

FAQs on TIN 2.0 for Direct Tax Payments

- 1. Which all payment modes will be available for Direct Tax payments on TIN 2.0 portal through Axis Bank?**
 - Below payments modes will be available on TIN 2.0 for Direct Tax Payments
 - Internet Banking Corporate Internet Banking (CIB) and Retail Internet Banking (RIB)
 - Pay at Bank Counter through Axis Bank Branches
 - NEFT/RTGS

- 2. Payment for which all type of Direct Taxes can be initiated directly through Axis Bank's channels?**
 - Direct Tax Transactions under Minor Head codes – 100 - Advance Tax, 200 – TDS/TCS (other than TDS on Sale of Property) and 300 - Self-Assessment, can be initiated directly from Axis Bank CIB channel via Bulk file upload. For Direct Tax payment of Minor Head codes other than 100, 200 and 300, the customer will have to initiate the transaction from TIN 2.0 portal. [Refer Annexure – I for detailed description on minor codes & major codes]

- 3. How can a customer login to TIN 2.0 portal for initiating Direct Tax transactions?**
 - 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/foervices/#/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/foervices/#/login>

- 4. How will the customer proceed if transaction is initiated on NSDL (TIN 1.0) and cannot find Axis Bank?**
 - The customer will have to visit the TIN 2.0 Income Tax Portal using the link – <https://www.incometax.gov.in/iec/foportal/>

- 5. Which digital channels will be available to a corporate customer for Direct Tax payments under TIN 2.0 thru Axis Bank?**
 - Below channels will be available to a corporate customer for Direct Tax payments under TIN 2.0
 - Net Banking through TIN 2.0 portal
 - Bulk CBDT through CIB directly (minor codes 100, 200 and 300 only) [Refer Annexure – I for detailed description on minor codes & major codes]

- 6. Which digital channels will be available to a Retail customer for Direct Tax payments under TIN 2.0 thru Axis Bank?**
 - Net Banking through TIN 2.0 portal

- 7. 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 (OTP) will be required to process Direct Tax payments.
- 8. How can the customer download the challan for Direct Tax payment in TIN 2.0?**
- The customer needs to login to TIN 2.0 portal for downloading challans for the Direct Tax payments processed successfully through any mode. TIN 2.0 login link and path to download challan is as below – Path: login (<https://eportal.incometax.gov.in/iec/foervices/#/login>) >> e-file >> E-pay tax >> Payment History >> Action >> Download
The registered email id of the PAN/TAN shall also receive a challan copy from Income Tax Department directly.
- 9. Is there any acknowledgment or receipt provided by the bank for the Direct Tax payment processed in TIN 2.0?**
- No, Bank is not eligible to share any receipt. Receipts are available on TIN portal only.
- 10. Will the customer get auto-redirected to TIN 2.0 portal for downloading challan after the payment has been completed on Axis Bank portal?**
- In case the customer has initiated a Direct Tax transaction from TIN 2.0 portal, the customer will be auto-redirected back to TIN 2.0 portal, after payment is completed, for downloading challan. In case the customer has processed transaction directly from Axis Bank Bulk CBDT channels, the customer will have to login to TIN 2.0 portal, after payment is completed, for downloading challan.
- 11. Can a corporate customer process multiple direct tax transaction through file upload in TIN 2.0?**
- Yes, Bulk File upload is available for customer in TIN 2.0 also. Upload file can cater to transactions of minor head code 100 (Advance tax), 200 (TDS) and 300 (Self-Assessment) only. [Refer Annexure -1 for details on minor & major codes]
- 12. Is direct tax bulk file upload format under TIN 2.0 same as Paythru Etax?**
- No, the file format is made simple and easy to understand. The sample file format is available on our Bulk CBDT platform for ready reference to our clients.
- 13. How many Direct Tax transactions can be processed through Bulk file upload on CIB?**
- Through Bulk file upload in CIB, 1000 transactions per file can be processed at once for Direct Tax payments under minor code 100, 200 and 300 only. [Refer Annexure-I for details on minor & major codes]
- 14. Can checker view the Bulk CBDT file details uploaded by maker while approving?**
- Yes, Checker can view the details of the file uploaded by maker with all the transaction particulars before approving. Checker to login to CIB – Approvals Due – CBDT approvals – Select the file and proceed.

