

## **FREQUENTLY ASKED QUESTIONS (FAQS) ON E-PAYMENT**

### **1. What is e-Payment?**

E-Payment is a facility provided to the taxpayers to make Commercial Taxes payments through internet, using internet-banking facility/ payment through debit or credit cards.

### **2. How can I use this facility to pay Commercial Taxes through my bank?**

You should have any one of the bank accounts which are listed in the Khajane-II e-payment portal which has been authorized by RBI and accredited by the Government of Karnataka for e-payment of Commercial Taxes, Karnataka.

### **3. What is Khajane-II?**

Khajane-II is an integrated payment system where all the approved banks will be merged together to make an e-payment through this gateway.

### **4. What if the page is not redirected to homepage after successful payment?**

The user can go back to the main page and click on the “*Verify e-Payment*” option and enter the particulars to get the payment status.

### **5. Is it mandatory to pay the Commercial Taxes through e-Payment?**

e-payment is mandatory at present for the dealers/ persons who pay tax or any other amount of Rs. 10,000/- or more per month.

### **6. What is the procedure for e-Payment?**

i. Open the website: <https://vat.kar.nic.in/epay>

ii. There are different categories of Acts administered by the Commercial Taxes Department. Select the type of Tax you want to pay from the main page and click on it.

iii. Enter your TIN (Taxpayer’s Identification Number)/RC (Registration Certificate) No. /EC (Enrolment Certificate) No. On entering of TIN/RC/EC, your name and address and the office in which you are registered i.e., LVO (Local VAT Office)/VSO (VAT Sub Office) /PTO (Profession Tax Office)/ LTO (Luxury Tax Office)/ ETO (Entertainment Tax Office), Office Code will be displayed automatically.

iv. Select the appropriate radio button against which you are making the payment i.e., whether against Return, TDS, or Form VAT 240.

v. Select the payment type you would like to make e.g., Monthly, Quarterly or On Department Demand. If Monthly, then, enter the Year and select the month. If Quarterly, select the year and Quarter. If On department demand, then enter Order no., Order Date and Designation of the Authority.

vi. Enter the details such as tax amount, interest amount and penalty amount. If there is no amount to be paid against any item, then, enter 0 (zero).

vii. Now select the bank through which you want to make the e-payment. Click on Next, the screen will display the details of the transaction that have been entered. If the details are correct, click on Submit. You will see that a Commercial Tax Department Reference number (CTD Ref. No.) is generated which is a unique number. Note this number for future use. If the entered details are not correct you can go back and correct the details and follow the process specified above.

viii. Now click on 'Click here for Payment'. You will be directed to the net-banking website of your bank. Enter your login Id and password provided by the banker and confirm the transaction. Wait for forty second and the link will be transferred to Commercial Taxes website. Check the status of the transaction.

#### **7. Do I get any confirmation SMS from CTD for the successful e-payment?**

Yes, SMS will be sent to the mobile number which you have entered during the e-payment.

#### **8. Any reference number will I get for the verification?**

Yes, the system will generate a unique CTD reference number after entering your particulars and that can be noted for your future reference.

#### **9. What will happen after I confirm the payment of tax at my bank's site?**

Your bank will process the transaction online by debiting your account indicated by an amount entered in the CTD's website and successful payment details are updated on to the CTD's website. Thereafter, you may generate a printable acknowledgment indicating the CTD Reference number and the Bank Reference Number.

#### **10. What is the timing for making payment through Internet?**

Generally, you can make payment on 24X 7 bases.

#### **11. Is there any fee/ service charge payable to bank for making the e-Payment?**

No. There is no fee or service charges payable to any bank for making e-Payment.

## **12. How to check that my e-Payment transaction is successful?**

After making the e-Payment, you will get the status of the transaction, whether Successful or Failed. In the case of any Internet problem encountered at the time of making the payment, you may not get the status back, and then you can check it using the 'Verify-Payment' option available on the main page of the e- payment website. In this option, enter the transaction Commercial Taxes Department FAQs on e-Payment. Ver.3.0 National Informatics center 3 details like the CTD Ref. No., TIN, Date of Payment, Amount Paid and click on "List'. Then select the transaction and click on 'Verify''. You will receive the transaction status as Successful or Failed as the case may be.

## **13. What is 'Print e-Challan' option in the menu?**

'Print e-Challan' option is used to print the challan for the successful transaction of e-payment.

## **14. Can I make payment for the same CTD Reference number generated earlier but payment status shown as failed?**

No. You cannot make payment for the earlier CTD reference number subsequently. You will have to enter the transaction details once again, generate the new CTD reference number and then make the payment.

## **15. If my Account gets debited more than once for the same CTD Reference number then what should I do?**

During the transaction period, if the bank's site encountered any problem, there would be rare chances of debiting your account twice against a single CTD Reference no. Under such circumstances check the status of your transaction by using the 'Verify e-Payment' option available on the main page of e-payment website. Even if your account has been debited twice against a single CTD Ref No., the e-Payment website would display only one successful payment.

It may please be noted that the amount which has been debited twice to the dealer's account has been remitted by the bank to the Government's account through RBI, you can claim the refund of one such amounts debited twice by the bank from the jurisdictional LVO/VSO/PTO/LTO/ETO. The said authority shall refund the amount within 3-4 days from the date of claiming the refund.

**16. How secure is the transmission of data from the CTD website to the Bank's website and vice versa for e- payment?**

The transmission of data from the Commercial Tax e-Payment website to the bank's website is encrypted and authenticated with Secure Socket Layer (SSL) authentication. With respect to the banks, all banks providing e-Payment facility have taken adequate security measures as per the guidelines of RBI. Therefore, the e-Payment system of Commercial Taxes Department Karnataka is fully secured and safe.

**17. How does the system of e-Payment of taxes benefit the taxpayers?**

The e-payment system is beneficial to the taxpayers as the process is simple and easy. The taxpayers are not required to personally visit the bank/ department to make the payments. Payment can be made electronically at your convenience from any place and at any time where an internet facility is available. The status of e-payment can be tracked at any stage. Further, if you make the e-Payment and submit the return electronically by using the CTD Reference number, the said return would be deemed to have been acknowledged by the Department. There is no necessity of producing any proof to the Department for payment of tax or for filing of return.