



e-Filing *Anywhere Anytime*

Income Tax Department, Government of India

e-Nivaran User Manual

Abbreviations

ITD	Income Tax Department
PAN	Permanent Account Number
AY	Assessment Year
TAN	Tax Deduction Account Number
CPC	Centralized Processing Centre
ITBA	Income Tax Business Application
NSDL	National Securities Depository Limited
UTIITSL	UTI Infrastructure Technology And Services Limited
SBI	State Bank Of India
CPGRAMS	Centralized Public Grievance Redress and Monitoring System

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Introduction

Department has introduced e-Nivaran to address all the grievances received through various channels under single window. e-Filing portal has been enabled to receive and address all the grievances. Through e-Nivaran taxpayers can submit grievance in respect to AO, NSDL, UTISL, CPC-ITR, E-filing Website team, CPC-TDS, Directorate of Systems, and SBI-Refund Banker.

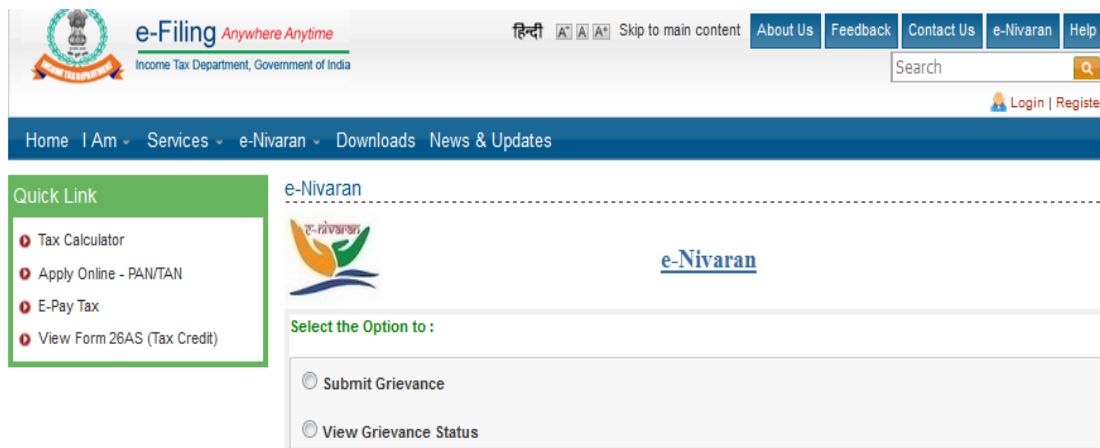
e-Nivaran Grievance Submission – Pre-Login

Taxpayer can submit the grievance by following the below steps

Step1: In e-Filing Home page click on “e-Nivaran” tab (Top right end corner).



Step2: Click on **e-Nivaran**, radio button is provided to Submit/View Grievance.



Step3: Select “**Submit Grievance**”, the following radio buttons is displayed

- ✓ PAN or TAN Holder
- ✓ Do not have PAN or TAN



Step 4: Select **"PAN or TAN Holder"** option, a text box is provided to enter PAN or TAN. Click on **"Submit"** button.

Note:


- If PAN is already registered in e-filing, it will redirected to login page.
- If PAN is not registered, then the below options shall be provided
 - ✓ Register with e-filing and Continue
 - ✓ No thanks and Continue without registering.

Step 5: Select **"Register with e-filing and Continue"**, it will redirect to Registration page.

Step 6: Select **"No thanks and Continue without registering"**, it will redirect to e-Nivaran Form to raise grievance.

Step 6: Taxpayer can preview and edit before submitting grievance request.

Grievance Preview



e-Nivaran Form

PERSONAL DETAILS			
Name	RAM CHAUHAN	PAN/TAN	PEEPA1001A
Email ID	abc@gmail.com	Mobile No	9855555555
Flat/Door/Block No	House No012	Name of Premises	
Road/Street		Area/Locality	1stmain,1st Cross
Town/City	Bangalore	State	KARNATAKA
PIN Code	560000	Country	INDIA

GRIEVANCE DETAILS	
Assessment Year	2016-17 Financial Year
Addressed To	e-Filing Website Team
Resolution Sought From	e-Filing
Grievance Category	Password Grievance Sub-category Unable to reset password using the existing options
List of attachments	


GRIEVANCE DESCRIPTION
Please reset password

Step 7: Click on **Submit**, OTP Pin will be send to respective email-id and mobile no given during time to raising request.

