

HOW TO APPLY FOR REDRESSAL OF GRIEVANCES ON TRACES WEBSITE FOR DEDUCTEES/ TAXPAYERS



Income Tax Department

Central Board of Direct Taxes

REQUEST FOR RESOLUTION

Taxpayer/ Deductee can raise online grievance through **“Request for Resolution”** option available at **TRACES website** from **Assessment Year 2013-14 onwards**. This is the online module of raising request which can also be tracked by Deductee / Taxpayer at **TRACES website**.

REMEMBER!



- Only a Registered Taxpayer can avail the facility of raising a **“Request for Resolution”** under **“Online grievances module”**.
 - Request for Resolution can be raised for Part A & Part B of Form 26AS.
 - Request can be raised only against a single TAN of Deductor/ Collector in one ticket. To raise Request against multiple TANs, separate tickets have to be raised by the Taxpayer (One for Each TAN). However issues related to different TDS statement of a TAN can be submitted against a one ticket.
 - It is mandatory to enter comments (Maximum 1000 characters) or attach supporting documents while raising request (Please attach the supporting documents in .doc, .docx, .xls, .xlsx, .pdf, .zip formats only. The file size must not be more than 2 MB).
 - Please ensure that communication details, i.e., e-mail id and mobile number are updated and latest details are available in profile section so that you may be contacted by the officer concerned for any clarification or query.
1. **Categories Available under Request For Resolution: Unable to view Form 26AS.**
 - Transaction Details Missing.
 - Transaction Details Mismatch.
 - Transactions not for my PAN.
 - Tax Certificate Not Issued.
 2. **Assessment Year Available under Request for Resolution:**

Taxpayer/ Deductee can raise online grievance through **“Request for Resolution”** option available at **TRACES** from Assessment Year 2014-15 onwards
 3. **Procedure for Raising Request for Resolution:**
 - Step 1: Login to TRACES website as a Taxpayer, with User ID (PAN of the concerned taxpayer) & Password.**

After login, landing page will be displayed on Screen.

Step 2: Click on “Request for Resolution” tab.

Step 3: Taxpayer can select suitable category from the drop-down list, for which request for Resolution is required to be raised

Step 4: Select Appropriate Assessment year for which query is related to.

Step 5: Fill the required details such as “TAN of Deductor, Section code, Amount Paid/Credited, TDS deducted”.

Step 6: Submit request. On successful submission of the request, a unique “Ticket number” will be generated.

4. Procedure for Tracking Request for Resolution:

Taxpayer can check the status of the raised ticket in **Resolution tracking under ‘Request for Resolution’** tab. Request for resolution can be tracked through two options:

Search Option 1 – Deductee/Taxpayer can enter the **request number** to check status for the request raised.

Search Option 2 – Deductee/Taxpayer can track request through following options:

Ticket Status: By selecting appropriate status, Taxpayer/Deductee can check status for request.

Ticket Creation Date: By selecting a time, Taxpayer/Deductee can track status for request for resolution

5. What the ‘Status’ of your Ticket indicates:

- **Open:** This Ticket is with Deductor / Assessing Officer (AO) and will be responded within the prescribed SLA.
- **In-Progress:** Clarification has been provided by Deductor/AO.
- **Clarification Requested:** Clarification has been requested by Deductor. Please note that tickets with status as – “Clarification Requested”, will be automatically closed if clarification is not received within 30 calendar days and such tickets cannot be reopened by Taxpayer.
- **Request for Closure:** Clarification has been provided by Deductor and has been sent to Taxpayer for closure. Please note that tickets with status as – “Request for Closure” -will be automatically closed if no action is taken on the

ticket within 30 calendar days and such tickets cannot be reopened by you.

- **Closed:** Ticket has been closed by Deductee/ Taxpayer or auto-closed by system as no action has been taken by Taxpayer within the stipulated time.
- **Reopened:** Ticket has been reopened by Deductee/Taxpayer after closure of ticket.

26QB Correction Procedure : Taxpayer can rectify mistakes made in Form 26QB using the 26QB Correction Facility. Following are the steps in brief:

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

Step 2: Select option "Request for Correction" under "Statements/ Forms" tab to initiate correction request.

Step 3: Enter relevant "Assessment Year", "Acknowledgement Number" and "PAN of Seller" according to filed 26QB, then Click on "File Correction" to submit request for correction. Request number will generate after submission of Correction Request.

