

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 is a navigation bar with 'Home', 'Deductor', 'Tax Payer', 'PAO', and 'Help' buttons. The main content area features a 'CAUTION' message box with 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 the text "Click on Continue to proceed further." points to the "Continue >>" button.

The website also includes a 'Login' section with options for 'Login', 'Register as New User', 'Forgot Password', and 'Forgot User ID'. A 'Quick Links' section lists various services like 'DIN Verification', 'e-Tutorials', 'Circulars and Notifications', 'Rates and Tables', 'Forms', 'Conso File Form', 'TDS on Sale of Prop', and 'Right to Information'. A 'Customer Care' section provides contact information: Toll-Free 1800 103 0344, 0120 4814600, 0120 4816105, and contactus@tdscpc.gov.in. There is also a 'New FAQs View more' section with links for 'Deductor', 'Tax Payer', and 'General'. A 'Tag Cloud' is visible at the bottom right.

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 interface. At the top left is the TDS logo (Centralized Processing Cell) and the TRACES logo (TDS Reconciliation Analysis and Correction Enabling System). At the top right is the Government of India Income Tax Department logo. A navigation bar contains links for Home, Deductor, Tax Payer, PAO, and a yellow Help button. Below the navigation bar is a login section with the following fields and annotations:

- User Id***: A text input field containing "abcde123465" with a question mark icon to its right. Annotation: "Click on ? icon next to each field for more details".
- Password***: A text input field. Annotation: "Enter user id and password".
- TAN for Deductor***: A text input field. Annotation: "Mention TAN of Deductor".
- Verification Code***: A CAPTCHA image showing the text "M8K10Y". Annotation: "Enter the text as displayed then click on Login button".
- Enter text as in above image***: A text input field for the CAPTCHA.

Below the input fields is a blue "Login" button. At the bottom of the login section are links for "Register as New User", "Forgot Password?", and "Forgot User Id (Deductor)?". On the right side of the page, there is a "Help" button and a text box containing the following information:

For more details on any screen, click on Help icon

- 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, there is a navigation bar with links for Home, About Us, Contact Us, e-Tutorials, Related Links, and Logout. A search bar is also present. The page features the TDS Centralized Processing Cell logo and the TRACES logo. A horizontal menu includes Dashboard, Statements / Payments, Defaults, Communications, Forms, Downloads, Profile, and Help. On the left, a Quick Links sidebar lists various actions like Challan Status, Request for Justification Report Download, Request for Conso File, Download Form 16, Requested Downloads, PAN Verification, and Inbox (marked as 'Now'). The central content area has a 'Welcome to TRACES!' heading and a list of functionalities: Dashboard view, Statements / Payments (with sub-links for viewing challan status and TDS-TCS credit), Downloads (with sub-links for downloading files and Form 16/16A), and Profile (with a sub-link for updating communication details). On the right, a Customer Care section provides contact information: Toll-Free: 1800 103 0344, a phone number 0120 4814600, and an email address contactus@tdscpc.gov.in. Below this is a User Login Details section. A footer note at the bottom states: 'Do not use Back or Refresh button on any page as this may lead to inconsistent behaviour'. An orange callout bubble points to the central content area with the text 'Landing page will be displayed'.

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 (TDS Reconciliation Analysis and Correction Enabling System) portal. At the top, there are navigation links: Home, About Us, Contact Us, e-Tutorials, Related Links, and Logout. A search bar is present with the text 'Search In Keyword'. The page features the TDS Centralized Processing Cell logo and the TRACES logo. The Government of India Income Tax Department logo is also visible. The main navigation bar includes Dashboard, Statements / Payments, Defaults, Communications (highlighted), Forms, Downloads, Profile, and Help. A dropdown menu is open under 'Communications', listing options: Inbox, Request for Resolution (circled in orange), Resolution Tracking, Declaration for Paperless Intimation, and Notices from Assessing Officer. A callout box 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 'Quick Links' sidebar with items like Challan Status, Request for Justification Report Download, Request for Conso File, Download Form 16, Requested Downloads, PAN Verification, and Inbox (New). The central text area states: 'TRACES is a user-friendly application that w... Some of the functionalities available through TRACES are listed below.' followed by a list of features: Dashboard view, Statements / Payments (View challan status, View TDS-TCS Credit), Downloads (Download requested files, Download Form 16 / 16A), and Profile (Update Communication Details). The right sidebar shows 'Login Date: 06-Nov-2011', 'Customer Care' (Toll-Free: 1800 103 0344, 0120 4814600, contactus@tdscpc.gov.in), and 'User Login Details'. A footer note reads: '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



