



Directorate of Income Tax (Systems)

Quick Reference Guide for Compliance Cases on Information Source

Version 1.0 (June 2023)

1. Overview

The taxpayer's feedback on the information, as gathered on AIS (Annual information statement) is shared with the Information source through an automated and structured information exchange system. The Information source is then requested to confirm the accuracy of the information and taxpayer's feedback u/s 133C of the Income Tax Act, 1961. If the information source fails to submit response to the information confirmation request or does not provide updated information after confirmation through the response within the specified due date as mentioned in notice u/s 133C, despite reminders being sent, the system creates a compliance case for the relevant information source. This case is then assigned to the appropriate Income tax officers unit to take necessary actions. The case assignment is as follows:

#	Information Source Type	Relevant Income Tax Officer
1	Reporting Entity (reporting through ITDREIN)	I&CI officer – assignment based on the Pincode of the reporting entity.
2	Deductor (reporting through TAN)	TDS A.O assignment based on the mapping available for TAN and TDS A.O.
3	PAN based information sources (such as PAN based deductors, form 15CC Filers,	PANA.O. – assignment based on the jurisdiction of the PAN.

2. Steps to Access 'Compliance Cases on Information Source' on Insight Portal

- Step 1: Login to Insight Portal (<u>https://insight.gov.in)</u> and click on *Verification Tab* from the left-hand menu.
- Step 2: Click on e-Verification tab available under Taxpayer.
- **Step 3:** Summary of cases assigned will be displayed Financial Year wise.
- Step 4: Click on *Count* displayed against 'Compliance Cases on Information Source' case status to navigate to the list of cases.
- Step 5: List of cases will be displayed.
- Step 6: Click on View Details hyperlink to navigate to Case Details screen.
- Step 7: On 'Case Details' screen, list of verification issues will be displayed.
- Step 8: Click on the Information Request tab to view the details of the non-compliance.
- Step 9: On 'Case Details' screen, click on Select Activity option to view the case activities which can be
 - performed from the Compliance cases. The following case activities can be performed-
 - 1. Re-assign Case (Re-assignment to a superior officer or sub-ordinates)
 - 2. Issue Notice u/s 133(6)
 - 3. Mark case as Non-responsive
 - 4. Mark case as Untraceable
 - 5. Mark case as Responsive
 - 6. Mark case as Traceable
 - 7. Enter Comments
 - 8. No Action Required
 - 9. Submit Case Closure Report

3. Annexure A - Screens

3.1. Accessing Insight Portal by the Verifying Officer

The first-time users of Insight Portal shall log into ITBA and then change the password. After changing the password in ITBA, users can log into the Insight Portal using the username (same as in ITBA) and new password. In exceptional cases, password can also be changed in Insight Portal.

Step 1: Go to Insight Portal at <u>https://insight.gov.in</u>

Step 2: Use the username (same as in ITBA) and password to log in.

Step 3: Enter the One Time Password received on your email ID/ mobile number.

	•	-
	Insight	
Username	Password	

Figure 1: Log into Insight Portal

Step 4: If the user is mapped to multiple position descriptions, then a screen will be shown. Select the relevant position description with which to login.

Insight Portal		Insight 🤽
	Position © RANGE-UDUPI	
	RANGE OUT RANGE-2, MANGALORE	
	Next	

Figure 2: Select Position

Step 5: On successful login, user will land on Insight Portal Homepage.

3.2. Accessing Compliance Cases on Insight Portal

After successful login, user needs to navigate to *Taxpayer>>e-Verification* after selecting *Verification* option from the menu displayed at the Left side.

🕷 Works	pace Users Knowledge I	lub L	earning Hub Resources	Htelp	•	۵	1 1
Nelcome, Kartik	Mehta, Pr DIT(Inv) -1, Delhi						Lee
ô)	Verification						
E Modules	Taxpayer]	Deductor	Reporting Enlity	Group		
1 Profiles	Actionable Insight	43	Actionable Insight	Registration Monitoring			
100000000000000000000000000000000000000	e-Verification (CMCPC)	63	e-Verification	Statement Monitoring			
Q. +Search	e-Verification	62	Verification	Ventication			
(E)	Verification	75	Proceedings	Information Requests			
6	Proceedings	90					
Data tanagement	Faceless Reference	02					

Figure 3 Navigate to Taxpayer e-Verification

3.2.1. Case Summary

On the next screen (Summary Screen), user can apply a filter on *Case Type* and *Financial Year* to view the summary of cases assigned to him for the selected case type. The user can also filter the case summary by jurisdiction and can navigate to the other jurisdictions available under him. Upon selecting a jurisdiction from the drop-down, the counts will be refreshed as per the selection. Also, the user can view the counts for *Self* or *Cumulative* (i.e., consolidated count of self and for the jurisdictions under him).

The status for each case type with count of cases for a given financial year will be displayed as following:

- Under Verification: Indicates the user is working on the case.
- Verified: Indicates the Case Closure Report has been submitted.

User needs to click on *Count* displayed against 'Compliance Case on Information Source' to navigate to list of cases assigned.

✓ Sear	Search									
DIT (I&CI), Delhi -Type- -Financial Year-										
Display	Display Count for Self Cumulative									
✓ Res	ults		Pending for	or My Action		Others				
#	Туре	F.Y. Sent Back		Pending For Approval	Submitted For Approval	Verified				
1.	e-Verification Scheme 2021	2020-21	2	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1		
2.	e-Verification Scheme 2021	2019-20	2	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	1		
3.	Compliance Cases on Information Source	2020-21	<u>21</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>0</u>	<u>20</u>		
	M ≪ Page 1 of 3 → M 10 ∨ View 1 - 10 of 21									
22-11-2018 10:10 AM, IP Address: 10.8.1.53										

Figure 4 Case Summary

3.2.2. Case List

Upon clicking on the count for status from the summary screen, the list of cases corresponding to that status is displayed on the screen.

