



HOW TO APPLY FOR REDRESSAL OF GRIEVANCES ON TRACES WEBSITE – FOR DEDUCTORS



Income Tax Department
Central Board of Direct Taxes

1. REQUEST FOR RESOLUTION

Deductors can raise grievances through online method at login at TRACES website using “**Request for Resolution**” functionality. Grievances can be raised from Financial Year 2007-08 onwards.

Key Points:

1. Deductor has to select appropriate category for raising Request for Resolution.
2. It is mandatory to enter comments.
3. Supporting documents in formats .doc, .docx, .xls, .xlsx, .pdf, .zip can also be attached for upto 2 MB size.

2. BRIEF STEPS FOR 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 under which request for Resolution is required to be raised.
- **Step 4:** Furnish requisite statement details such as Financial Year, Form type & Quarter.
- **Step 5:** On successful submission of the request, a unique Ticket number will be generated which can be used for tracking grievance status.

3. RESOLUTION TRACKING

Deductor can track status of grievance raised through “**Request for Resolution**” by “**Resolution Tracking**” option available under “**Communication**” tab at **TRACES**.

Description of Grievance Status:

- ▶ **Open** –Ticket is with CPC-TDS and will be responded within the prescribed SLA.
- ▶ **In-Progress**–Ticket has been picked up by CPC-TDS and is under resolution.
- ▶ **Clarification Requested** – Clarification has been sought by CPC-TDS for resolution of the issue. Same has to be provided by the deductor within 7 calendar days of ticket status being shown by CPC-TDS as ‘Clarification Requested’ or else request will be closed.
- ▶ **Closed**–Ticket has been resolved by TDS CPC.

4. RECTIFICATION OF MISTAKES/ DEFAULTS IN A TDS STATEMENT

4.1 Online Correction

This functionality is available at TRACES website. Using above facility, deductor can file Correction in a TDS statement without downloading a Conso file.

4.2 Type of Online Corrections available at TRACES Website:

- Add Challan to the Statement

- Challan Correction
- Pay 220, Interest, Late Filing Levy
- PAN Correction
- Add/ Modify Deductee Details
- Personal Information Correction
- Add/Delete Salary Details



4.3 Guidelines for Online Corrections

Type of Error/ Defaults/ Action to be performed	Type of online Correction to be performed	FY (Since when Correction Facility is available at TRACES website)	Whether DSC Required to perform requisite Online Correction (Yes/ No)
Challan is Unmatched/ Overbooked	Challan correction	FY 2007-08 onwards	No
To Add New Challan	Add Challan to statement	FY 2007-08 onwards	No
To clear interest and Late Fee Demand payment	Pay 220, Interest, Levy, Late filing	FY 2007-08 onwards	No
To Move Deductee Row	Challan Correction - Resolution for Overbooked Challan	FY 2007-08 onwards	No
To Update PAN	PAN Correction	FY 2007-08 onwards	Yes
To Add/ Modify Deductee row	Add/ modify Deductee details	FY 2013-14 onwards	Yes
To Update Personal details	Personal Information	FY 2007-08 onwards	Yes
To Modify Salary details	Add or Delete salary details	FY 2013-14 onwards	Yes
To Edit Deductee Row	Challan Correction - Resolution for Unmatched Challan	FY 2013-14 onwards	Yes

REMEMBER!



▶ Online correction functionality is available from Financial Year 2007-08 onwards depending upon the type of correction; however, some of the corrections are available from Financial Year 2013-14 onwards with DSC (Refer for details at Para 4.3).

- ▶ Online corrections facility can be used for TDS as well as TCS.
- ▶ Token number of an online correction statement can also be traced using "Track Correction Request" functionality. Clicking on hyperlink under the heading "New Token Number" opens a Pop-up window which contains the Token Number of the online correction statement.

Note: Online Correction Functionality on TRACES will not be Available in case of Paper Return.

4.4 Brief Steps for Online Correction Statement

- **Step 1:** Login to **TRACES** website.
- **Step 2:** Go to **"Request for correction"** under **"Defaults"** Tab.
- **Step 3:** Furnish relevant Financial Year, Quarter, Form Type, Correction Category as **"Online"** and Latest Token Number of the TDS statement. Thereafter, submit request for correction. Note down correction request number.
- **Step 4:** Request will be available for correction under **"Track Correction Request"** when the request status becomes **"Available/In Progress"** which is also hyperlinked.
- **Step 5:** Click on hyperlink and Provide information to Validate KYC.
- (User will get DSC Supported KYC and Normal KYC option, if DSC is registered on TRACES).
- **Step 6:** Select the appropriate type of correction category from the drop-down list of categories.
- **Step 7:** Make the required corrections in the selected file.
- **Step 8:** Click on **"Submit for Processing"** to submit correction (Only Available to Admin User).
- **Step 9:** On successful submission of the request, a unique 15 digit token number will be generated. Same is also mailed to Registered e-mail ID of the deductor.
- **Step 10:** Deductor can track status of correction in **"Track correction Request"** available under **"Defaults"** Menu.



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