



DIRECTOR GENERAL OF INCOME TAX (LOGISTICS)

Central Board of Direct Taxes
Department of Revenue, Ministry of Finance
Government of India

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K.C. JAIN, I.R.S.

D.O. DG(Logistics)/48/3/2015/ASK/DOMS/16 2

Dated:- 22 April, 2015

Dear

Subject:- Effective monitoring and disposal of grievances.

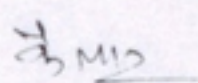
You may be aware that all dak including grievances are being received through Sevottam software in Income tax offices across the country, wherever this software has been made available by the Directorate of Systems. In all buildings of the Income tax Department where Aayakar Sewa Kendras have been setup, the Sevottam software has been mandatorily made available.

2. Timely disposal of grievances has been a subject of continuous emphasis and the disposal of grievances is now being monitored at the highest level in the Income tax Department. The pendency and disposal of grievances can be monitored through the Sevottam software at your end too and I am enclosing a series of screen shots to elucidate the procedure of carrying out this task. You may appreciate that regular monitoring of the disposal of grievances at your end will ensure that the process of grievance redressal in your region is always prompt and is scaled up to the desired level.

3. I am also enclosing a chart containing aging analysis of grievances pending and resolved upto 31-03-2015. This data has been provided by the Directorate of Systems. It is very much possible that in many cases the disposals are not entered into the system by the concerned offices. I would therefore request you to kindly issue necessary directions to all the offices in your jurisdiction that resolution entries in respect of all grievances received through Sevottam should be mandatorily entered in the system once the grievances have been disposed off.