The user can perform the following actions on the case list screen:

• Filter the list of cases as per the available filter criteria, such as Case type, Verification Issue, Financial Year, Verification Status, Last activity, PAN, Case ID etc.

- Navigate to Case Detail screen by clicking on "View Details" hyperlink.
- Navigate to the profile by clicking on the 'PAN/ TAN/ ITDREIN' hyperlink.
- Initiate bulk activities (i.e., Reassign Case)

¥ 9	Search						Clear All	
Case Cor	Type Verifica mpliance	tion Issue Financial	Year Verification Status La	ast Activity Su	ggested Action PAN	Case ID	Go	
→ Results								
	PAN/Non-PAN Entity Id/ITDREIN	Name	Туре	F.Y.	Verification Status	Assigned to		
	XXXXXXXXX	HDFC Bank	Compliance Cases on Information Source	2020-21	Under Verification	ITO Ward 4(1), Lucknow	View Details	
	XXXXXXXXX	ICICI Bank	Compliance Cases on Information Source	2020-21	Under Verification	ITO Ward 4(1), Lucknow	View Details	
			i ≪ Page 1 of 50	00000 🍽 🗎 🕇	10 View 1 - 10 of 2	21		
		Initia	ate Activity (Bulk) - Select Activ	vity -		✓ Initiate		
						22-11-2018 10:10	AM, IP Address: 10.8.1.5	
				Back				

Figure 5 Case List

Reassign Case Activity (Bulk)

The user can select multiple cases and assign them to other user(s) i.e. supervisor or sub-ordinates in the hierarchy.

* 3	Search						<u>Clear All</u>		
	Case Type Verification Issue Financial Year Verification Status Last Activity Suggested Action PAN Case ID Compliance Image: Compliance Imag								
✓ Results									
	PAN/Non-PAN Entity Id/ITDREIN	Name	Туре	F.Y.	Verification Status	Assigned to			
	XXXXXXXX	XXXXXXX HDFC Bank Compliance Cases on Information Source		2020-21	Under Verification	ITO Ward 4(1), Lucknow	View Details		
	XXXXXXXX	ICICI Bank	Compliance Cases on Information Source	2020-21	Under Verification	ITO Ward 4(1), Lucknow	View Details		
				00000 🍽 🗎 🔤	10 View 1 - 10 of 2	21			
	Initiate Activity (Bulk) - Select Activity Select Activity - Reassign Case 22-11-2018 10-10 AM, IP Address: 10.8.1.53								
				Back					

Figure 6 Case Reassign Activity - Bulk

✓ User Selection		
Reporting Officer & Sub-ordinates	- Select -	~
	Submit Cancel	
		22-11-2018 10:10 AM, IP Address: 10.8.1.53

Figure 7 Reassign Case

By default, the drop-down provides below mentioned users for selection.

- Supervisor
- Subordinates in the hierarchy

Upon clicking on **Submit** button, the selected cases will be reassigned to the new user.

3.2.3. Case Details

Upon clicking on '**View Details**' hyperlink in case list screen, the case detail page will appear. The case detail page displays the details of the case and the list of activities which can be initiated on the case level. This page also lists down the verification issues associated with the selected case. The user can perform the following actions on case details screen:

- Navigate to the profile view by clicking on 'PAN/TAN/ITDREIN' hyperlink from 'e-Verification Details' section.
- Access case tabs (e.g., e-Proceedings, e-Communication, Activities, Information Request etc.)
- Initiate case activities.

Case e-Proc	e-Comm	unication Internal Request	s External Requests	Activities Docume	nts Information Requ	est				
> Key Details				<u>II I</u>		Full-	screen Snip			
HDFC Bank (XXXXXXXXX.NNNN) Compliance Cases on Information Source (FY 2020-21)										
✓ e-Verification Details										
ID 1100250295				t Year		2021-22				
PAN/Non-PAN E	Entity Id/ITDREIN	XXXXXXXXXXX.NNNN	Verification	Status		Under Verificati	ion			
Verification Init	iation Date	24-03-2022								
Verification	Issue(s)									
\$. No.			Verification I	ssue				Source		
1	No Response on	information request (NRIR01)						Primary		
2	Updated record n	ot received (URNR01)						Primary		
			- Select Activ	/ity -						
				Back						
	Issue Notic	e (PDF)	Mark Case as	Untraceable	Enter Comn	nents		4 <i>M, IP Address: 10.8.1.</i>		
	Submit Ca	se Closure Report	Mark Case as	Traceable	Reassign C	ase				
	No Action F	Required	Mark Case as	Non-responsive	Mark Case a	as Responsive				
	View/Uploa	ad Case Attachments								

Figure 8 Case Details

3.2.4. Case Activity - Reassign Case

User can use this functionality to reassign the case to other user.

