

Frequently Asked Questions(FAQs)

1. What is Netpayment of Challans?

This is a facility provided to the taxpayers to make Commercial tax payments through internet, using net-banking facility.

2. How can I use this facility to pay Commercial Taxes in my bank?

You should have an account with net banking facility and your bank should be authorized by Department of Commercial Taxes.

3. Which are the authorized banks for e-Payment ?

Presently ,

- 1. State Bank of India*
- 2. Punjab National Bank*
- 3. Allahabad Bank*
- 4. Bank of Baroda*
- 5. Union Bank of India*
- 6. Central Bank of India*

have been authorized to facilitate e-Payment for Department of Commercial Taxes.

4. Is it mandatory to pay the Commercial Tax online ?

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

5. What is the procedure for paying tax online?

Step 1: Open the website: <https://secure.up.nic.in/comtax>

Step 2: Enter your Login Credentials.

Step 3: Select New Challan Payment from Main Menu Page.

Step 5: Enter the mandatory Details on Challan Form.

Step 6: Select Name of Bank.

Step 7: Click Check and Save Entries.

Step 8: Confirm the Details and click Proceed to Netpayment button.

Step 9: Make the Payment on Bank Website.

Step 10: After Completing Payment, You will be redirected to Commercial Tax Website.

Step 11: Take a Printout of Form-I

6. 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 crediting the same in the account of Department of Commercial Taxes .You will be redirected to the website of Department of Commercial Taxes where you can get Form-I as a proof of Taxes Paid.

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?

It depends upon your bank.

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 you can check it using the Verify Challan option on the screen. In this option enter the transaction details like the Challan No., TIN number, Amount, Bank Reference number and click on Verify.After Successful Verification ,Update button is enabled.You have to click that button and after that,your challan will be updated on the website of Commercial Tax.You may take printout of Form-I from Report for Successful Transactions on your Main Menu Page.

10. Can I make payment for the old Challan Numbers ?

No, you cannot make payment for the old Challan number. You will have enter the transaction details once more, generate the new Challan 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 bank site encountered any error or got disconnected before generating the Bank Ref. No. then instead of doing the same transaction again kindly check your Account, if account is debited only once, then you use the Verify option in e-payment website for updating the status of the transaction. But if your bank account is debited more than once, then do not make the same transaction again. Instead, you can contact your Bank Helpline for assistance.

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

All transmission through Commercial Tax 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 e-Return.