

Hyderabad (IT. Tower), Hyderabad (Basheerbagh), Bhubaneswar, Baroda, Nadiad, Guwahati, Sivsagar, Indore, Bhopal, Kolkata (Chinsurah), Kolkata (Bamboo Villa), Salem, Bikaner, Jodhpur, Meerut, Akola, Agra, Jammu, Hissar, Gurgaon, Faridabad, Allahabad, Varanasi, Raipur, Hubli, Thirichirappalli, Rajkot, Gandhidham, Nashik, Gwalior, Jabalpur and Tumkur have already been granted IS : 15700 certification by BIS,

(d) ASK at Delhi (Civic Centre), Panaji, Madurai, Mathura, Shillong, Silchar, Rohtak, Karnal, Panchkula, Amritsar, Patiala, Solan, Palampur, Kollam, Tirupathi, Ujjain, Bilaspur, Bhilai, Alwar, Ajmer, Bhilwara, Mumbai (CGO Complex), Himmatnagar, Raibareilly & Nagpur [in the process of being granted IS : 15700 certification in this year]

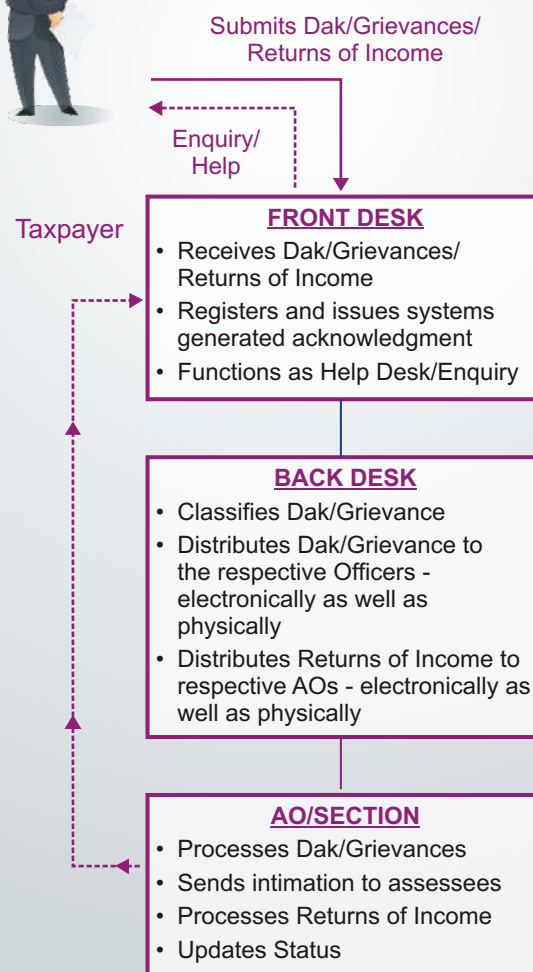
#### Expansion of services in ASK

The following additional services have been added at all ASKs during the financial year 2014-15:

- All ASK centres are having at least one stand alone dedicated PC with internet connection. At present this is available only at the ASK kiosk. This facility can make all the services provided through e-portal available to the visiting taxpayers. They may include
  - PAN enquiry
  - Viewing of 26AS,
  - Downloading of circulars and latest press releases for information of tax payers,
  - Jurisdiction related enquiries
  - Checking refund status for e filed returns
- A list containing names and contact numbers of all TRPs in an ASK centre is being prominently displayed for use of Taxpayers.
- All ASK centres are having a dedicated desk for receiving PAN/TAN applications through representatives of NSDL / UTIISL
- The ASK centres are equipped to received RTI applications related to taxpayer services.



#### PROCESS FLOW CHART



For queries and further information on ASK, please contact  
ASK (Ayakar Sampark Kendra): 1800-180-1961 (Toll free) and  
1961 (Toll free)

Directorate of Income Tax

(Public Relations, Printing Publications & Official Language)  
6<sup>th</sup> Floor, Mayur Bhawan, Connaught Circus, New Delhi-110001

#### SERVICE WITH SMILE



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



Income Tax Department

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## SEVOTTAM

First of its kind Service

Aimed and promoting "Excellence in Service Delivery" through

- Implementation, monitoring & review of Citizen's Charter 2014.
- Receipt, redressal and prevention of public grievance.
- 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<sup>th</sup> April 2014.

#### What is Ayakar Seva Kendra?

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

- A multi-faceted mechanism for achieving excellence in public service delivery reflecting the new 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.



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

#### What taxpayers get?

- The Ayakar Seva Kendra represents a single window system for registration of all taxpayer applications/return.
- Application could be filed in person as well as through a drop box facility.
- System generated unique acknowledgment number issued on the spot.
- Used for monitoring the status of applications and returns.
- Information regarding resolution of requested services could be obtained from the ASK.

#### Rolling out of Ayakar Seva Kendra

"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<sup>th</sup> April, 2014.

