IndusInd Bank

FAQ on TIN 2.0 for Direct Tax Payment

General Queries

1. **Which all payment mode will be available for Direct tax payment on TIN 2.0 Portal through IndusInd bank?**

   Below payment modes will be available on TIN 2.0 for direct tax payment
   - Internet banking – Corporate internet banking & Retail internet banking.
   - Over the counter
   - NEFT/RTGS

2. **How can a customer login to TIN 2.0 portal for initiating Direct Tax payment?**
   - The customer will have to visit the TIN 2.0 Income Tax Portal using the link – https://www.incometax.gov.in/iec/foportal/
   - TIN 2.0 has a pre-login section which can be accessed by the tax payer by entering their PAN/TAN along with the Mobile Number and OTP. Through this section, few type of Direct Tax transactions can be initiated. Link for pre-login section: https://eportal.incometax.gov.in/iec/foservices/#/e-pay-tax-prelogin/user-details
   - Additionally, TIN 2.0 also has a logged in section which can be accessed by the tax payer by entering their PAN/TAN and password. Through this section, all types of Direct Tax transactions can be initiated. Link for login section: https://eportal.incometax.gov.in/iec/foservices/#/login

3. **How will the customer proceed if transaction is initiated on NSDL (TIN 1.0) and cannot find Indusind Bank?**

   The customer will have to visit the TIN 2.0 Income Tax Portal using the link – https://www.incometax.gov.in/iec/foportal/

4. **How many days' challan will remain active or valid in IndusInd Bank/Indus Direct Portal?**

   Challan transaction will be available to approve / reject within 15 days from date of generation as per Income Tax TIN2.0 website. Post that user will not able to do any action on transaction.

5. **Through which authorised Branch of IndusInd Bank can customer make payment for Direct Tax transaction under the "Pay at Bank Counter" in TIN 2.0 and under which payment modes?**

   The customer can make payment at any of the IndusInd Bank branches through Cash, Cheque or DD under "Pay at Bank Counter" option available on TIN 2.0 portal for a Direct Tax transaction.

6. **Which mode does a customer need to select on TIN 2.0 portal to make payment of Direct Tax through Branches?**

   While generating a challan on TIN 2.0 portal for payment of Direct Tax, the customer needs to select the option of "Pay at Bank Counter" from the payment modes available on the portal.

7. **How to download challan / CIN confirmation?**

   Income tax website will be providing final valid challan copy with CIN confirmation. Request to visit official website of Income Tax i.e. Central Board of Direct Taxes (CBDT).

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8. **I want to download historical transaction data of income tax payment?**

   Yes, Indus Direct portal and Income tax portal both provides historical transaction details. In Indus Direct Portal under **Statutory Payment > Acknowledgement** Menu user can able to download historical payment advices. In Income tax portal, **E-Pay Menu > Payment History** tab user can find challan, CIN and payment confirmation

9. **Is there any acknowledgment or receipt provided by the bank for the Direct Tax payment processed in TIN 2.0?**

   Yes, Bank will be providing Debit Advice for all Direct Tax transactions and it will include Challan Reference Number generated on TIN portal. Debit advice will be available on the same channel that is used for transaction processing

10. **Will clearing cheques also be accepted at branches for payment of Direct Tax transactions?**

    Yes, Non IndusInd Bank's Cheque and DD can be accepted.

11. **Can the customer pay direct taxes through other bank cheque at Branches?**

    Yes, customer and even non IndusInd Bank customer can give request at branches after generating challan under Pay at bank counter and selecting Cheque as mode.

12. **Is there any provision for reversal of funds for Direct Tax transaction after the payment has been successfully processed?**

    Bank will not be able to undertake any refund or reverse the funds once the payment for Direct Tax transaction is successfully processed. Tax Payer may connect with Income Tax Department for such requests and follow their prescribed guidelines.

13. **Does the system accept decimal number in the amount column in direct tax payment?**

    No, the system will not accept the decimal value in amount

14. **Can the customer see the Transaction Preview page before making the payment?**

    Yes, the customer can see the Transaction Preview page with Challan Reference Number generated on TIN portal before making the payment.