Case e-Proc	eedings e-Comm	unication	Internal Requests	External Requests	Activities	Documents	Infor	mation Requ	est		
> Key Details	> Key Details										
	HDFC Bank (XXXXXXXXX.NNNN) Compliance Cases on Information Source (FY 2020-21)										
✓ e-Verification Details											
ID 1100250295			Assessme	Assessment Year 2021-22			2021-22				
PAN/Non-PAN E	ntity Id/ITDREIN	XXXXXXX	XXXX.NNNN	Verification	n Status				Under Verificat	tion	
Verification Initi	ation Date	24-03-202	22								
Verification	ssue(s)										
S. No.				Verification	Issue						Source
1	No Response on i	nformation r	request (NRIR01)								Primary
2	Updated record no	ot received (URNR01)								Primary
				- Select Act	ivity -						
					Back						
											AM, IP Address: 10.8.1.53
	Issue Notic	e (PDF)		Mark Case as	Untraceable	è		Enter Comm	ients		
	Submit Cas	se Closure	Report	Mark Case as	Mark Case as Traceable Reassign Ca		Reassign Case				
	No Action F	Required		Mark Case as	Non-respon	sive		Mark Case a	is Responsive		
	View/Upload Case Attachments										

Figure 9 Case Activity - Reassign Case

By default, the drop-down provides below mentioned users for selection.

- Supervisor
- Subordinates in hierarchy

Upon clicking on **Submit** button, the selected cases will be reassigned to the new user.

✓ User Selection						
Reporting Officer & Sub-ordinates	DIT (I&CI), Delhi	~				
	- Select - DT (&Cl), Delhi ITO (&Cl)-1, Delhi ITO (&Cl)-2, Delhi ITO (&Cl)-3, Delhi	-				

Figure 10 Reassign Case

3.2.5. Case Activity - Issue Notice

'Issue Notice' functionality enables ITD users to issue notice u/s 133(6) to the non-compliant entity. It may be noted that, 2 notice formats will be available based on the verification issue for which case has been generated. Notice formats will be as follows:

#	Notice Type	Description
1	Notice u/s 133(6) – No response on Information	Notice format if response is pending from
	confirmation	information source
2	Notice u/s 133(6) - Correction Statement on IR	Notice format if information source has
	RRC not received	responded to the confirmation request and
		confirmed that records need to be updated but
		updated records not available till date.
		IR RRC – Information Request Records Requiring
		Correction. IR RRC count means that there are
		records which needs to be updated as
		confirmed by information source in response to
		the information confirmation request. IR RRC
		count will keep reducing upon receiving the
		updated relevant records from the information
		source.

Information source will be able to submit the response against the notice on Reporting Portal.

Step 1: To issue a notice, user needs to click on 'Issue Notice (PDF)' from the Select Activity option available under the case detail screen.

Case e-Proc	ceedings e-Comm	unication Internal Requests	External Requests	Activities Do	cuments	Information Requ	est		
> Key Details							Full-:	screen Snip	
	k (XXXXXXXXXX ises on Information S								
✓ e-Verificatio	on Details								
ID		1100250295	Assessmen	t Year			2021-22		
PAN/Non-PAN E	Entity Id/ITDREIN	XXXXXXXXXXX.NNNN	Verification	Status			Under Verification	on	
Verification Init	iation Date	24-03-2022							
Verification	Issue(s)								
S. No.		Verification Issue							
1	No Response on i	No Response on information request (NRIR01) Prima							
2	Updated record no	ot received (URNR01)							Primary
			- Select Activ	vity -					
				Back					
						Enter Comm			AM, IP Address: 10.8.1.5
	Issue Notic	e (PDF)	Mark Case as	Untraceable		Enter Comm	ients		
	Submit Cas	se Closure Report	Mark Case as	Traceable		Reassign Ca	ise		
	No Action F	Required	Mark Case as	Mark Case as Non-responsive Mark Case a			ase as Responsive		
	View/Uploa	ad Case Attachments							

Figure 11 Select Activity Screen

Step 2: Select the notice type and click on 'Proceed'.

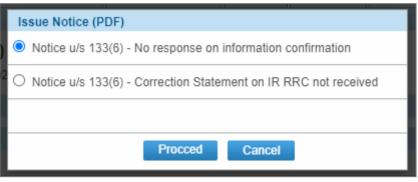


Figure 12: List of Notice Type



	sight ortal			Insight 찾								
🗥 Workspace	Users Knowledge Hub Le	arning Hub Resources i-Help		🐵 🛓 🏚 🗗								
Welcome, Kartik Mehta	a, Pr.DIT(Inv) -1, Delhi			Logout								
Modules	verification Taxpayer	e-Verification										
=												
	se ID	1100250295	Case Type	Compliance Cases on Information Source								
Profiles	ne (PAN)	Ajay kumar Singh (BOEPS8229E)	Financial Year	2020-21								
	sipient Category*	Main Entity										
i Soarch	dressed To	Ajay kumar Singh (BOEPS8229E)										
Res Verification	sponse Due Date*	ddyyyy										
	iress	28/16 RAMNAGAR COLONY, U.P 282008, INE	ЛА	1								
Data Management Ema	ail	To: sanjaysharma@xyz.com, sanjaysharma1@x CC: sanjaysharma2@xyz.com	yz.com	1								
Business Mob	bile	8744007601		1								
Operations (for	son for Issuing Notice making remarks - will not be seen by the ressee)	Enter Your Remarks (Not exceeding 1000 cha	racters)									
tem	ase enter the questions which shall be	part of Notice u/s 133(6) in the text area p otice (with the system provided content an A U I B = = ± =	d questions entered) can be viewed by cl	_								
		Back View / Edit Notice Preview	w Save Digitally Sign and Print									
		Sitemap Disclaim Copyright 2017 © Income Tax Departmer										

Figure 13: Notice u/s 133(6) screen

On the Notice generation screen below fields will be displayed: Case Details:

- Case ID- ID of the case
- Case type- Type of the case (e.g., Compliance Case on Information Source)
- Name (Entity ID)- Name of the Entity with ID
- Financial year- Financial Year for which case has been initiated.

