

E-Tutorial

1. Important information on Request for Resolution
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TDS
Centralized Processing Cell

1. Important information on Request for Resolution

Only registered Deductor can avail the facility of “**Request for Resolution**” under “**Online grievances module**”. **Request for Resolution** can be raised from **FY 2007-08 onwards**. Deductor can upload the relevant documents along with the query.

Status of Tickets:

- **Open**– Ticket is with TDS CPC and will be responded within the prescribed SLA .
- **In-Progress**–Ticket has been picked up by TDS CPC and is under resolution.
- **Clarification Requested** –Clarification can be provided only within 7 calendar days of ticket status being '**Clarification Requested**' else request will be closed.
- **Closed**–Ticket has been resolved by TDS CPC. You can reopen the ticket within 14 working days of closure of ticket.
- **Re-opened**–Ticket can be reopened only when tickets status is 'Closed' and it has to be done within 14 working days of closure of ticket

2. Brief Steps on Request for Resolution

Step 1 : Login on TRACES as a Deductor with registered **User ID** and **Password**.

Step 2: Click on “**Request for Resolution**” under “**Communication**” tab to log the request.

Step 3: Select the category (**Statement status, Conso file, Defaults/Demand** etc.) under which request for Resolution is required to be raised.

Step 4: Select required details such as **Financial Year, Form type, Quarter, Request Category**.

Fill the required details such as Latest statement Token no. etc. . along with description of grievances along with supporting documents if any.

Step 5 : On successful submission of the request, a unique Ticket number will be generated.

Step 6 : Deductor can check the status of the raised ticket in “**Resolution Tracking**” under “**Communication**” tab.

Step 7: Ticket can be re-opened within 14 days once the ticket gets closed.

3. Pictorial guide on Request for Resolution

Go to TRACES website (www.tdscpc.gov.in)

The screenshot shows the TRACES website interface. At the top, there are logos for TDS (Centralized Processing Cell) and TRACES (TDS Reconciliation Analysis and Correction Enabling System). The header includes navigation tabs for Home, Deductor, Tax Payer, and PAO, along with a Help button. The main content area is divided into sections: Login, Alerts/Updates, Customer Care, and About the portal. A CAUTION pop-up box is overlaid on the page, containing the following text:

CAUTION

- TRACES never asks for fee of any kind for registration on portal or for availing any electronic services delivered through its portal www.tdscpc.gov.in
- The Income Tax Department NEVER asks for your PIN numbers, passwords or similar information for credit cards, banks or other financial accounts through e-mail
- The Income Tax Department appeals to Tax Payers NOT to respond to such fee requests and e-mails and NOT to share information relating to their credit card, bank and other financial accounts
- It is hereby informed that CPC TDS does not send and has not sent any communication or email stating automatic tax deduction from Deductors' or Taxpayers' respective bank account/ net banking accounts.

In case you have received such email/ communication, you are requested to ignore it.

[Continue >>](#)

A callout bubble with an orange border points to the 'Continue >>' button, containing the text: "Click on Continue to proceed further."

The background image shows a person's hands typing on a laptop keyboard, with the TRACES website displayed on the screen.

3. Pictorial guide on Request for Resolution (Contd.)

Step 1: Login to TRACES website by entering the “User ID, Password ,TAN of the Deductor and the Verification Code”.

The screenshot shows the TRACES website login interface. At the top, there are logos for TDS (Centralized Processing Cell) and TRACES (TDS Reconciliation Analysis and Correction Enabling System), along with the Government of India Income Tax Department logo. The navigation bar includes 'Deductor', 'Tax Payer', and 'PAO' tabs, and a 'Help' button. The 'Login as' section has radio buttons for 'Deductor' (selected), 'Taxpayer', and 'PAO'. The 'Deductor Login' section contains four input fields: 'User Id*', 'Password*', 'TAN for Deductor*', and 'Verification Code*'. A CAPTCHA image shows the text 'K224D'. Below the CAPTCHA is a 'Click to refresh image' link. A 'Login' button is at the bottom of the form. A 'For Deductors:' section on the right provides instructions and a 'Common Note' about cookies. Callouts with orange speech bubbles point to various elements: 'Click on Deductor Option' points to the 'Deductor' tab; 'Enter user id and password' points to the 'User Id' and 'Password' fields; 'Click on help icon (?) next to each field for more details' points to the question mark icons; 'Enter TAN' points to the 'TAN for Deductor' field; 'Enter the text as displayed then click on Login' points to the CAPTCHA and 'Login' button; and 'For more details on any screen, click on Help icon' points to the 'Help' button.