(a) Currently, 250 ASKs have been set-up across the country at the following places :-

- Gandhinagar, Bhubaneswar, Chandigarh, Mohali, Coimbatore, Kochi, Guwahati, Indore, Kolkata (Bamboo Villa), Kolkata (Chinsurah), Ludhiana, Pune (Pratyaksh Kar Bhawan, Akurdi), Ranchi, Surat, Udaipur, Faridabad, Shimla, Gurgaon, Jammu, Hissar, Delhi (Civic Centre), Delhi (Laxmi Nagar), Jaipur, Bikaner, Jodhpur, Ahmedabad (Pratyaksh Kar Bhawan), Rajkot, Baroda, Gandhidham, Nadiad, Mumbai (Sandra Kuria), Pune (PMT Building), Aurangabad, Kolhapur, Nashik, Nagpur, Akola, Bangalore, Hubli, Mangalore, Panaji, Trivandrum, Chennai, Madurai, Vijayawada, Tiruchirappalli, Salem, Hyderabad (LT. Tower), Hyderabad (Basheerbagh), Vishakhapatnam, Rourkela, Sambalpur, Berhampur, Kolkata (Dakshin), Siliguri, Durgapur, Bhopal, Raipur, Gwalior, Jabalpur, Lucknow, Allahabad, Varanasi, Moradabad, Bareilly, Kanpur, Meerut, Dehradun, Agra, Patna, Dhanbad, Shillong, Silchar, Sivasagar, Dirhapur, Rohtak, Panchkula, Karnal, Amritsar, Patiala, Bolan, Palampur, Delhi (C.R. Building), Ajmer, Alwar, Bhilwara, Bhavnagar, Himmatnagar, Godhara, Mumbai (CGO Building), Pune (Praptikar Sadan), Sangli, Solapur, Ahmednagar, Chandrapur, Raichur, Shimoga, Tumkur, Trichur, Kozhikode, Pallakad, Kannur, Kollam, Thanjavur, Vellore, Cuttack (New Building), Kolkata (P-7 & p-13, Chowringhee Square), Cooch Behar, Kolkata (3 Govt. Place), Ujjain, Sagar, Bilaspur, Bhilai, Khandwa, Ratlam, Gorakhpur, Raibareilly, Sitapur, Mathura, Muzaffarnagar, Haidwani, Hazaribagh, Purnea, Darbhanga, Tezpur, Tinsukia, Bhatinda, Sirsa, Ambala, Phagwara, Hoshiarpur, Jaipur, Chittorgarh, Kota, Sikar, Jhunjhunu, Pali, Nagaur, Surendranagar, Palanpur, Mehsana, Mumbai (Ayakar Bhavan), Kalyan, Jalgaon, Satara, Nanded, Jalna, Dhule, Khamgaon, Bellary, Gulbarga, Udupi, Bijapur, Mysore, Mandya, Kasargod, Karaikudi, Virudhnagar, Tirunveli, Bhimavaram, Srikakulam, Anantpur, Karimnagar, Kurnool, Keonjhar, Phulbani, Purulia, Bankura, Suri, Kolkata (Middleton Row), Kolkata (Ayakar Bhawan, Poorva, Shanti Pally), Katni, Satna, Dhamtari, Rajnandgaon, Kushinagar, Aligarh, Noida, Bhagalpur, Gaya Digboi Nagaon, Dhubri Mandi, Batala, Sangrur, Pathankot, Rajasmand, Beawar, Churu, Bharatpur, Hanumangarh, Valsad, Naysari, Bharuch, Junagarh, Jamnagar, Latur, Hasan, Hospet, Gadag, Tirupur, Erode, Pollichchi, Tuticorin, Nagrocoil, Dindigul, Hosur, Puducherry, Ramanathapuram, Theni, Tambaram, Krihnagiri, Guvida, Khamman, Guntur, Tanuku, Dhenkanal, Bhanupatia, Haldia (Midnapore), Ultadanga, itarasi, Rewa, Raigarh, Faizabad, Azamgarh, Rampur, Badaun, Jhansi, Saharanpur, Frraukhabad, Firozabad, Bullandsahar, Deogarh, Begusarai, Jamshepur, Muzzarpur, Aluva, Thodupuzha, Kottayam, Agartala, Bongaigaon, Dibrugarh and Jorhat.
- (b) 58 new ASKs centers are being setup during the current Financial Year 2015-16.
- (c) The ASK at Pune (Pratyaksh Kar Bhawan, Akurdi), Kochi, Chandigarh, Surat, Gandhinagar, Trivandrum, Ludhiana, Shimla, Mohali, Bangalore, Mangalore, Jaipur, Chennai, Coimbatore, Kolhapur, Aurangabad, Mumbai (Bandra Kuria), Patna, Ranchi, Kanpur, Dehradun, Bareilly, Ahmedabad (Pratyaksh Kar Bhawan), Delhi (Laxmi Nagar, District Centre),