

## SERVICE WITH SMILE



**A Model of Excellence in  
Public Service Delivery Mechanism**



**Income Tax Department**

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# AAYAKAR SEVA KENDRA

*Dedicated to Taxpayer Services*

Aimed and promoting "Excellence in Service Delivery" through

- i) Implementation, monitoring & review of Citizen's Charter 2014.
- ii) Receipt, redressal and prevention of public grievance.
- iii) Capacity building both in terms of imparting training to its employees and creating infrastructure.

## **New Charter of Commitments**

The first step towards implementation of SEVOTTAM in the Income Tax Department was to review its existing 1998 Citizen's Charter. Accordingly, the new Citizen's Charter containing details of service to be delivered with specific timelines was finalized in March 2007.

For ensuring continuous improvement in service delivery standards, the 2007 Citizen's Charter was first reviewed in 2010 and then in 2014 after extensive consultation with all the stakeholders across the country and the new Citizen's Charter 2014 was released on 29 April 2014.

Mechanism to fast track taxpayers grievances and ensure early resolution or redressal of their complainants. e-Nivaran offers paperless mode of lodging complaints, uploading necessary documents and tracking the status of redressal.

## **What is Aaykar Seva Kendra?**

**Aaykar Seva Kendra (ASK) is :**

- ◆ A multi-faceted mechanism for achieving excellence in public service delivery reflecting the Service Quality policy of the Income Tax Department.
- ◆ A single point of contact for the taxpayers where taxpayer request for services including grievances are registered and acknowledged through unique identifier for tracking the request throughout its life cycle.
- ◆ Guided by Sevottam, a service quality management framework for government organizations, and reflects a change in mindset of the Income Tax Department from an exclusive enforcement agency to that of a service provider as well.



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**ASK** represents a new integrated problem solving approach of the Income Tax Department in the realm of citizen-centric service delivery.

**What taxpayers get?**

- i) The Aaykar Seva Kendra represents a single window system for registration of all taxpayer applications/return.
- ii) Application could be filed in person as well as through a drop box facility.



- iii) System generated unique acknowledgment number issued on the spot.
- iv) Redressal of grievances & disposal of services as stated in the Citizen's Charter.
- v) Used for PAN enquiry viewing of 26AS, downloading of circulars and latest press releases for information of tax payers, Jurisdiction related enquiries and checking refund status for e-Filed returns.
- vi) Used for monitoring the status of applications and returns.
- vii) Information regarding resolution of requested services could be obtained from the ASK.
- viii) Help of Tax Return Preparers also available.
- ix) facility of filing PAN/TAN applications with the representatives of NSDL/UTIISL at the ASK.
- x) Availability of tax journals of the Income Tax Department
- xi) Details of Income Tax Ombudsman and Public Grievance Officer in all ASKs are prominently displayed for use of tax payers.
- xii) RTI applications can also be filed here.

**What taxpayers have to deal directly with the Offices concerned?**

- ◆ Dak without PAN (except 80G & 12A applications)
- ◆ Dak relating to scrutiny matters/adjudgment applications
- ◆ Dak relating to appeal hearing matters

**The following 13 key services as listed in Citizen's Charter are being monitored in ASKs :**

1. Issue of refund along with interest u/s 143(1) of the I.T. Act.
  - (a) In case of electronically file returns
  - (b) other returns
2. Issue of refund including interest from proceedings other than section 143(1) of the I.T. Act
3. Decision on rectification application
4. Giving effect to appellate/revision order
5. Acknowledgement of communications received through electronic media or by hand
6. Decision on application seeking extension of time for tax payment or for grant of installment.
7. Issue of Tax Clearance Certificate u/s 230 of the I.T. Act
8. Decision on application for recognition/approval to provident fund/superannuation fund/gratuity fund
9. Decision on application for approval to a fund under section 10(23AAA) of the I.T. Act
10. Decision on application for registration of charitable or religious trust or institution.
11. Decision on application for grant of approval to institution or fund under section 80G(5)(vi) of the I.T. Act.
12. Redressal of grievance
13. Decision on application for transfer of case from one charge to another

***ASKs adhere to the Service Quality Standards as set by the Bureau of Indian Standards (BIS) under IS : 15700:2005 certification. Currently 400 ASKs are operational across the country. List of the operational ASKs are as under:-***

**GUJARAT:** Ahmedabad (Prataksha kar Bhawan), Amreli, Anand, Bardoli, Baroda, Bharuch, Bhavnagar, Bhuj, Dahod, Dwarka, Gandhidham, Gandhinagar, Godhara, Himmatnagar, Jamnagar, Junagarh, Kadi, Mehsana, Nadiad, Navsari, Palanpur, Patan, Petlad, Porbandar, Rajkot, Surat (Annvil Business Centre), Surendranagar, Valsad, Vapi, Vejalpur.