With

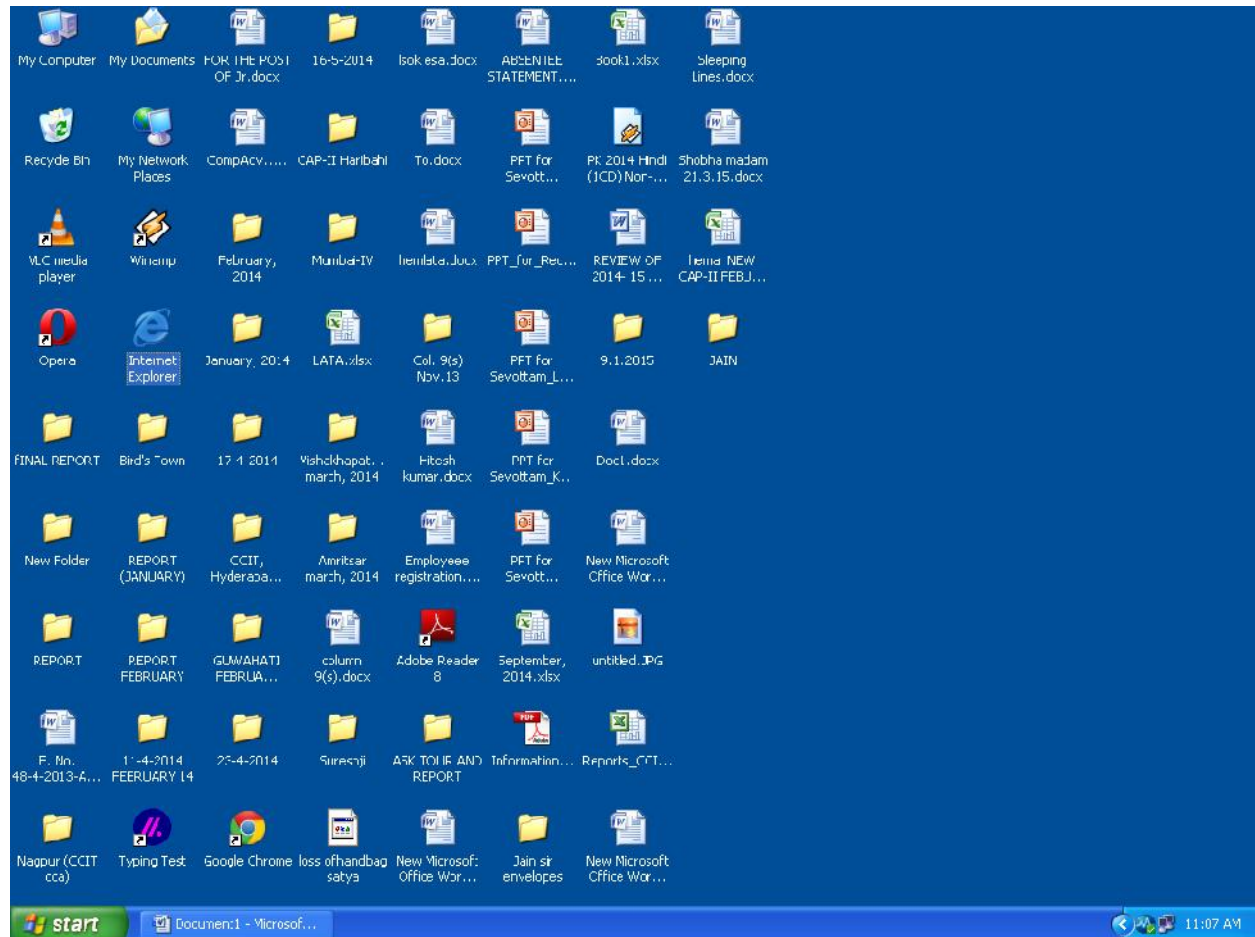
Yours


(K. C. Jain)

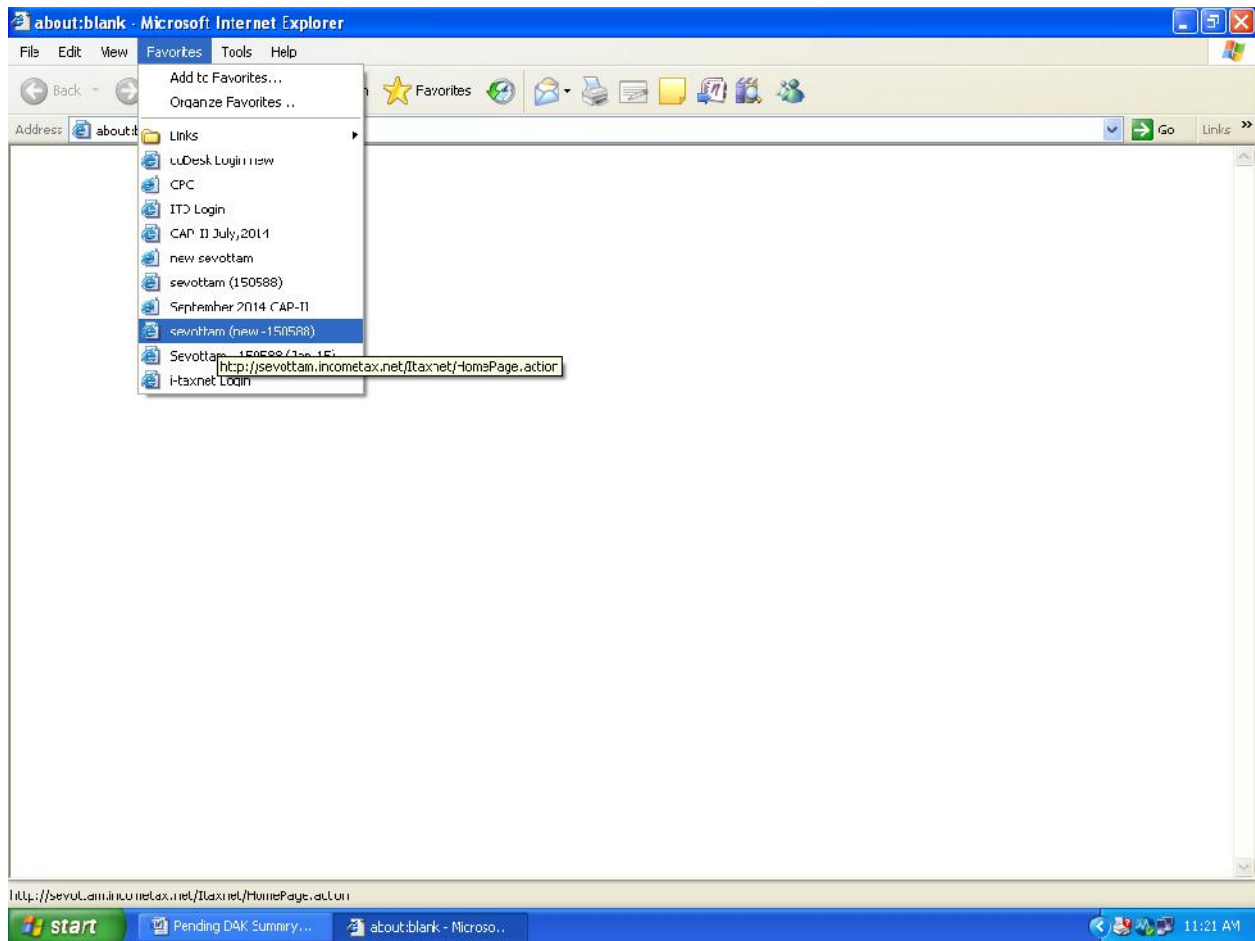
Pr. CCIT (by name)