- 15. What is the file format for processing Direct Tax transactions through Bulk file upload in CIB in TIN 2.0?**
- Customer can download the sample file format for processing of Direct Tax transactions through Bulk file upload in CIB by using the below path – Login to CIB >> Payments >> Tax Payments >> Bulk CBDT >> Sample file download
- 16. How can a customer upload bulk file in CIB for processing of Direct Tax transactions in TIN 2.0?**
- Customer can upload bulk file for processing of Direct Tax transaction on CIB by using the below path – Login to CIB >> Payments >> Tax Payment >> Bulk CBDT >> Browse and select the file – upload and proceed
- 17. How can a checker/ authoriser approve a Direct Tax transaction initiated by the maker through Bulk file upload in CIB in TIN 2.0?**
- The checker/ authoriser can approve a Direct Tax transaction through Bulk file upload on CIB by using the below path – Login to CIB >> Approvals Due >> CBDT approval >> Select and view the details >> Authorise
- 18. Can TDS on house property be processed thru Bulk upload?**
- 26QB, 26QC and 26QD will be initiated from login section on TIN 2.0 portal and hence this can't be part of bulk upload
- 19. 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.
- 20. Will clearing cheques also be accepted at Axis Bank branches for payment of Direct Tax transactions?**
- Yes, Non Axis Bank's Cheque and DD can be accepted at GBM enabled branches.
- 21. Does direct tax transaction have any expiry date in TIN 2.0?**
- Direct Tax Challan will get expired in 15 days before which the transaction need to be successfully completed. In case, the payment is not completed within 15 days, the generated challan will expire and the customer will need to reinitiate a fresh transaction.
- 22. 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. Tax Payer may connect with Income Tax Department for such requests and follow their prescribed guidelines.

23. 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.

24. In case the account has been debited, but transaction status is still showing as pending, what steps should be taken by the customer?

- In case the account has been debited but the transaction status is still showing as pending, the customer is suggested to wait for 30-45 minutes for the transaction status to get updated.

25. If the transactions status has been confirmed as success by the bank, but on TIN 2.0 portal, it is showing as awaiting bank's confirmation for the payment, what steps should be taken by the customer?

- In case the transaction status has been confirmed as success by the bank but is still showing as awaiting bank's confirmation on TIN 2.0 portal, the customer is suggested to wait for 30-45 minutes for the transaction payment status to get updated.

26. If the transactions status has been confirmed as success by the bank, but on TIN 2.0 portal, customer is unable to download challan, what steps should be taken by the customer?

- In this exception scenario, the customer is suggested to wait for 30-45 minutes for TIN 2.0 portal to update the status. However, in case of further delay customer should contact TIN 2.0 customer care - <https://www.incometax.gov.in/iec/foportal/contact-us>

27. 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.

Annexure I - Description of Minor and Major Head codes which can be initiated thru Axis Bank portal

Type of Tax	Minor Head Codes	Major Head
Advance Tax	100	Income Tax on companies (0020) Income Tax Other than companies (0021) Hotel Receipts Tax (0023) Interest Tax (0024) Expenditure/Other Tax (0028) Estate Duty (0031) Wealth Tax (0032) Gift Tax (0033)
TDS/TCS	200	Income Tax on companies (0020) Income Tax Other than companies (0021)
Self – Assessment Tax	300	Income Tax on companies (0020) Income Tax Other than companies (0021) Hotel Receipts Tax (0023) Interest Tax (0024) Fringe Benefit Tax (0026) Expenditure/Other Tax (0028) Estate Duty (0031) Wealth Tax (0032) Gift Tax (0033) Securities Transaction Tax (0034) Banking Cash Transaction Tax (0036)

Description of Minor and Major Head codes which can be initiated thru TIN 2.0 portal only

Type of Tax	Minor Head Codes	Major Head Codes
Sur tax	102	Income Tax on companies (0020) Income Tax Other than companies (0021)
Tax on distributed profits	106	Income Tax on companies (0020) Income Tax Other than companies (0021)
Tax on distributed income	107	Income Tax on companies (0020) Income Tax Other than companies (0021)
Secondary Adjustment tax	110	Income Tax on companies (0020) Income Tax Other than companies (0021)
Accretion Tax	111	Income Tax on companies (0020)

		Income Tax Other than companies (0021)
Tax on Regular Assessment	400	Income Tax on companies (0020) Income Tax Other than companies (0021) Securities Transaction Tax (0034) Hotel Receipts Tax (0023) Interest Tax (0024) Expenditure/Other Tax (0028) Estate Duty (0031) Wealth Tax (0032) Gift Tax (0033) Banking Cash Transaction Tax (0036) Fringe Benefit Tax (0026)
Commodities Transaction Tax	800	Securities Transaction Tax (0034)