**KARNATAKA AND GOA:** Bagalkot, Bangalore, Bellary, Bijapur, BMTC(Blr), Chamarajanagara, Chikmagalur, Davangere, Gadag, Gokak, Gulbarga, Hassan, HMT (Blr), Hospet, ITS Road, Hubli, Karwar, Madikeri, Mandya, Mangalore, Mysore, Panaji, Raichur, Ramanagaram, Shimoga, Tumkur, Udupi.

**MADHYA PRADESH AND CHATTISGARH :** Ambikapur, Betul, Bhillai, Bhopal, Bilaspur, Burhanpur, Chindwara, Dewas, Dhamtari, Dhar, Guna, Gwalior, Indore, Itarsi, Jabalpur, Jagdalpur, Katni, Khandwa, Khargaon, Korba, Mandsaur, Neemuch, Raigarh, Raipur, Rajnandgaon, Ratlam, Rewa, Sagar, Satna, Shahdol, Shajapur, Shivpuri, Ujjain, Vidisha

**ODISHA:** Angul Ward, Baripada, Berhampur, Bhubaneswar, Cuttack, Dhenkanal, Jharsuguda Ward, Jajpur, Jeypore, Keonjhar, Paradeep, Phulbani, Puri, Rayagada Ward, Rourkela, Sambalpur

**NORTH WESTERN REGION:** Ambala, Amritsar, Batala, Bathinda, Chandigarh, Faridabad, Ferozepur, Gurgaon, Hissar, Hoshiarpur, Jagraon, Jalandhar, Jammu, Kapurthala, Karnal, Khanna, Ludhiana, Mandi, Mohali, Narnaul, Nawanshahar, Palampur, Panchkula, Panipat, Pathankot, Patiala, Phagwara, Rewari, Rohtak, Sangrur, Shimla, Sirsa, Solan, Sonapat, Tarntaran

**TAMILNADU AND PUDUCHERRY :** BSNL Building, Chennai, Coimbatore (Aaykar Bhawan, Mayflower Midcity), Cuddalore, Dharmapuri, Dindigul, Erode, Hosur, Karaikudi, Karur, Krishnagiri, Kumbakonam, Madurai, Nagapattinam, Nagercoil, Namakkal, Ooty, Pollachi,

Perambalur, Puducherry, Pudukottai, Ramanathapuram, Salem, Tambaram, Thanjavur, Theni, Tiruchirappalli, Tirunveli, Tirupur, Tiruvallur, Tiruvarur, Tuticorin, Tiruvannamalai, Vellore, Virudhnagar

**DELHI** : C.R. Building Delhi, Civic Centre, Laxmi Nagar

**NORTH EAST REGION** : Agartala, Bongaigaon, Byrniehat, Dhubri, Dibrugarh, Digboi, Dimapur, Duliajan, Goalpara, Golaghat, Guwahati, Imphal, Jorhat, Karimganj, Mangaldai, Morigaon, Nalbari, Nowgaon, Shillong, Silchar, Sivsagar, Tezpur, Tinsukia

**ANDHRA PRADESH AND TELANGANA** : Adoni, Anakapalle, Ananthpur, Auto Nagar, Vijayawada, Bapatla, Bhimavaram, Chirala, Eluru, Gudivada, Guntur, Hyderabad (I.T. Tower), Hyderabad (Basheerbagh), Kadapa, Karimnagar, Khammam, Kurnool, Nizamabad, Ongole, Palakol, Rajamundry, Sangareddy, Signature Towers, Kondpur, Srikakulam, Tanuku, Tirupati, Vijaywada, Vishakhapatnam (Infinity Towers, Sankarmatam Road)

**RAJASTHAN** : Ajmer, Alwar, Balotra, Banswara, Baran, Barmer, Beawer, Bharatpur, Bhilwara, Bikaner, Bundi, Chittorgarh, Churu, Dungarpur, Hanumangarh, Jaipur, Jaisalmer, Jalore, Jhalawar, Jhunjhunu, Jodhpur, Kota, Neem ka Thana, Nagaur, Pali, Phalodi, Pratapgarh, Rajasmand, Sikar, Sirohi, Sumerpur, Suratgarh, Udaipur

