

## **FREQUENTLY ASKED QUESTIONS(FAQS)**

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

*It is facility provided to the taxpayers to make Commercial tax (VAT and CST) payments through internet, using net-banking facility.*

### **2. How can one use this facility to pay Taxes?**

*One should have an account with net banking facility and the bank should be authorized to make e-payment for Commissioner of Taxes & Excise, Govt. of Tripura*

### **3. Which are the authorized accounts for e-Payment?**

*Presently, State Bank of India (SBI) has been authorized to facilitate e-Payment of Commercial taxes.*

### **4. Is it mandatory to pay the Tax online?**

*Presently it is not mandatory to pay the Tax online.*

### **5. 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 bank account indicated by you and generate a printable acknowledgment indicating the ePayment Reference number and the Bank Reference Number.*

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

*You will have to check the net-banking webpage of your bank's website for this information.*

### **8. Is there any service charge for making the e-Payment?**

*Neither the Commissioner of Taxes & Excise, Govt. of Tripura nor the Bank charges any service Charges.*

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

*After making the e-Payment, you will get the status of the transaction, whether Successful or Failed. In case of any Internet problem, you do not get the status back, then check it using the 'Verify' option on the screen. In this option enter the transaction details like the ePayment Reference No., TIN number, Date, Amount and click on Verify. Select the transaction from the list and you will receive the transaction status. For Retail accounts, the status is Successful or Failed. For Corporate accounts, you will receive 'Partial', 'Success' or 'Fail'. 'Partial' means that the payment has been successfully done, but is pending for Approval.*

**10. What is 'e-Challan' option in the menu?**

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

**11. Can I make payment for the old ePayment Reference number?**

No, you cannot make payment for the old ePayment Reference number. You will have to enter the transaction details once more, generate the new ePayment Reference number and make the payment.

**12. If my Account gets debited more than once for the same e-tax transaction then what should I do?**

During the transaction or after completing the transaction, if you encounter any error in the bank site or if it gets disconnected before generating the Bank Ref. No., instead of doing the same transaction again, kindly check your Account. If account is debited already from your account, then use the Verify option in e-payment website for updating the status of the transaction. If bank account is debited more than once, then do not make the same transaction again. Instead Bank Helpline can be contacted for assistance.

**13. How secure is the transmission of data to the website for e-payment?**

All transmission through Commissioner of Taxes & Excise, Govt. of Tripura e-Payment website is encrypted and is with Secure Socket Layer (SSL) authentication. With respect to the banks, it depends on the security measures provided by the bank for net-banking.

**14. How does this system of payment of taxes through internet benefit me as a taxpayer?**

This system is beneficial to you as you are not required to personally visit the bank/department to make the payments. Payment can be made electronically at your convenience from any place where an internet facility is available e.g. your office, residence, etc. Further, you get the Reference Number which is required by you when you file your return.

**15. Can a dealer make the e-payment of Reg. fees before e-registration of application?**

No. Since the e-payment of registration fees is made against the Acknowledgment no. of e-registration, dealer can make the e-payment only after completion of e-registration.

**16. Is there a need to update the e-payment of registration fees details as part of e-registration application?**

No. Since the e-payment of registration fees is made against the Acknowledgment no. received after e-registration, there is no need to update the payment details again.

**17. Can a dealer make the e-payment of Returns before e-filing of returns?**

*Practically Yes. But it is always advisable to make the e-payment of Tax after the e-filing of returns as the e-payment made should match with the net tax payable, without which the system will not allow the dealers to submit the e-returns.*

**18. Is there a need to update the e-payment of tax details as part of e-filing of returns?**

*Yes. The dealer needs to enter the ePayment Reference no. generated at the time of e-payment under 'Payment details' option of 'Returns' menu in the e-filing module and to click on 'Add'. Then the system will populate the details such as the amount, paid date etc. Then the dealer can go to Update and submit. If the e-payment amount matches with the tax payable, then the system shall allow the dealer to file the returns.*

**19. Does the dealer need to pay tax under VAT and CST separately?**

*If the dealer is liable to pay tax under both VAT and CST for a particular period, then the dealer needs to make the e-payment of the applicable amount under VAT and CST separately.*