Encl: As above.

Screen Shot of Desktop through which Internet Explorer has to be accessed.



Screen Shot of Sevottam link in Internet Explorer .



Alternatively Sevottam can be opened in Internet Explorer by typing the following address in the address bar.

<http://sevottam.incometax.net/Sevottam/ShowLoginAction.action>


Screen Shot of Sevottam Login page

DAK Registration Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address: <http://sevottam.incometax.net/Sevottam/ShowLoginAction.action> Go Links


**Sevottam**

User ID:

Password:

Login Cancel

Note: Return entry against Pre-printed slips/Bulk Lot is open From 1 April 2015 To 15 April 2015.

**Income Tax Department**
Ministry of Finance
Government of India

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start Document1 - Microsof... DAK Registration For... Internet 11:07 AM


Screen Shot of Sevottam Login page (enter User ID and Password)

DAK Registration Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Internet Options


Address <http://sevottam.incometax.net/Sevottam/ShowLoginAction.action> Go Links

**Sevottam**

User ID:

Password:

Note: Return entry against Pre-printed slips/Bulk Lot is open From 1 April 2015 To 15 April 2015.

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start Document1 - Microsof... DAK Registration For... Internet 11:08 AM


Screen Shot of Sevottam Login page (This is how page looks once User ID and Password is entered)

DAK Registration Form - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Go Links


Address: <http://sevottam.incometax.net/Sevottam/LoginAction.action>

**Sevottam**
आसकर सेवा केंद्र

User Name:

User ID:

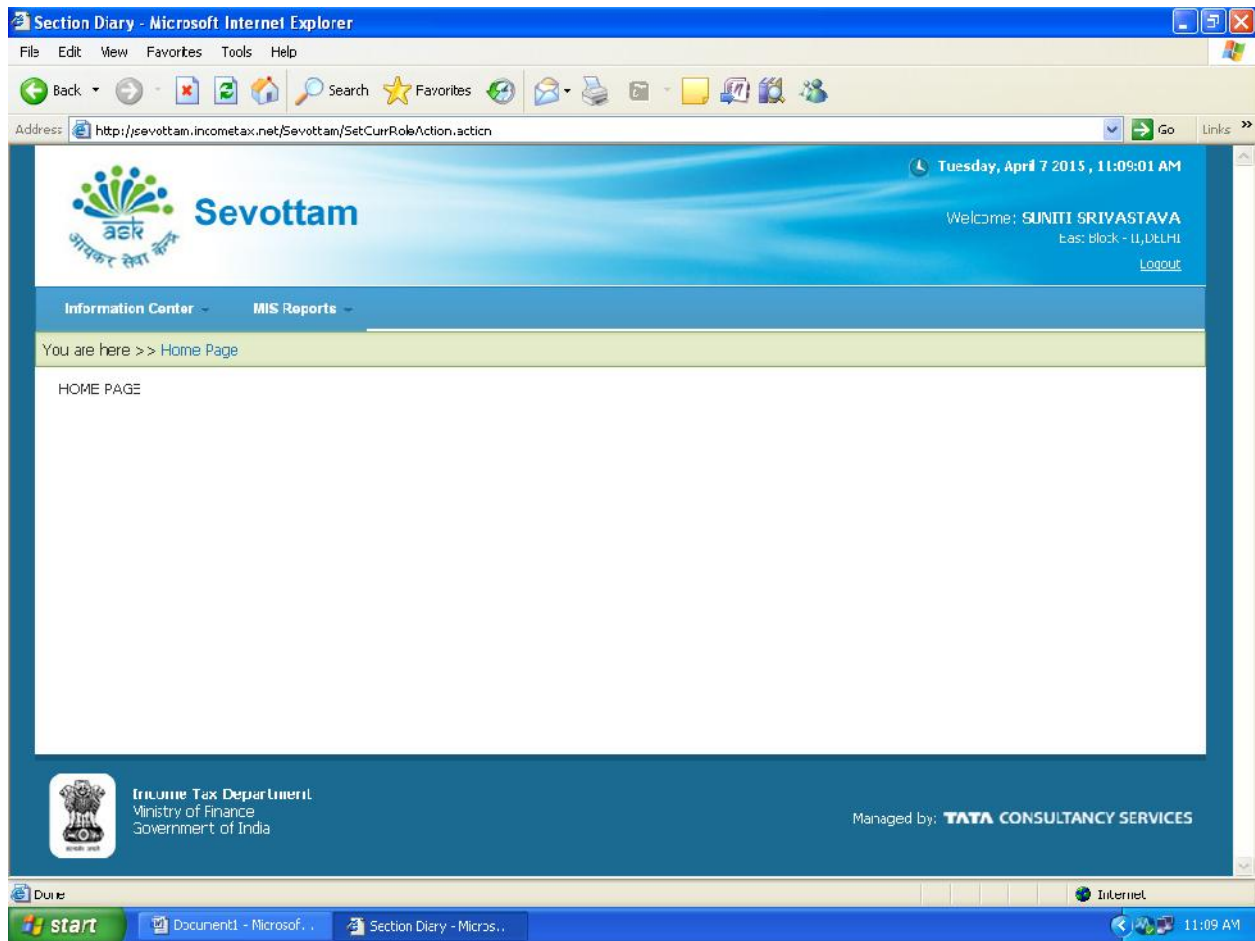
Choose your current role:

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start Document1 - Microsof... DAK Registration For... Internet 11:08 AM

Screen Shot of Sevottam Home page



Screen Shot of Pathway to generate Sevottam MIS Reports

The screenshot shows a Microsoft Internet Explorer browser window titled "Section Diary - Microsoft Internet Explorer". The address bar displays the URL: <http://sevottam.incometax.net/Sevottam/SetCurrRoleAction.action>. The page header includes the Sevottam logo and the text "Welcome: SUNITI SRIVASTAVA, Eas: Block - II, DELHI". The date and time are "Tuesday, April 7 2015, 11:25:29 AM".

The main navigation bar contains "Information Center" and "MIS Reports". The "MIS Reports" menu is expanded, showing the following options:

- DAK Status
 - Office Designation Wise
 - Pending Analysis
- RRR Status
 - Service Category Wise
 - Resolved Analysis
- Pre-printed Dashboard
- Category Wise Analysis
- NSDL Grievances
- RMS Dashboard
- Compliance Report

The footer of the page includes the Income Tax Department logo and text: "Income Tax Department, Ministry of Finance, Government of India". It also mentions "Managed by: TATA CONSULTANCY SERVICES". The browser's status bar at the bottom shows the "start" button and the text "Pending DAK Summary..." and "Section Diary - Micros...".

Screen Shot of Sevottam report (Member Wise)

DAK Status Report - Office Designation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites

Address <http://sevottam.incometax.net/Sevottam/delGtdyCatAction.action> Go Links

Sevottam Tuesday, April 7 2015, 11:25:56 AM

Welcome: **SUNITI SRIVASTAVA**
Eas: Block - II, DELHI
[Logout](#)

Information Center MIS Reports

You are here >> DAK Status Report: By CategoryWise

Search Criteria

From Date: 07-04-2015 To Date: 07-04-2015

[Generate Report](#)

DAK Status Report (CHAIRMAN, CDDT)

Office	Total	Citizen Charter			Greivances			Others		
		Total	Pending	Resolved	Total	Pending	Resolved	Total	Pending	Resolved
CHAIRMAN, CDDT	0	0	0	0	0	0	0	0	0	0
MEMBER (INVESTIGATION), CDDT	0	0	0	0	0	0	0	0	0	0
MEMBER (L&C) (NORTH ZONE)	25	1	1	0	13	13	0	11	11	0
MEMBER (A&J) (WEST ZONE)	183	3	3	0	0	0	0	180	180	0
MEMBER (P&V) (MUMBAI ZONE)	1	0	0	0	0	0	0	1	1	0
MEMBER (IT) (SCOUTH ZONE)	58	2	2	0	2	2	0	54	54	0

start Pending DAK Summary ... DAK Status Report - ... Internet 11:25 AM

The concerned Member has to be clicked to go to the respective Pr. CCIT.