Contact Details Verification

Please provide the PINs sent to your Email ID and Mobile Number

E-mail PIN *	<input type="text"/>
Mobile PIN *	<input type="text"/>

 Please check for email from Department for PIN in your Inbox as well as the Spam or Junk folder (mail id - DONOTREPLY@incometaxindiaefiling.gov.in)

Step 8: Click on **Validate** success message will be displayed along with option to download pdf.

Submit Grievance

Your request has been successfully registered and the Acknowledgment Number is 10000000000498.In case of any queries, please contact 1800 4250 0025.

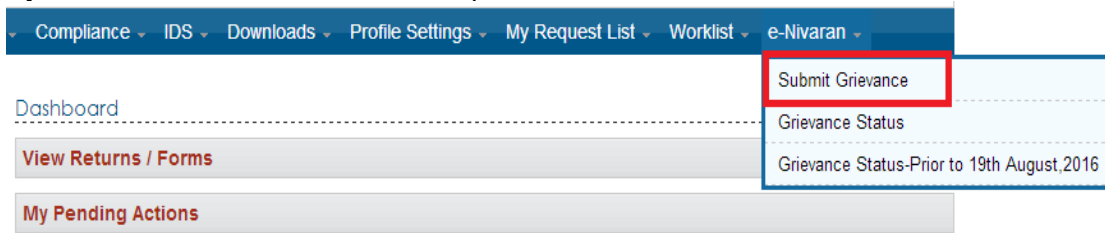
You can view the solution/status of your request. GO TO e-Nivaran -> 'Grievance Status'.

Click here to [Download Submitted e-Nivaran Form](#)

e-Nivaran Grievance Submission – Post-Login

Taxpayer can submit the grievance by following the below steps

Step1: A link **Submit Grievance** is provided under **e-Nivaran** tab.



Step2: Click on **Submit Grievance**, a Grievance Disclaimer pop-up will be displayed taxpayer has agree it and proceed forward to raise grievance.



Step3: Taxpayer has to enter the details and click on preview and submit.

Submit Grievance

e-Nivaran Form

Instructions | Grievance

Personal Details

Name Of Taxpayer	RAM CHAUHAN	PAN/TAN	PEEPA1001A
Email ID	abc@gmail.com	Mobile Number	9855555555
Flat/Door/Block No	House No:012	Name of Premises	
Road/Street		Area/Locality	1stmain,1st Cross
Town/City/District	Bangalore	State	KARNATAKA
Pincode	560000	Country	INDIA

Grievance Details

Resolution Sought From*

Grievance Category*

Grievance Sub-category*

Addressed To

Assessment Year Financial Year

Please select the files to upload

- Copy of Form 16/16A
- Grievance(e-Nivaran Form) Application
- Challan Copy
- Order Copy from Department
- Other Documents

No file selected.

(Only PDF documents allowed.Multiple documents should be zipped.Total attachment size cannot exceed 5 MB.)

Grievance Description*

2979 character left

Please reset password

Step 4: Taxpayer can preview and edit before submitting grievance request.

Grievance Preview


PERSONAL DETAILS			
Name	RAM CHAUHAN	PAN/TAN	PEEPA1001A
Email ID	abc@gmail.com	Mobile No	9855555555
Flat/Door/Block No	House No012	Name of Premises	
Road/Street		Area/Locality	1stmain,1st Cross
Town/City	Bangalore	State	KARNATAKA
PIN Code	560000	Country	INDIA

GRIEVANCE DETAILS	
Assessment Year	2016-17 Financial Year
Addressed To	e-Filing Website Team
Resolution Sought From	e-Filing
Grievance Category	Password Grievance Sub-category Unable to reset password using the existing options
List of attachments	

GRIEVANCE DESCRIPTION
Please reset password

Step 5: Click on **Submit**, OTP Pin will be send to respective email-id and mobile no given during time to raising request.

Contact Details Verification

Please provide the PINs sent to your Email ID and Mobile Number	
E-mail PIN *	<input type="text"/>
Mobile PIN *	<input type="text"/>
<input type="button" value="Validate"/> <input type="button" value="Cancel"/>	
 Please check for email from Department for PIN in your Inbox as well as the Spam or Junk folder (mail id - DONOTREPLY@incometaxindiaefiling.gov.in)	

Step 6: Click on **Validate** success message will be displayed along with option to download pdf.

Submit Grievance

Your request has been successfully registered and the Acknowledgment Number is 10000000000498.In case of any queries, please contact 1800 4250 0025.

You can view the solution/status of your request. GO TO e-Nivaran -> 'Grievance Status'.