Click on Deductor Option

Enter user id and password

Click on help icon (?) next to each field for more details

Enter TAN

Enter the text as displayed then click on Login

For more details on any screen, click on Help icon

TDS
Centralized Processing Cell

TRACES
TDS Reconciliation Analysis and Correction Enabling System

Government of India
Income Tax Department

Deductor Tax Payer PAO

Help


Login as : Deductor Taxpayer PAO

Deductor Login

User Id*

Password*

TAN for Deductor*

Verification Code* 

Click to refresh image

Enter text as in above image*

Login

Register as New User Forgot Password? Forgot User Id?

For Deductors:

- If you are not yet registered in TRACES, you may login for first time with existing User Id & Password as provided by TIN and your TAN
- If you are unable to login with TIN User Id & Password, please register as new user in TRACES
- If you are already registered in TRACES, please login with your registered User Id, Password & TAN

Common Note:

- This website uses cookies to maintain user preference and session information. Disabling cookies in your browser might not allow you to perform certain activities

3. Pictorial guide on Request for Resolution (Contd.)

Landing Page will be displayed

The screenshot displays the TRACES (TDS Reconciliation Analysis and Correction Enabling System) landing page. At the top left is the TDS Centralized Processing Cell logo. To its right is the TRACES logo and the text 'TDS Reconciliation Analysis and Correction Enabling System'. On the top right is the Government of India Income Tax Department logo with the motto 'सत्यमेव जयते'.

A navigation bar contains the following tabs: Dashboard, Statements / Payments, Defaults, Communications, Forms, Downloads, Profile, and Help (highlighted in orange).

The main content area is divided into three columns:

- Quick Links:** A list of links including 'Challan Status', 'Request for Justification Report Download', 'Request for Conso File', 'Download Form 16', 'Requested Downloads', 'PAN Verification', 'Inbox **New**', 'Register at E-Filing Site **New**', 'Request for OLTAS Challan Correction **New**', and 'Tax Payer Grievance Tickets'.
- Welcome to TRACES!**: A central message stating 'TRACES is a user-friendly application that will help you to manage your TDS / TCS account. Some of the functionalities available through TRACES are listed below.' followed by a bulleted list:
 - Dashboard view presenting summary of your account
 - Statements / Payments
 - View challan status and challan consumption details
 - View TDS-TCS Credit for a PAN and verify PAN of Tax Payer
 - Downloads
 - Download requested files
 - Download Form 16 / 16A
 - Profile
 - Update Communication Details
- Customer Care:** A box containing 'Toll-Free: 1800 103 0344' and '0120 4814600'.

Below the Customer Care box is a 'User Login Details' section with a form for login.

3. Pictorial guide on Request for Resolution (Contd.)

Step 2: Click on 'Request for Resolution' option available under 'Communication' tab.

The screenshot displays the TRACES web portal interface. At the top, there are navigation links (Home, About Us, Contact Us, e-Tutorials, Related Links, Logout) and a search bar. The main header includes the TDS Centralized Processing Cell logo and the TRACES logo (TDS Reconciliation Analysis and Correction Enabling System). The Government of India Income Tax Department logo is also present. The navigation menu includes Dashboard, Statements / Payments, Defaults, Communications, Forms, Downloads, Profile, and Help. The 'Communications' tab is selected, and its dropdown menu is open, showing options: Inbox, Request for Resolution, Resolution Tracking, Declaration for Paperless Intimation, and Notices from Assessing Officer. A callout bubble points to the 'Request for Resolution' option with the text: 'Click on 'Request for Resolution' to raise the request'. The main content area contains a welcome message and a list of functionalities available through TRACES, such as Dashboard view, Statements / Payments, Downloads, and Profile. A footer note states: 'Do not use Back or Refresh button on any page as this may lead to inconsistent behaviour'.