Screen Shot of Sevottam report (Pr. CCIT Wise)

DAK Status Report - Office Designation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Print Mail News RSS Feeds

Address <http://sevottam.incometax.net/Sevottam/delGtdyCatAction.action?roleId=9+190officeDesignation=MEMBER+%20A%20J%29-%20WEST+ZONE%20fromdate=07-04> Go Links

Tuesday, April 7 2015, 11:26:31 AM

Welcome: SUNITI SRIVASTAVA
Eas: Block - II, DELHI
[Logout](#)

Information Center MIS Reports

You are here >> DAK Status Report: By CategoryWise

Search Criteria

From Date: 07-04-2015 To Date: 07-04-2015

[Generate Report](#) [Back](#)

DAK Status Report (MEMBER (A&J) (WEST ZONE))

Office	Total	Citizen Charter			Greivances			Others		
		Total	Pending	Resolved	Total	Pending	Resolved	Total	Pending	Resolved
MEMBER (A&J) (WEST ZONE)	0	0	0	0	0	0	0	0	0	0
MP & CHG REGION	0	0	0	0	0	0	0	0	0	0
RAJASTHAN REGION	1	1	1	0	0	0	0	0	0	0
GUJARAT REGION	105	0	0	0	0	0	0	102	102	0
Total of Member Charge	186	4	4	0	0	0	0	182	182	0

Done Internet

start Pending DAK Summary ... DAK Status Report - ... 11:26 AM

Screen Shot of Sevottam report (Pr. CCIT)

DAK Status Report - Office Designation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Print Mail News RSS Feeds

Address <http://sevottam.incometax.net/Sevottam/delGtsDyCstAction.action?roleId=9050&officeDesignation=GUJARAT+REGION&fromdate=07-04-2015&todate=07-04-2015> Go Links

Sevottam Tuesday, April 7, 2015, 11:26:41 AM

Welcome: **SUNITI SRIVASTAVA**
Eas: Block - II, DELHI
[Logout](#)

Information Center MIS Reports

You are here >> DAK Status Report: By CategoryWise

Search Criteria

From Date: 07-04-2015 To Date: 07-04-2015

[Generate Report](#) [Back](#)

DAK Status Report (GUJARAT REGION)

Office	Total	Citizen Charter			Greivances			Others		
		Total	Pending	Resolved	Total	Pending	Resolved	Total	Pending	Resolved
GUJARAT REGION	0	0	0	0	0	0	0	0	0	0
Pr. CCIT, GUJARAT	186	3	0	0	0	0	0	183	183	0

Income Tax Department
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start Pending DAK Summary ... DAK Status Report - ... 11:26 AM

The concerned Pr. CCIT has to be clicked to go to the respective CCIT.

Screen Shot of Sevottam report (CCIT)

DAK Status Report - Office Designation - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites Print Mail News RSS Feeds

Address <http://sevottam.incometax.net/Sevottam/delGtdyCstAction.action?roleId=0017520&officeDesignation=Pr.+CCIT%2C+GUJARAT&fromdate=07-04-2015&todate=07-04-2015> Go Links

You are here >> DAK Status Report By Categorywise


Search Criteria

From Date: 07-04-2015 To Date: 07-04-2015

Generate Report Back

DAK Status Report (Pr. CCIT, GUJARAT)

Office	Total	Citizen Charter			Grievances			Others		
		Total	Pending	Resolved	Total	Pending	Resolved	Total	Pending	Resolved
Pr. CCIT, GUJARAT	0	0	0	0	0	0	0	0	0	0
CCIT, TDS, AHMEDABAD	183	2	2	0	0	0	0	181	181	0
CCIT, SURAT	0	0	0	0	0	0	0	0	0	0
CCIT, RAJKOT	2	0	0	0	0	0	0	2	2	0
CCIT, VALODARA	1	1	1	0	0	0	0	0	0	0
CCIT 2, AHMEDABAD	0	0	0	0	0	0	0	0	0	0
CCIT 1, AHMEDABAD	0	0	0	0	0	0	0	0	0	0
Total of Region Charge	186	3	3	0	0	0	0	183	183	0