Notice Details:

- Recipient Category Main Entity
- Addressed to Name of the entity with PAN/TAN/ITDREIN will be displayed.
- Response Due Date By default 15 days from the current date, user can also edit the response due date from the calendar.
- Address Address will be auto populated based on preference logic by default. By clicking on edit icon user can select any other available address. Only one address can be selected.

Sele	ect Address									
	Address	Source		Date		Address Type				
0	28/16, RAMNAGAR COLONY, DELHI, DELHI - 110044	IT Return		16-06-20)19	-				
0	7A, 2ND FLOOR, BENTINCK STREET OLD WING, DELHI, DELHI, 110004	E-FILING USER PR	OFILE	20-07-20	-					
Enter New Address										
	Address	City	State		Country	Pin Code				
0	7A, 2ND FLOOR, BENTINCK STREE	Kanpur	- Select	i- ~	India	208002				
0	7A, 2ND FLOOR, BENTINCK STREE	Kanpur	- Select	i- ~	INDIA \lor	208002				
	, ,	Submit	Back							
					22-11-2018 10:10	0 AM, IP Address: 10.8.1.53				

Figure 14: Select/Add Address

• Email (To and CC) - E-Mail will be displayed based on preference logic by default. By clicking edit icon user can also select other available email or enter a new email.

Select e-	Mail									
	e-Mail	Source	Date	Category	То	Copy to				
	XXXXX@XXXX.coi	mIT Return	16-06-2019	Primary	0	0				
	XXXXX@XXXX.com	mSFT	10-04-2019	Primary	0	0				
Enter e-Mail										
	Enter e-Mail	Enter e-Mail								
	Enter e-Mail				0	0				
	Submit Back									
	22-11-2018 10:10 AM, IP Addre									

Figure 15: Select/Add Email

• Mobile – Mobile number will be displayed based on preference logic by default. By clicking on edit icon, user can also select other available mobile number.

Select	Select Mobile Number									
	Mobile Number	Source	Date	Category						
	8744009760	IT Return	16-06-2019	Primary						
	8744009760	SFT	10-04-2019	Primary						
		Submit Back	·							

Figure 16: Select/Add Mobile number

- Reason for Issuing of Notice Enter the reason for issuing notice. The reason is for making remarks only and will not be visible to the addressee.
- Rich Text Area Once the details are entered in the above fields, enter the questionnaire content in the rich text area provided on click of 'View/ Edit Notice' button.
- Facility is available to save the notice content entered. On click of save, the notice will be saved in the "Activities" tab with relevant activity details and status as "Draft".

	Back	View / Edit Notice	Preview	Save	Print and Digitally Sign Now
Note -					
Please enter the questions which	shall be part of	of Notice u/s 133(6) in	the text area pro	vided below .	. The questions entered in the text area will be merged in the
template of Notice u/s 133(6). The	e draft notice (with the system provid	led content and	questions enter	ered) can be viewed by clicking on "Preview".
	T Y Y ²	en en 1= •=		en i abc	
Normal (👻 Font 👻	Size -	<u>A</u> - <u>A</u> - <u>E</u> =	± ≡ @	Source	
body div					4
					20-06-2022 5:52:15 PM, IP Address:

Figure 17: Notice u/s 133(6) >>Save

• From the case details screen, user will click on **Activities** tab to view the draft notices saved. On click of Activity id user can initiate further action.

Case	e-Proceedings	e-Communication	Internal Requests	External Requests	Activities I	Document	s Information Request			
 Activi 	✓ Activity									
S. No.	Activity Id	Date		Activity			User Designation	Status	Related Task	
33	2362	06-01-2018	Case Marked as Non-responsive			<u> 1</u>	O Ward 4(1), Lucknow	Completed		
32	<u>5573</u>	05-04-2022	Preliminary Verificat	ion Report		<u> 11</u>	O Ward 4(1), Lucknow	Generated		
31	<u>5572</u>	05-04-2022	Preliminary Verificat	ion Report		<u> 1</u>	O Ward 4(1), Lucknow	Draft		
30	<u>5571</u>	05-04-2022	Notice u/s 133(6)			<u> 1</u>	O Ward 4(1), Lucknow	Draft		
29	<u>2271</u>	05-04-2022	Notice u/s 133(6)	Notice u/s 133(6)			O Ward 4(1), Lucknow	Generated		
	K ≪ Page 1 of 3 ≫ N 5 ∨ View 1 - 5 of 12									



- **Step 4**: Notice Preview User needs to click on Preview button to view and verify the content of Notice before clicking on 'Print and Digitally Sign Now'. The draft Notice will be downloaded.
- Step 5: User needs to click on button Digitally Sign and Print to digitally sign and generate the Notice. Before clicking Digitally Sign and Print button, user needs to make sure that the DSC USB token is inserted in the system from where Notices are to be generated. User can select the digital signature certificate, login and sign the notices. User needs to sign every Notice separately.

