

# OFFSHORE ACCOUNTING AND TAXATION SERVICES PVT. LTD. (OATS)

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F & A Outsourcing  
PARTNER



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# New unique document number system by Income Tax Dept.

- ❑ Taxpayers will now have to procure a 'new number' for filing returns and making any communication with the Income Tax department.
- ❑ This will be called “Document Identification Number (DIN)” –  
*[Not to be confused with another DIN i.e. Directors Identification Number issued by Company Law dept. to Directors of Indian companies!]*
- ❑ DIN will be mandatory in respect of every notice, order, letter or any correspondence with the department, by the taxpayers including tax returns for the current financial year.
- ❑ According to section 282B of the Income Tax Act that deals with DIN, if the document sent to the tax authority does not bear this unique computer-generated number then such document, letter or any correspondence shall be treated as invalid and shall be deemed never to have been received.

# Knowledge Management in F&A Outsourcing Company

## Challenges:

As a growing company in a dynamic and competitive Finance and Accounts (F&A) Outsourcing industry, we face 3 “I-C-U” challenges in knowledge management:

**Induction:** The new entrants need to quickly understand processes and service level requirements of customers.

**Continuity Management:** When a person leaves the organization, his/ her knowledge should not walk away from the company.

**Updates:** There are frequent changes in tax laws and customer requirements. The team needs to know about such changes quickly.

## Solution:

A Wiki-based intranet helps in addressing the I-C-U challenges. Such a solution being used by us has also helped in our ISO 9001: 2008 Quality System documentation.

- Processes and service level requirements are described in detail. The users are given rights to modify the content as per changing customer requirements and changes in tax laws.
- Proper access management ensures that each team members has full knowledge about the deliverables and processes.
- FAQs help in quick on-boarding of new entrants.
- Uniformity in delivery quality across multiple offices can be achieved by intelligent usage of version control features of the Wiki solution.

# Contact details

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