy (Range head, PCIT etc.). These details can be downloaded in PDF or Excel format.
- ii) Functionality has been provided to download list of pending/resolved daks in Excel format under section diary. Additional column (Sl. No.) has been added in the list of dak.
- iii) At senior supervisory level, consolidated MIS (self and aggregate of subordinates) is available. The hyperlink can be further drilled down to view report at subordinate office level.
- iv) Cumulative figures of pending/resolved daks can be generated in a block of one year i.e. report can be generated year wise. These reports can be compiled to calculate cumulative figures.

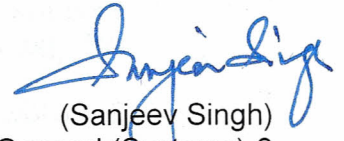
3. Sevottam Quick Reference Guide has been prepared and Sevottam user manual has been updated. They can be downloaded from i-taxnet under the following path:

Resources → Downloads → Systems → Instruction-Sevottam

The field formations have raised some queries regarding automatic status updation of rectification application in Sevottam application after disposal of application in AST. The salient features in handling of rectification application are as given below:

- i. Dak received under document category "**Citizen Charter**" and "**Grievance**" under sub category "**Application for rectification u/s 154**" is automatically pushed to AST. Once order is passed on AST against pushed dak, the status of same dak gets updated automatically in Sevottam application.
 - ii. If dak is not categorized properly at ASK centre as stated above, then it will not be pushed to AST automatically. In such cases, even if the AO passes the order in AST, case status in Sevottam application will not be updated automatically due to wrong categorization. In such cases, AO has to resolve dak in Sevottam section diary. Sevottam instruction no. 5 dated 09.06.2015 may be referred for details. ASK centres may be asked to categorize the daks correctly for automatic resolution.
 - iii. There are some rectification applications which cannot be processed on AST (e.g. original order not available on system, Dak transferred to other AO but PAN not transferred). Such daks can also be resolved in Sevottam.
4. It is requested to kindly bring these changes to the notice of all the concerned officers under your region.

Yours faithfully



(Sanjeev Singh)

Addl. Director General (Systems)-2

Copy to:

1. PS to Pr. Director General of Income Tax (Systems), New Delhi for kind information.
2. PS to Pr. Director General of Income Tax (Administration), New Delhi for kind information.

(Sanjeev Singh)

Addl. Director General (Systems)-2