Note: User should ensure, the em-Signer utility is installed and opened in their system. The utility can be downloaded from the following path:

Insight Portal → Resources

To open the utility, double click on the em-Signer icon. The utility will detect the installed/inserted signature(s). The user can select the signature and sign the document

Insight Portal		Ins	ight
	Confirmation		
rkspace User	Document will be generated with your Digital Signature. Please ensure that your DSC USB Token is inserted in your computer before clicking on		
artik Mehta, Pr.DIT(Ir	Ok. Email will be sent to the addressee with the digitally signed document. The document will also be posted on Reporting portal. Are you sure you want to generate the document?		
	Ok Cancel		
Modules V	ermeanon Reporting Entity Vermeanon		

Figure 19 Digitally sign the Notice

On clicking 'OK' Button, a Pop-up screen will appear for selection of installed DSC.

10/-1	RY REMEDIOS (ITO(I&C	NIACON DAverball										1		
welcome, wAR	AT REMEDIOS (ITO(IAC	/i)1(2), Mumbal)										Logout		
Modules	Verification 1	axpayer Verification	Summary	List						-				
-	O Search								×			Clear All		
Modules	Priority Type	Content to Sign:	itent to Sign:								Action to be Taken			
1	Non-Filing of F									Initiate Pr	oceedi	Go		
Profiles	C Result	To sign the PDF	TILE											
Q	ai a									ction to be Taken				
		Certificate Store								apture erification				
Verification		Common Name	Issuer Name		Serial No		Expiry Date			esult,Capt				
B		Class 2 individual test Class 2 Individual test					22-12-2019		^	re erification				
Data Management				5 CA 101	14024570		23 12 2020		~	esult,Capt				
Business		View Certificate	i.		1	Sig	iu	Cancel		erification esult,Capt re				
Intelligence		v1.0				Powe	ered By eMudh	ra Limited		erification esult,Capt				
Operations	20170000000	AAACK3475E PWZSLYN AB819 UZGQNH	IFN GFSP HTRUFSD QYI	Non-Filing o Form 61A	of 2017-18	P1	Under- Verification	initiate 285BA(5)	ure Verification Result,Initia	ITO(I8	.CI)1(2), Mumbi		

Figure 20 Select DSC

On successful signing, success message will be displayed.

Insight Portal	
pace Use	Message Notice generated successfully. Generated notice details can be viewed under e-Proceeding & Activities tab.
< Mehta, Pr.DIT(Ok
Nodules	Verification Reporting Entity Verification

Figure 21 Success Message displayed on generation of Notice

In case em-Signer is not started, the Error message will be displayed on clicking button "Print and Digitally Sign Now".

=	S Issue Notice u/s 133(6)	Error : EmSigner is not run	ning						
Modules	Case *	Kindly start the EmSigner and als	o ensure to run it	/201700000044	~				
Profiles	Reply submission date *	To run the EmSigner as Administr EmSigner application and select							
Q	Additional text to be appended on notice	administrator"	i an as		Edi				
-Search	Address *		ок	J0016, MAHARASHTRA, INDIA					
erification	Send Email		ankit.sharma@Intinfotech.com (PO), ankit.sharma@Intinfotech.com (DD),						
Data	Letter Format Type *		Issue Notice u/s 133(6)						
inagement	Back Preview Wait								

Figure 22 Error Message displayed in Case em-Signer not started

Generated notice will be visible to Entity at Reporting Portal. Entity will be able to view and download the Notice and Submit Response against the same at Reporting Portal.

View Generated Notice and Entity's Response

ITD officer can view the generated notice and response (e-Proceedings tab) by accessing below mentioned case tabs:

- a. e-Proceedings
- b. e-Communication
- c. Activities

3.2.6. Case Activity – Submit Case Closure Report

Step 1: To submit case closure report, user needs to click on 'Submit Case Closure Report' activity from the 'Select Activity' option available under the case detail screen.

Case e-Proc	eedings e-Comm	nunication	Internal Requests	External Requests	Activities	Documents	Information Requ	est			
> Key Details											
	HDFC Bank (XXXXXXXXX.NNNN) Compliance Cases on Information Source (FY 2020-21)										
✓ e-Verification Details											
ID		295	Assessmen	t Year			2021-22				
PAN/Non-PAN E	ntity Id/ITDREIN	XXXX.NNNN	Verification	Status			Under Verifica	ation			
Verification Initi	ation Date)22									
✓ Verification Issue(s)											
S. No.		Verification Issue									
1	No Response on	No Response on information request (NRIR01)								Primary	
2	Updated record n	ot received	(URNR01)							Primary	
				- Select Activ	ity -						
				l	Back						
				/						AM, IP Address: 10.8.1.53	
	Issue Notic	e (PDF)		Mark Case as	Untraceable		Enter Comm	ients			
	Submit Ca	se Closure	Report	Mark Case as	Traceable		Reassign Ca	ise			
	No Action	Required		Mark Case as	Mark Case as Non-responsive Mark Case		Mark Case a	k Case as Responsive			
	View/Uploa	ad Case At	tachments								

Figure 23 Case Activity - Submit Case Closure Report

On clicking Case Activity 'Submit Case Closure Report, relevant screen will be displayed.