3. Pictorial guide on Request for Resolution (Contd.)


Step 3: Select Request Category

Home | About Us | Contact Us | e-Tutorials | Related Links | Logout


Search In Keyword

A A A

English

 **TDS**
Centralized Processing Cell

TRACES
TDS Reconciliation Analysis and Correction Enabling System


सत्यमेव जयते
Government of India
Income Tax Department

Dashboard Statements / Payments Defaults **Communications** Forms Downloads Profile Help

Request for Resolution

Request Category* --Select--

- Select--
- Statement Status
- Statement Rejection Reasons
- Form 16 / 16A
- Justification Report
- Conso File
- TAN-PAN Master
- PAN Verification
- Online Corrections
- Defaults / Demand
- Intimation Send
- Form 26AS
- Refund of Challan
- KYC
- Demand waive off
- Extension of time against Demand Notice
- Change in Communication Details
- Correction Statement filed for the initiation send
- Amount paid against the demand notice
- Late Filing Fee Waive off

3. Pictorial guide on Request for Resolution (Contd.)

Step 4 : Select Financial Year, Quarter, Form Type & Issue category.

Request for Resolution - Statement Status

Financial Year*	<input type="text" value="2012-13"/>	Quarter*	<input type="text" value="Q2"/>
Form Type*	<input type="text" value="27EQ"/>	Token Number*	<input type="text" value="029540100096161"/>
Issues*	<input type="text" value="No data available"/>		

i It is mandatory to either enter comments or attach supporting documents

Enter Comments For Ticket
(Maximum 1000 characters)

Either comments must be entered or supporting documents must be uploaded to log a Resolution Request

aaaa

996 characters remaining

Attach Supporting Documents

i Please attach the supporting documents in .doc, .docx, .xls, .xlsx, .pdf, .zip formats only. The file size must not be more than 2 MB

From drop down, select the issue regarding statement

Either comments must be entered or supporting documents must be uploaded to log a Resolution Request

3. Pictorial guide on Request for Resolution (Contd.)

Step 5: Request for Resolution Ticket logged


The screenshot displays the TRACES portal interface. At the top, there is a navigation bar with links for Home, About Us, Contact Us, e-Tutorials, Related Links, and Logout. A search bar is present with the text 'Search In Keyword' and a magnifying glass icon. To the right of the search bar are three buttons labeled 'A', 'A', and 'A', and a language dropdown menu set to 'English'. Below the navigation bar, the TDS logo (Centralized Processing Cell) and the TRACES logo (TDS Reconciliation Analysis and Correction Enabling System) are displayed on the left. On the right, the Government of India Income Tax Department logo is shown. A horizontal menu bar contains the following items: Dashboard, Statements / Payments, Defaults, Communications (highlighted with a blue background), Forms, Downloads, Profile, and Help (in an orange box). Below the menu bar, a message is displayed: 'Request for Resolution Logged Successfully! Your Request for Resolution has been logged with Ticket Number 565. Please track the status of your Request using the Ticket Number after 15 days.' An orange speech bubble points to the message with the text 'Acknowledgement message after request is logged'.

Home | About Us | Contact Us | e-Tutorials | Related Links | Logout


Search In Keyword

A A A

English

 **TDS**
Centralized Processing Cell

TRACES
TDS Reconciliation Analysis and Correction Enabling System


सर्वकारो जगते
Government of India
Income Tax Department

Dashboard | Statements / Payments | Defaults | **Communications** | Forms | Downloads | Profile | Help

Request for Resolution Logged Successfully!

Your Request for Resolution has been logged with Ticket Number 565. Please track the status of your Request using the Ticket Number after 15 days.

Acknowledgement message after request is logged

3. Pictorial guide on Request for Resolution (Contd.)

Step 6: User can track the status of 'Request for Resolution' option available under 'Communication' tab.