**U.P. (WEST)** : Agra, Aligarh, Bullandshar, CGO Complex -1, CGO Complex -2, Ghaziabad, Dehradun, Etawah, Farrukhabad, Firozabad, Haldwani, Haridwar, Jhansi, Kanpur, Lalitpur, Mainpuri, Mathura, Meerut, Muzaffarnagar, Noida, Rishikesh, Saharanpur, Vaibhav Building, Kanpur

**KERALA** : Allappuzha, Aluva, Kannur, Kasargode, Kochi, Kollam, Kottayam, Kozhikode, Mattancherry, Pallakad, Thiruvalla, Thodupuzha, Tirur, Trichur/Thirssur, Trivandrum, Wayanad

**WEST BENGAL AND SIKKIM** : Bankura, Burdwan, Chinsurah, Durgapur, Haldia, Jalpaiguri, Gangtok, Hooghly, Kolkata (Chowringhee Square), Poorva Shantipally (Kolkata), (Aayakar Bhawan Dakshin), (Middleton Row), Krishnanagar, Sahoo Bhawan, Midnapore, Murshidabad, Purulia, Raiganj, R.A. K. Road (Kolkata), Siliguri, Suri, Ultadanga

**U.P. (EAST)** : Allahabad, Azamgarh, Badaun, Barabanki, Bareilly, Basti, Bhadohi, Faizabad, Fatehpur, Gorakhpur, Kushinagar, Lucknow, Moradabad, Pilibhit, Raibareilly, Rampur, Shahjahanpur, Sitapur, Sultanpur, Varanasi

**MUMBAI** : Mumbai (Aaykar Bhawan), Mumbai (CGO Complex)+Vasi, Mumbai Pratyakshya Kar Bhawan) Bandra Kurla, AIR Bldg. Nariman Point,

**NAGPUR** : Akola, Bhandara, Chandrapur, Gondia, Khamgaon, Nagpur, Wardha, Yavatmal

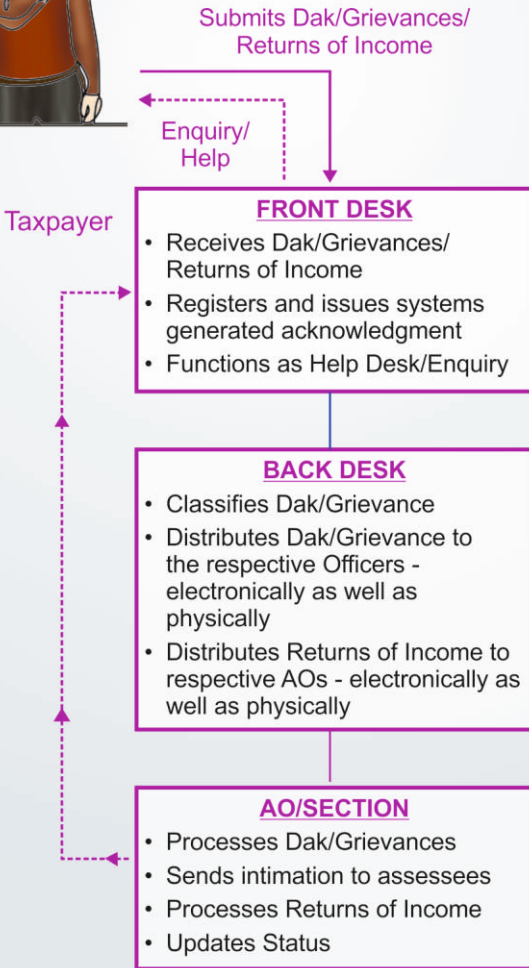
**BIHAR AND JHARKHAND** : Arrah, Begusarai, Bhagalpur, Bokaro, Daltonganj, Darbhanga, Deogarh, Dhanbad, Gaya, Hazaribagh, Jamshedpur, Motihari, Muzzaffarpur, Patna, Purnea, Ranchi, Sasaram

**PUNE** : Ahmednagar, Aurangabad, Beed, Bodhi Towers, Pune, Dhule, Hingoli, Jalgaon, Jalna, Kolhapur, Latur, Nanded, Nandurbar, Nashik, New Panvel, Parbhani, Pune (PMT Building), Pune (Praptikar Sadan), Pune (Pratyakshkar), Ratnagiri, Sangli, Satara, Solapur





## PROCESS FLOW CHART



**For queries and further information on ASK, please contact  
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[www.incometaxindia.gov.in](http://www.incometaxindia.gov.in) under dialogue box  
**'Citizen's Charter'**

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