✓ Case Details								
Case ID	1100250295		Financial Year		2020-21			
				2020-21				
Case Type	Compliance Cases on Information So	burce						
V Person Details								
Entity ID	XXXXXXXXXXX.NNNN		DoB/ Incorporation		21-01-1991			
Name	HDFC Bank							
Address *	28/16 RAMNAGAR COLONY, U.P.	- 282008, INDIA						
State*	U.P - Uttar Pradesh		Pincode*		282008			
Email	Arunkumarravi1986@hdfcbank.com	m	Mobile		+91 9876543210			
Verification Checklist (General)								
Whether entity has complied a	after verification initiation? *	Select V		Remarks				
Whether penalty u/s 272A to b	be initiated on Information Source? *	Select V		Remarks				
Remarks								
Remarks		Enter						
Attachments								
Choose File No file chose	en	- Select Document Type -			Enter Description			
Attach More								
Back Save Submit								

Figure 24 Case Closure Report

On the Case Closure Report screen below fields will be displayed:

Case Details:

- Case ID- ID of the case
- Financial year- Financial Year for which case has been initiated.
- Case type- Type of the case (e.g., Compliance Case on Information Source)

Person Details:

- Entity Id PAN/ TAN/ ITDREIN of the entity
- DoB/ Incorporation DoB/ DoI of the entity
- Name Name of the entity
- Address, State, Pincode, Email, Mobile These details of the entity will be auto populated from database however same can be edited.

Verification Checklist (General):

- 1. Whether entity has complied after verification initiation? Yes/ No options and text box to enter remarks.
- 2. Whether penalty u/s 272A to be initiated on Information Source? Yes/ No options and text box to enter remarks.

<u>Remarks</u> – Box to enter remarks on overall verification. Documents can also be attached (if any).

Back Button - User can click on 'Back' button available at the end of the screen to navigate to the previous page.

Save Button - User can click on 'Save' button to save the case closure report as a draft (if required). The same can be displayed under 'Activities' tab on case details screen.

Submit Button – User can click on 'Submit' button to submit the case closure report.

User will be able to view the submitted report and the details of Activities performed by them under **Activities** Tab.

✓ Sear	rch									
DIT (I&CI), Delhi v -Type- v -Financial Year- v Go										
Display Count for Self Cumulative										
Results Pending for My Action Others										
	Туре	E.Y.	Under Verification	Under Re- verification	Sent Back	Pending For Approval	Submitted For Approval	Verified		
1.	e-Verification Scheme 2021	2020-21	2	Q	2	۵	2	1		
2. e-Verification Scheme 2021		2019-20	2	Q	2	۵	2	1		
3.	Compliance Cases on Information Source	2020-21	20	Q	2	٥	2	20		
		(3 H H 10	View 1 - 10 of	21					

On submission of the case closure report, the case status will be changed to "Verified".



3.2.7. Case Activity – Enter Comments

User can enter comments on any case. The comments added by the user will be visible to supervisors in the hierarchy under "Activities" tab of the case where the log of all activities done by the user in the case is visible.

Enter Comments Remarks *	Enter Remarks				
Choose File No file chosen	- Select Document Type -	Enter Document Description			
Attach More		·			
	Submit Cancel				

Figure 26 *Enter Comments*

3.2.8. Case Activity - Mark case as Non-Responsive

User can mark such cases as Non-Responsive where the communications are getting delivered to the entity, but the entity is not responding to the queries. Entering remarks is mandatory and related documents can also be attached. Each document size should not exceed 10 MB and in case of multiple documents the combined size should not exceed 30 MB.

Mark case as Non-Responsive								
Remarks *	Enter Remarks							
Choose File No file chosen	- Select Document Type -	Enter Document Description						
Attach More								
	Submit Cancel							

Figure 27 Mark case as non-responsive

3.2.9. Case Activity – Mark case as Untraceable

User can mark such cases as Untraceable where the communications are not getting delivered to the entity. Entering remarks is mandatory and related documents can also be attached. Each document size should not exceed 10 MB and in case of multiple documents the combined size should not exceed 30 MB.

Mark Case as Untraceable						
Remarks *	Enter Remarks					
Choose File No file chosen	- Select Document Type -	Enter Document Description				
Attach More						
	Submit Cancel					
		05-11-2021 5:25:37 PM, IP Address:				

Figure 28 Mark case as Untraceable

3.2.10. Case Activity - No Action Required

User can mark such cases as 'No Action Required' where on the basis of verification, no further action needs to be taken. Entering comments is mandatory and related documents can also be attached. Each document size should not exceed 10 MB and in case of multiple documents the combined size should not exceed 30 MB.

✓ No Action Required							
Comments*	Enter Comments						
Choose File No file chosen	- Select Document Type -	Enter Document Description					
Attach More							
Submit Cancel							

Figure 29 No Action Required

3.2.11. Case Activity – Mark case as Traceable

User can mark such cases as Traceable where the communications are getting delivered to the entity. Entering remarks is mandatory and related documents can also be attached. Each document size should not exceed 10 MB and in case of multiple documents the combined size should not exceed 30 MB.

✓ Mark Case as Traceable							
Remarks,*	Enter Remarks						
Choose File No file chosen *	- Select Document Type -	Enter Description					
Attach More							
Submit Cancel							
22-11-2018 10:10 AM, IP Address: 10.8.1.53							

Figure 30 Mark case as Traceable

3.2.12. Case Activity - Mark case as Responsive

User can mark such cases as Responsive where the communications are getting delivered to the entity and the entity is also responding to the queries. Entering remark is mandatory and related documents can also be attached. Each document size should not exceed 10 MB and in case of multiple documents the combined size should not exceed 30 MB.

✓ Mark case as Responsive							
Remarks* Enter Remarks							
Choose File No file chosen	- Select Document Type -						
Attach More							
Submit Cancel							
22-11-2018 10:10 AM, IP Address: 10.8.1.53							

Figure 31 Mark case as Responsive

3.2.13. Case Tab - e-Proceedings

Under e-Proceeding tab, user can view the details of the notices issued. The same includes DIN, Description of Notice, Notice issued date, to whom the notice sent, due date for providing the response, whether response viewed by Entity, response status of the entity and entity's response (if submitted).