Corporate Internet banking Queries

15. **Can one do transaction of other PAN/TAN using Indus Direct Portal?**

    Yes, Indus Direct Portal allows you to do payment of other PAN/TAN tax payment from Income tax portal. You will get an alert notification, while initiating transaction in bank portal if PAN/TAN is not registered with bank.

16. **I'm not able to see CBDT payment initiated, pending with me for approval?**

    If Maker has initiated CBDT Income tax payment, please check the date of transaction upload in to Indus Direct. Accordingly, select date filter in Payment Authorisation menu to see transaction. If transaction date is old than 15 days, then as per income tax authority challan must be expired, in this scenario, fresh challan need to create and upload from Income tax website.

17. **Indus Direct Payment advice confirmed transaction status as "Successful", but Income tax portal not showing payment status Successful?**

    Request to wait for 30-45 Minutes to get status updated on Income Tax website. If after 45 minutes payment status not got updated, please send email to

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idcsupport@indusind.com or you can call IndusInd Bank toll free number **1860 267 7777** and support team will help you to know the status of transaction. Request to quote CRN (Challan Reference Number) provided by Income tax website in Email or to call centre support team for faster resolution.

18. **Will two-factor authentication be applicable for a Retail and Corporate customer while processing Direct Tax payments in TIN 2.0?**

    Yes, two factor authentication will be required to process Direct Tax payments.

19. **Can transaction details be modified after a Direct Tax transaction is successfully processed?**

    No modifications/ rectifications, whatsoever, can be done in the transaction details/ challans after the payment has been successfully processed.

20. **Is there any per transaction limit for processing the CBDT transaction?**

    Yes, channel authorization policy will be applicable for the online tax payment transactions. For Tax payment journey originated from CBDT, users will be able to make tax payments as per authorisation limits setup at domain level where maximum value permitted per transaction is the Domain level per day limit.

21. **Is there any per day limit on number & total value of transaction for processing the tax payment?**

    There is no limit for number and total value of tax transaction processed in a day during business as well as non-business hours for tax payments done online through Indus Direct. Other Non-agency Bank transactions will be subject to normal channel limits on transaction, domain and user authorisation. NEFT/RTGS based Tax payments do not fall under IBL agency bank tax collections and treated as normal fund transfers and subject to applicable user, per transaction and domain limits.

22. **For challans generated with payment option as "NEFT/RTGS" and payment initiated on IndusDirect, is there any transaction, per day limit on number & total value of transaction for processing the tax payment?**

    NEFT/RTGS based Tax payments do not fall under IBL agency bank tax collections and treated as normal fund transfers and subject to applicable user authorisation, per transaction and domain limits. These transactions will be subject to available daily limits considering other financial transactions done on the day. If such transactions are initiated during non-banking hours or on holidays, the non-banking hours/holiday limits will apply.

Retail internet Banking queries

23. **Can I perform tax payment over & above my daily transaction limit set on Indusnet?**

    Yes, you can perform the tax payment over your transaction limit set on Indusnet.

24. **What will happen if I cancel for the payment transaction on Indusnet? Can I resume the same transaction again?**

    In case a payment transaction has been cancelled, you need to re-initiate a new transaction from Income tax portal & select Indusind Bank Net banking again.
    A new Challan Reference no. will be generated & tracked for transaction by Income Tax team in this case.

25. **Can I download payment challan from Indusnet?**

No. For challan download, customer need to visit TIN portal. The customer needs to login to TIN 2.0 portal for downloading challans for the Direct Tax payments processed successfully thru any mode. TIN 2.0 login link and path to download challan is as below – Path: login (https://eportal.incometax.gov.in/iec/foservices/#/login) >> e-file >> E-pay tax >> Payment History >> Action >> Download

26. **Indusnet Payment confirmed transaction status as "Successful", but Income tax portal not showing payment status Successful?**

Request to wait for 45 Minutes to get status updated on Income Tax website.

You can call IndusInd Bank toll free number **1860 267 7777** and support team will help you to know the status of transaction.

Request to quote CRN (Challan Reference Number) provided by Income tax website to call centre support team for faster resolution.