



FORMAT FOR SHARING QUERIES ON HELPDESK E-MAIL ID

Sr. No.	Information	Details	Help
Details of the Person facing problem			
1	Grievance ID		Mention Grievance ID, if already raised at e-fling portal
2	Name of the Person		Mention name of the person who can explain the issue, if contacted by helpdesk team
3	Contact Number of the Person		Mention Contact number of the person who can explain the issue, if contacted by helpdesk team
4	Email ID of the Person		Mention email ID of the person where the response can be sent
Details of Problem faced			
5	PAN of Taxpayer		
6	User ID at e-filing portal. Of Chartered Accountant	ARCA.....	CA Login ID of CA
7	AY		Assessment Year or Financial Year. Mention AY or FY or General, if unrelated to Year
8	Name of the Form	Form 3CA-3CD / Form 3CB-CD/ ITR Form No. (Online) or ITR Form No. (Offline)	Mention Form No. or ITR or functionality in which you are facing issue. ITR (Online) or ITR (Offline)
9	Details of the Problem faced		Mention detailed description of the issue being faced by you in filling, filing Form /ITR or using that functionality
10	Screenshot		Attach screenshots wherever you are facing errors containing error messages
11	JSON	Attached/ Not Attached	Attach JSON, if relevant (For faster resolution it is advised to attach JSON)