Case e-Proceedings e-Communication Internal Requests Activities Documents Information Request e-Proceedings List										
#		DIN	Description	Issued On	Serv	ed to	Recipient Category	Response Due Date	Notice Viewed by Recipient On	Response Status
1		12345612	Notice u/s 133(6)	05-04-2022	HDFC Bank (XXXXXXXXXX.NNNN)		Main Entity	15-04-2022	05-04-2022	Submitted
2		12345678	Notice u/s 133(6)	01-04-2022	HDFC Bank (XXXX	HDFC Bank (XXXXXXXXXXX.NNNN)		15-04-2022	01-04-2022	Pending
K ≪ Page 1 of 3 ≫ N 5 ∨ View 1 - 5 of 12										
Please click on DIN to download the Notice u/s 133(6)										
22-11-2018 10:10 AM, IP Address: 10.8.1.										

Figure 32: *e*-*Proceedings tab with Submitted Response Link*

- By clicking *DIN* hyperlink, generated notice can be downloaded.
- User can view the response history of entity by clicking on response status "Submitted".

Response History								
Name Ajay kumar Singh		PAN/TAN/ITDREIN	BOEPS8229E	Recipient Category		Main Entity		
Case Type	Compliance Case on Informa	Compliance Case on Information Source		2020-21	DIN		12345222	
Description	Notice u/s 133(6)		Issued On	01-04-2022	-2022 Response Due Date		16-04-2022	
S.No.	Date of Response	Acl	knowledgement Number	Respon	Response Submitted by		liewed by Taxpayer On	
1	08-04-2022		1234554		Self	01-04-2022		
2	05-04-2022		1234554		Self	02-04-2022		
K ≪ Page 1 of 3 ≫ N 5 ✓ View 1 - 5 of 12								
22-11-2018 10:10 AM, IP Address: 10.8.1.83								
Back								

Figure 33: Response History

• On click of relevant Acknowledgement number user can view the response submitted by the Entity. Documents uploaded by entity (if any) can also be downloaded.

Name Ajay kumar Singh			PAN/TAN/ITDREIN	BOEPS8229E	Recipient Category	Main Entity	
Case Type Compliance Case on Information Source			Source	Financial Year	2020-21	DIN	12345222
Description Notice u/s 133(6)			Issued On	01-04-2022	Response Due Date	-	
Respon	se Date	08-04-2022					
Remark	S	Please find enclosed my detailed	response to Le	tter along with supporting d	locuments		
Respon	se Attachments						
S.No	Document Type	e	Document	Description		Attachment	
1	Agriculture incom	e computation statement	Reason for M	lon-compliance <u>View m</u>	<u>iore</u>	1	
2	Asset and Liability	Liability statement Evidence for response <u>View more</u>					
				Back			
							11-2018 10:10 AM. IP Address: 10.8.1



3.2.14. Case Tab - e-Communication

Under e-Communication tab, user can view the communication details i.e., Notice issue date, view or download the notice by clicking on DIN, Description of the notice, Notice initiated by/ to details, Recipient category, e-Mail subject.

Modules	Verification	Taxpayer	e-Verification	Summary List Detail					
≡ Modules	Case e-Proc	ceeding e-Commun	ication Internal Task	Internal Messages Internal Re	quests External Req	uests Notifications Ac	tivities Documents		
1	C e-Commun S. No.	nication Issued On	DIN	Description	Initiated By	То	E-mail Subject		
Profiles Q i-Search	1	17-06-2022	INSIGHT/VER/02/ 133(6)/22- 23/760000000004 0013	Notice u/s 133(6) (e-verification Scheme 2021)	SYED SHUKOOR NOWSHATH	BINA SURESH DOSHI (AABFW3863E)	Notice u/s 133(6) of Income Tax Act, 1961 for PAN AABFW3863E Assessment Year: 2020-21,		
Verification	2	17-06-2022	INSIGHT/VER/02/ <u>133(6)/22-</u> <u>23/760000000004</u> <u>0012</u>	Notice u/s 133(6) (e-verification Scheme 2021)	SYED SHUKOOR NOWSHATH	BINA SURESH DOSHI (AABFW3863E)	Notice u/s 133(6) of Income Tax Act, 1961 for PAN AABFW3863E, Assessment Year: 2020-21,		
Data Management		I ≤ < I ≤ <							
Business Intelligence					Back		20-06-2022 6:11:57 PM, IP Address		

Figure 35: *Insight Portal* >>*e*-*Communication*

• By clicking on 'Subject' hyperlink, e-mail content will be displayed.

View sent email	×							
Communication Sent Date	17-06-2022							
Primary Mail (To)	sameer.anand@Intinfotech.com							
Copy to (CC)								
Subject	Notice u/s 133(6) of Income Tax Act, 1961 for PAN AABFW3863E, Assessment Year: 2020-21.							
Dear Taxpayer (PAN AABFW3863E),								
Please find attached the notice under section 133(6) of the Income Tax Act, 1961 in respect of DIN: INSIGHT/VER/02/133(6)/22-23/760000000040 013, (Assessment Year - 2020-21) for necessary compliance.								
The attachment is password protected. To open the attachment, please enter your PAN (which is registered on e-Filing) in upper case.								
Regards, Compliance Managment Team Income Tax Department								
f the Compliance Portal or call on Toll Free	Note: - This Email is system generated. Please do not reply to this email ID. For any additional help, please raise your query under "Help" section o f the Compliance Portal or call on Toll Free number 1800 103 4215. Please add noreply@insight.gov.in to your whitelist or safe sender list, else your mailbox filter may stop you from receiving emails from this sender.							
	Back							

Figure 36: E-Mail content

3.2.15. Case Tab - Activities

Once initiated, an activity will be recorded under Activities tab. User can perform below action from this screen.