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

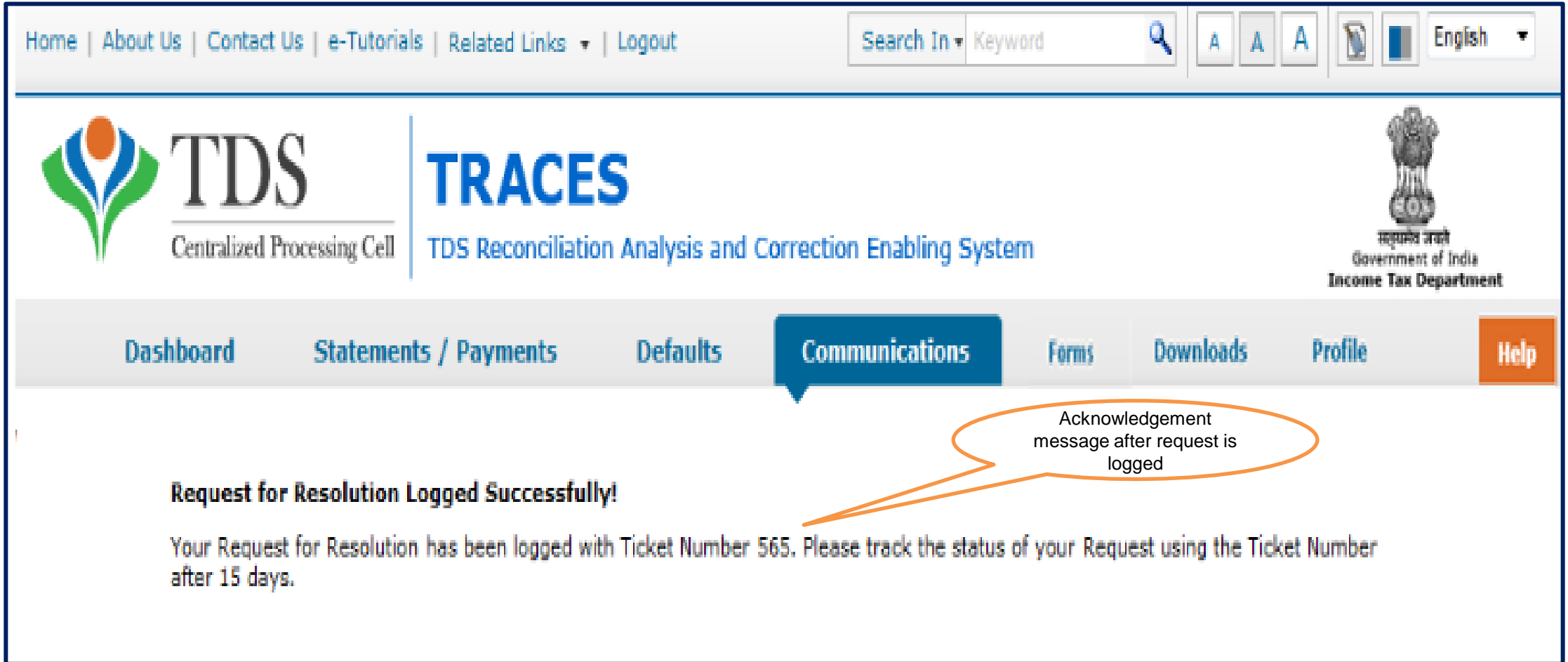
i Please attach the supporting documents in .doc, .docx, .xls, .xlsx, .pdf, .zip formats only. The file size must not be more than 2 MB

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. The Government of India Income Tax Department logo is also visible. A horizontal menu contains several options: Dashboard, Statements / Payments, Defaults, Communications (highlighted in blue), Forms, Downloads, Profile, and Help. A message box is displayed below the menu, stating: '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, containing the text: '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 the following tabs: Dashboard, Statements / Payments, Defaults, **Communications**, Forms, Downloads, Profile, and Help. The 'Communications' tab is highlighted with a blue callout bubble that says "Under Communication, Select Resolution Tracking".

Below the navigation bar, the page title is "Resolution Tracking".

There are two search options:

- Search Option 1:** A form with a "Ticket Number" input field, a "Source of Ticket*" dropdown menu (currently showing "--Select--"), and a "Go" button. A callout bubble points to the dropdown menu with the text: "Select either option 1 or option 2 . Enter the mandatory information with asterisk mark(*)".
- Search Option 2:** A form with a "Source of Ticket*" dropdown menu (currently showing "--Select--"), a "Ticket Creation Date*" field with the format "(dd-mmm-yyyy)", "From" and "To" date pickers, a "Ticket Status*" dropdown menu (currently showing "--Select--"), and a "Go" button.

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		5d:1h:19m	In Progress
547	Refund of Challan		5d:2h:0m	In Progress
546	Defaults / Demand		5d:2h:5m	In Progress
545	Online Corrections		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	Open	Current Ticket Status	In Progress

Ticket History

Date	Remarks	Ticket Status
09-Apr-2014	testing	Open

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[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