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Done Internet

start Pending DAK Summary ... DAK Status Report - ... 11:27 AM

Grievance - Pendency aging analysis upto 31-03-2015

OFFICE DESIGNATION	TOTAL	WITH_NO_TIMELINES	NOT_OVERDUE	Pending after due date				
				DAYS_1_15	DAYS_16_30	DAYS_31_45	DAYS_46_60	>=DAYS_60
Pr. CCIT (INT. TAXATION), NEW DELHI	239	0	0	3	0	3	0	233
Pr. CCIT, MUMBAI	182	0	0	8	0	1	0	173
Pr. CCIT, GUJARAT	664	0	0	66	0	56	0	542
Pr. CCIT, AP&Telangana	2442	0	0	6	0	0	0	2436
Pr. CCIT, RAJASTHAN	453	0	0	80	0	38	0	335
Pr. CCIT, NAGPUR	253	0	0	0	0	3	0	250
Pr. CCIT, PUNE	1111	0	0	0	0	0	0	1111
Pr. CCIT, UP WEST AND UTTARAKHAND	2763	0	0	74	0	58	0	2631
Pr. CCIT, LUCKNOW, UP EAST	2125	0	0	121	0	213	0	1791
Pr. CCIT, Bhopal(MP & CG Region)	646	0	0	11	0	11	0	624
Pr. CCIT, BENGALURU	3085	0	0	152	0	53	0	2880
Pr. CCIT, TAMIL NADU	7704	0	0	85	0	113	0	7506
Pr. CCIT, KERLA	1840	0	0	12	0	9	0	1819
Pr. CCIT, BHUBANESWAR	1234	0	0	86	0	95	0	1053
Pr. CCIT, NER	1443	0	0	13	0	7	0	1423
Pr. CCIT, WEST BENGAL & SIKKIM	913	0	0	1	0	0	0	912
Pr. CCIT, BIHAR AND JHARKHAND	3606	0	0	123	0	127	0	3356
Pr. CCIT, DELHI	24637	0	0	1956	0	1295	0	21386
Pr. CCIT, NORTH WEST REGION	5783	0	0	205	0	140	0	5438
Total	61123	0	0	3002	0	2222	0	55899

Grievance - Resolution aging analysis upto 31-03-2015

OFFICE DESIGNATION	TOTAL	WITH_NO_TIMELINES	RES_ONTIME	Late resolution after due date					
				LATE DISPOSAL	DAYS_1_15	DAYS_16_30	DAYS_31_45	DAYS_46_60	>=DAYS_60
Pr. CCIT (INT. TAXATION), NEW DELHI	132	0	83	49	4	3	6	2	34
Pr. CCIT, MUMBAI	691	0	393	298	52	47	21	20	158
Pr. CCIT, GUJARAT	38867	0	27053	11814	2247	1475	1281	1020	5791
Pr. CCIT, AP&Telangana	686	0	204	482	49	67	52	36	278
Pr. CCIT, RAJASTHAN	11844	0	8130	3714	662	532	418	345	1757
Pr. CCIT, NAGPUR	268	0	173	95	15	19	8	2	51
Pr. CCIT, PUNE	3493	0	2192	1301	215	162	109	91	724
Pr. CCIT, UP WEST AND UTTARAKHAND	8319	0	4330	3989	388	312	282	243	2764
Pr. CCIT, LUCKNOW, UP EAST	3082	0	1215	1867	240	160	82	80	1305
Pr. CCIT, Bhopal(MP & CG Region)	4303	0	2262	2041	243	247	193	209	1149
Pr. CCIT, BENGALURU	1249	0	431	818	50	58	58	63	589
Pr. CCIT, TAMIL NADU	4967	0	1847	3120	343	307	322	262	1886
Pr. CCIT, KERLA	10665	0	3141	7524	474	459	417	479	5695
Pr. CCIT, BHUBANESWAR	2167	0	523	1644	130	92	95	87	1240
Pr. CCIT, NER	3551	0	1083	2468	148	149	117	124	1930
Pr. CCIT, WEST BENGAL & SIKKIM	1091	0	384	707	98	48	51	55	455
Pr. CCIT, BIHAR AND JHARKHAND	2329	0	1425	904	141	81	72	83	527
Pr. CCIT, DELHI	23839	0	16090	7749	981	714	702	536	4816
Pr. CCIT, NORTH WEST REGION	26736	0	15590	11146	1499	1171	893	714	6869
Total	148279	0	86549	61730	7979	6103	5179	4451	38018