- View and resume the Draft activity.
- View Activity General Details e.g., Activity date, initiated by etc.
- View Activity Specific Details e.g., Case details, Addressed To etc.
- View Activity History Details

Case e-Proceedi	ng e-Communication	Internal Requests	External Requests Activities Documents	Residential Status Report Information Request					
S Activity									
S. No.	Activity ID	Date	Activity	Position Description	Status				
3	<u>21031</u>	05-05-2023	Notice Generated u/s 133(6) - No Response on Information Confirmation to Main Entity	ITO(HQ) (ESTATES) CHENNAL	Generated				
2	21030	29-03-2023	Viewed Profile	ITO(HQ) (ESTATES) CHENNAI	Completed				
1	<u>20975</u>	29-03-2023	Notice Generated u/s 133(6) - No Response on Information Confirmation to Main Entity	ITO(HQ) (ESTATES) CHENNAI	Generated				
tet cet Page 1 of 1 ⊨> ⊨t 5 v View 1 - 3 of 3									
Back									
				30	-05-2023 2:31:17 PM, IP Addre				

Figure 37 Activities Tab

General Details									
Activity Id	<u>21031</u>			Initiation	Date	05-05-2023 08:01 PM			
Activity	Notice Generated u/s	on to Main Entity	User Nar	ne	SYED SHUKOOR NOWSHATH				
User Designation	ITO(HQ) (ESTATES) C	IP Address							
Activity Status	Generated								
	Activity Specific Details								
Case Details									
Case ID		852100000003	Financial Year		2020-21				
Case Type		Compliance Cases on Information Source	Name (PAN)		XMWJJ XZIFWXMFS YWFHYTWX (FIXKX0048W.EE717)				
Addressed To		XMWJJ XZIFWXMFS YWFHYTWX (FIXKX0048W.EE717)	Recipient Category Mai		Main Entity				
Verification Initiation	n Date	01-01-1960	Verification Status		Under-Verification				
		~	·						
		В	lack						



3.2.16. Case Tab – Information Request

Information Request tab contains details of the batch through which the information confirmation request was sent to the information source. One batch may have multiple requests for confirmation related to multiple taxpayers. A compliance case is created if for any batch complete responses have not been submitted by the source OR response is submitted but IR RRC is pending (description of IR RRC is mentioned below). Details are as follows:

Batch ID – ID of the generated batch. By clicking on the Batch id hyperlink, details of the generated batch can be displayed.

Batch Date – The date on which the batch was generated.

DIN – DIN mentioned on the notice u/s 133C generated for this batch.

Total Requests – Count of requests in the batch. By clicking on hyperlink, a list of requests can be viewed. **Response Submitted** – Count of requests on which responses have been submitted.

IR RRC - Information Request Records Requiring Correction. IR RRC count means that there are records which needs to be updated as confirmed by the information source in response to the information confirmation request. IR RRC count will keep reducing upon receiving the updated relevant records from the information source.

Response Status – Status of response for this batch. Status can be as follows:

- Pending
- Partially Submitted
- Submitted

Search Results										
Batch ID	Batch Date	DIN	Total Requests	Response Submitted	IR RRC	Response Status	Batch Response History			
122303230225	23-03-2023	INSIGHT/VER/02/133C/2022- 23/1223032302250000	1	0	0	Pending	View			
Back										

Batch Response History – View the hyperlink to view the response history for this batch.

Figure 39 Information Request Tab

Request Details								
Information Source	THE AMRAVATI DISTRICT CENTRAL CO- OP.BANK LIMITED (FFFOY6382H.FH591)	Form No.	SFT-16					
Batch ID	122303230225	Batch Date	23-03-2023					
Batch Type	Information Confirmation u/s 133C	Generation Source	Feedback Processing					
Total Requests	1	Response Submitted	0					
Updated IR RRC	0	Batch Status	Pending					
Back								
			30-05-2023 2:34:25 PM, IP Address:					

Figure 40 Details - on click of Batch ID

											_
Batch Details	s for										
Response Status Request Id											
- Response	- Response Status - -Enter Request Id Go										
Search Results											
				Info	rmation Deta	ils					
Request ID	Response Due Date	Financial Year	Form Type	Document ID	Record ID	Transaction Code	Transaction Description	Information Value	Information Value Description	Name(PAN) of Taxpayer	
1	30-03- 2023	2020-21	SFT-16	10000013 6	453	SFT- 016(OD)	Interest income (SFT- 016) Others	4,06,064	Interest	ZYPWFSYN SFLFWN XFMFPFWN UFYXFSXYMF RFWDFINY OFWZI(ACCAU4996G)	I
4											Þ
	1-4 <4 Page 1 of 1 ⊨> ⊨1 10 ♥ View 1 - 1 of 1										
						Back					
									30-	05-2023 2:34:25 PM, IP Addr	ess:

Figure 41 Request List - On click of Request Count

Batch Submission Details										
Transaction Id	Date of Submission	Total Requests	Response Submitted	Pending requests	IR RRC					
XXXXXXXXXXXX	13-02-2019	34	33	1	5					
XXXXXXXXXXX	12-02-2019	34	33	1	3					
XXXXXXXXXXXX	01-02-2019	34	33	11	1					

Figure 42 Batch History