The screenshot shows the TRACES web portal interface. At the top, there are navigation tabs: My Home, View/ Verify Tax Credit, Request for Resolution, Downloads, and Profile. Below these, there are links for Aggregated TDS Compliance, Statements/Forms (highlighted), and Help. The main heading is "File Correction for 26QB". Below the heading, there are three instructions: 1. Enter values in below fields and submit correction request for Form 26QB. 2. If PAN of Seller and PAN of Buyer are updated, the correction submitted will require previous Seller's and updated Buyer's approval. If Seller is unknown Buyer can opt for AO approval. 3. Jurisdictional TDS-Assessing Officer will be decided based on Buyer's PAN's (PAN submitting the correction) jurisdiction. At the bottom, there is a form with fields for Assessment Year* (2015-16), Ack No.*, and PAN of Seller*, and a File Correction button.

Step 4: Go to "Track Correction Request" option under "Statements/ Forms" tab and initiate correction once the status is "Available". Click on "Available" status to continue.

The screenshot shows the TRACES web portal interface. At the top, there are navigation tabs: My Home, View/ Verify Tax Credit, Request for Resolution, Downloads, and Profile. Below these, there are links for Aggregated TDS Compliance, Statements/Forms (highlighted), and Help. The main heading is "Track Correction Request". Below the heading, there are three instructions: 1. Enter any of the below search options to view the correction requests. 2. Click on Pending for PAN Approval to Approve the selected correction request. 3. Click on a row to select it and click 'Cancel Correction Request' to cancel the correction request before approval/processing. Below the instructions, there is a table with the following data:

Request ID	Correction Request Date	Acknowledgement Number	Status As On Date	Correction Status	Date of Submission of Form 26QB Correction Acknowledgement	Remarks	AO Detail
6592	15-Jan-2018		15-Jan-2018	Available			
6016	23-Sep-2017	15-09-2017	21-Nov-2017	Cancelled			

Step 5: Mention CIN details as per 26QB statement filed then click on "Proceed".

The screenshot shows the TDS TRACES portal 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: My Home, View/Verify Tax Credit, Request for Resolution, Downloads, and Profile. Below this, there are two main sections: 'Aggregated TDS Compliance' and 'Statements/Forms'. The 'Statements/Forms' section is active, displaying a form titled 'Mention Challan details of any one challan as per 26QB statement filed for Acknowledgement Number, PAN of Buyer and PAN of Seller'. The form contains four input fields: 'Bank Branch Code (BSR)*', 'Date of Deposit* (dd-mmm-yyyy; e.g., 12-Dec-1900)', 'Challan Serial Number* (5 digits; e.g., 00003)', and 'Challan Deposit* (Rs.) (e.g., 1907.00)'. A 'Proceed' button is located at the bottom left of the form.

Step 6: User can select on required field option to edit details in 26QB. After clicking on "Edit" tab Message will pop up on the screen. Click on "Save", to save updated details then click on "Submit Correction Statement".

Screen will display to "Confirm details" after Submission of Correction Statement (Updated details will be highlighted in Yellow Colour).

Profile details will be populated as updated on Traces. Click on "Submit Request" to submit correction request.

Step 7: After submission of Correction Request if DSC is not registered, the user gets the option to validate correction through E-Verify, AO Approval and Aadhaar OTP

The screenshot shows a validation dialog box on the TDS TRACES portal. The dialog box title is 'Do you want to validate the 26QC correction request through'. It has three radio buttons: 'e-verify (Net Banking)', 'AO Approval', and 'Aadhaar'. Below the radio buttons, there are input fields for 'Full Name of Person', 'Father's Name of Person', 'Designation of Person', and 'Place'. A 'Proceed' button is at the bottom of the dialog box. At the bottom of the screen, there are 'Submit Request' and 'Cancel' buttons.

If DSC is registered user gets the option to validate correction through E-Verify, AO Approval, DSC and Aadhaar OTP.

The screenshot shows a web interface for validating a 26QC correction request. At the top, it says "Do you want to validate the 26QC correction request through". Below this, there are four radio button options: "DSC", "e-verify (Net Banking)", "AO Approval", and "Aadhaar". The "e-verify (Net Banking)" option is selected. To the right of these options is a button labeled "update it". Below the options, there is a section for "Full Name of Taxpayer" with a text input field. Below that, there are three more text input fields labeled "Father's Name", "Designation", and "Place". At the bottom of the form is a "Proceed" button. Below the form area, there are two buttons: "Submit Request" and "Cancel". The page is titled "Step 1 -> Step 2 -> Step 3".

REMEMBER!

- After successful submission of correction, a Correction ID will be generated through which status of correction can be tracked.
- If DSC is not registered, furnish hard copy of Acknowledgement of form 26QB correction, Identity Proof, PAN Card, the documents related to Transfer of Property and the proofs of payment made, to Jurisdictional AO for verification.
- With "E-Verification Service" user can submit 26QB Correction statements without approval from Assessing Officer and Digital Signature Certificate registration at TRACES Website as Taxpayer.
- E-Verification option is not available for NRI Taxpayers.



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