Click here to [Download Submitted e-Nivaran Form](#)

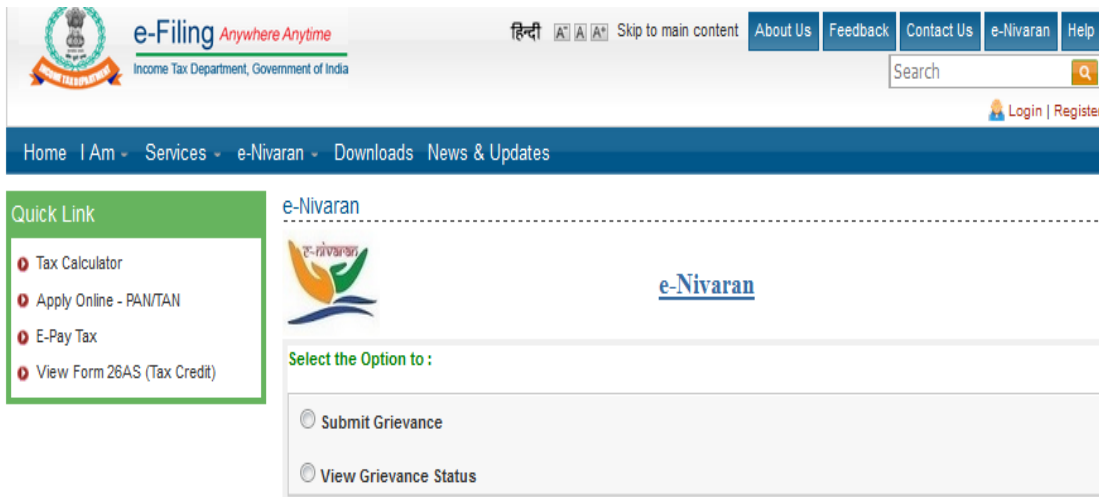
View Grievance Status - Pre-Login

Taxpayer can view grievance status by following the below steps

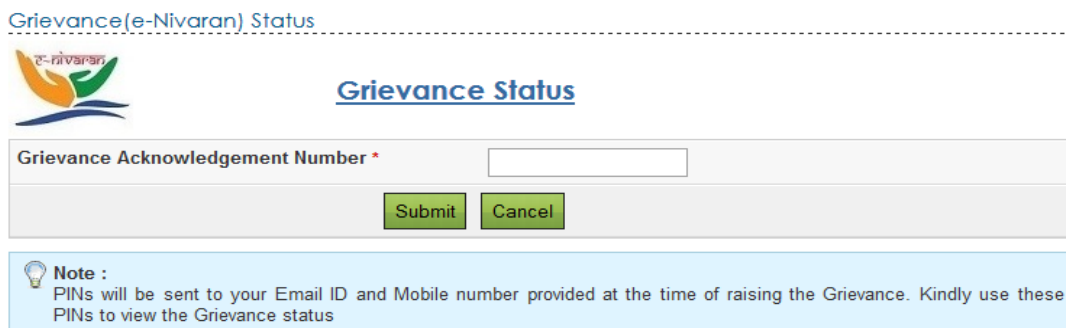
Step1: In e-Filing Home page click on "e-Nivaran" tab (Top right end corner).



Step2: Click on **e-Nivaran**, radio button is provided to View Grievance Status.



Step3: Click on **View Grievance Status** and enter Acknowledgement number.



Step2: Click on **Grievance Status**, taxpayer can search by entering Acknowledgement Number/AY/Status.

View Grievance

Grievance Acknowledgement Number	<input type="text"/>
Assessment Year	Select <input type="text"/>
Status	Select <input type="text"/>
<input type="button" value="Search"/>	

Acknowledgment No	Created Date	Resolution Sought From	Status	Resolution
100000000000229	18/08/2016	E-Filing	Pending	-
100000000000227	18/08/2016	E-Filing	Transferred	View
100000000000226	18/08/2016	E-Filing	Resolved	View

Note:

- If Taxpayer click on Acknowledgment number, PDF will get download which contain Grievance request.
- In case the status is resolved, taxpayer can click on "**View**" link provided in resolution to view the details of grievance along with the response in the form of pdf.

Step3: Taxpayer can view previous grievance status raised prior on 19th Aug by clicking on "**Grievance Status-Prior to 19th Aug 2016**" under **e-Nivaran** tab.

Step4: Click on **Grievance Status-Prior to 19th August,2016** ,CPC grievance status raised before 19th Aug 2016 will be displayed.

CPC Grievance Status

Request ID	Category	Created Date	Status
5000000457	RECTIFICATION	02/06/2016	Close
5000000450	RECTIFICATION	20/04/2016	Open

Step5: Taxpayer can view previously raised grievance by clicking on **Request ID** (hyperlink)