The screenshot shows a web application interface with a navigation bar at the top containing 'Dashboard', 'Statements / Payments', 'Defaults', 'Communications', 'Forms', 'Downloads', 'Profile', and 'Help'. The 'Communications' tab is selected and highlighted with a blue callout box. Below the navigation bar, the page title is 'Resolution Tracking'. A light blue box contains two search options. 'Search Option 1' has a text input for 'Ticket Number', a dropdown for 'Source of Ticket*' with '--Select--' selected, and a 'Go' button. A callout points to the dropdown with the text 'Under Communication, Select Resolution Tracking'. 'Search Option 2' has a dropdown for 'Source of Ticket*', a date range for 'Ticket Creation Date*' (format dd-mmm-yyyy) with 'From' and 'To' inputs and calendar icons, a dropdown for 'Ticket Status*', and a 'Go' button. A callout points to the 'Source of Ticket*' dropdown with the text 'Select either option 1 or option 2 . Enter the mandatory information with asterisk mark(*)'.

3. Pictorial guide on Request for Resolution (Contd.)

Step 6 (Contd.): Select specific ticket number to check the ticket details.

Source of Ticket* Ticket Creation Date* (dd-mmm-yyyy) From To
Ticket Status*

Ticket Summary

Click on a row to proceed

Ticket Number	Request Category	Ticket Creation Date	Ageing	Ticket Status
551	Defaults / Demand	15-Apr-2014	0d:21h:37m	Open
548	Online Corrections	09-Apr-2014	5d:1h:19m	In Progress
547	Refund of Challan	09-Apr-2014	5d:2h:0m	In Progress
546	Defaults / Demand	09-Apr-2014	5d:2h:5m	In Progress
545	Online Corrections	09-Apr-2014	5d:2h:6m	In Progress
544	Online Corrections	10-Apr-2014	5d:19h:32m	In Progress
543	Online Corrections	09-Apr-2014	6d:18h:16m	In Progress
542	Online Corrections	09-Apr-2014	6d:22h:34m	In Progress
541	Online Corrections	09-Apr-2014	6d:22h:39m	In Progress
540	Online Corrections	09-Apr-2014	6d:22h:53m	In Progress

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Select specific ticket number to track the ticket

Click here to view ticket details

3. Pictorial guide on Request for Resolution (Contd.)

Step 6 (Contd.): Ticket Status

Ticket Details

Ticket Number	543	Ticket Creation Date	09-Apr-2014
Request Category	Online	Current Ticket Status	In Progress

Ticket History

Date	Remarks	Ticket Status
09-Apr-2014	testing	Open

Page 1 of 1 View 1 - 1 of 1

[Reopen Request](#) | [Provide Clarification](#) | [< Back](#)

Ticket Status

Status	Ticket Raised By You	Ticket Raised By Tax Payer
Open	Ticket will be responded within the prescribed SLA by TDS CPC and is under resolution	Ticket is with you and you need to provide clarification to Tax Payer
In Progress	Ticket requested from you by TDS CPC. Please note status as 'Clarification Requested' will be closed if clarification is not received within 7 calendar days	Clarification has been provided by Tax Payer / AO
Clarification Requested		Ticket is with Tax Payer as you have requested for clarification
Request for Closure	Not Applicable	Clarification has been provided by you and ticket has been sent to Tax Payer for closure
Reopened	Ticket has been reopened by you. Please note only tickets with status as 'Closed' can be reopened and it has to be done within 14 calendar days of closure of ticket	Not Applicable
Closed	Ticket has been resolved by TDS CPC. You can re-open the request within 14 calendar days of closure of ticket	Ticket has been closed by Tax Payer

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Ticket has been reopened only when tickets status is 'Closed'

Go to previous slide

'Provide Clarification' button will be enabled only if Ticket Status is 'Clarification Requested'

THANK YOU

Please Note:

- 1) **For Feedback** : You can share your feedback on contactus@tdscpc.gov.in
- 2) **For any Query** : You can raise your concern on “Request for Resolution” as Online Grievance on TRACES Website.
- 3) **For any query related to website:** You can raise your concern on below mentioned numbers
Toll Free Number - 1800103 0344
Land Line Number - 0120 4814600