IndusInd Bank GST Payments for Retail Customers

USER GUIDE
1. Visit the GST Portal (https://www.gst.gov.in/) to avail various GST related Services

2. Follow the mentioned path to initiate Challan Generation. Services -> Payments -> Create Challan
3. Enter GSTIN / UIN / TMPID

4. Enter the CAPTCHA generated & click on ‘Proceed’
5. Select the reason for Challan Generation

6. Enter the tax amount payable under different tax heads (CGST, SGST, IGST and CESS) and the corresponding payment categories (Tax, Interest, Penalty, Fees, Other). Verify the total amount under each Tax Head, and the total Challan Amount Payable.
7. Select ‘E-Payment’ (highlighted in Red) as the Payment Mode & click on ‘Generate Challan’ (highlighted in Yellow)

8. Enter GSTIN / UIN / TMPID and click on ‘Proceed’
9. After entering correct GSTIN & clicking on 'proceed', GST challan as shown in below screen. Please verify the details & make note of the CPIN (Common Portal Identification Number).

10. Scroll down on the same page, and re-verify Total Challan Amount. Select **Net Banking** (marked in Red) as Mode of E-Payment. You can also download the Challan by clicking on the ‘Download’ button (marked in Yellow).
11. Select **IndusInd Bank** to further proceed with the payment. Click on the ‘Terms & Conditions apply’ Checkbox, and click on **Make Payment**

12. After Initiation of Payment via IndusInd Bank platform, redirection to IndusInd Bank portal would happen. Click on **Retail Banking** to proceed further. Corporate customers to proceed with the Corporate Banking platform & refer the Corporate User Manual () for further steps.
13. Enter IndusNet Credentials (User ID & Password)

14. Select the account through which you wish to make the payment (Dropdown highlighted in Yellow) Check the currently available balance in your account. Verify Payment & Challan Details.
15. Click the **Terms & Conditions** checkbox, and click on Accept (highlighted in Yellow)

16. Enter One-Time Password (OTP) received on your mobile number registered with IndusNet
17. Payment is successfully made. Please keep note of the Reference ID generated. You will be redirected to the GST Portal shortly.

18. Redirection to GST Portal happens. Successful Payment message is generated.
1. What is GST?
GST is an abbreviation for Goods and Service Tax. GST would be levied on all the transactions of goods and services made for a consideration. This new levy would replace almost all of the indirect taxes at Central and State level.

2. Which all payment mode will be available for GST payment through IndusInd bank? Below payment modes will be available on GST Portal for GST payment through IndusInd Bank
   - Net banking – Corporate internet banking & Retail internet banking.
   - Over the counter
   - NEFT/RTGS

3. How many days’ challan will remain active or valid?
Challan transaction will be available to approve / reject within 15 days from date of generation as per GST website. Post that user will not able to make payment against that challan.

4. Can transaction details be modified after an GST transaction is successfully processed? No modifications/ rectifications, whatsoever, can be done in the transaction details/ challans after the payment has been successfully processed.

5. What do I do if my challan has expired?
You can create a new challan from the GST portal and complete your payment through any of the available modes of payment.
6. **Through which authorised Branch of IndusInd Bank can customer make payment for GSTN transaction under the “Pay at Bank Counter” in GST 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 GST portal.

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

   GST website will be providing final valid challan copy with CPIN CIN confirmation. Request to visit official website of GST Portal i.e. Goods and Services Tax (GST).

8. **Does the system accept decimal number in the amount column in GST tax payment?** No, the system will not accept the value in decimal.

9. **Is there a cut-off time for making GST payments through e-payment/ Net Banking?**

   There are no cut-off timings for e-payment/ Net banking mode of payment. This mode of payment is available 24*7 for the customer (taxpayers) to make their GST payments

10. **Can I make GST payment on a holiday?**

    Yes, you can make GST payments conveniently on all days, including public holidays.

11. **Where can I get a paid copy of the challan against my GST payment?**

    You can download a paid copy of the challan for GST payment from the GST portal.

12. **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.

13. **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 the GST portal & select IndusInd Bank Net banking again. A new Challan Reference no. will be generated & tracked for transaction by GST team in this case.

14. **Can I download payment challan from IndusNet?**

    No. For challan download, customer need to visit GST portal. The customer needs to login to GST portal for downloading challans for the Tax payments processed successfully through any mode.

15. **IndusNet is showing the transaction status as “Successful”, but GST portal is currently not showing the payment status as ‘Successful’?**

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

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

    Request to quote CRN (Challan Reference Number) provided by GST website to call center support team for faster resolution
16. My account was debited, but the transaction status on GST Portal is shown as ‘Failed’. What should I do?

In case of a failed transaction where the customer’s account gets debited, the amount would get refunded in ‘T+1’ working days, where T is the day of the transaction.