

GST – FAQ's

How can I get a CPIN ?

You have to login on GSTN portal and fill the particulars of the challan online and thus the challan is generated on GSTN portal will provide a unique 14 digit ID (CPIN).

How can I pay online?

After generating challan on GSTN portal, opt for e-payment mode. GST can be paid through Internet Banking & Debit/ Credit cards.

For payment through Internet Banking: choose Internet banking as payment option. A drop down box detailing names of various authorised banks would be displayed from which you have to choose your preferred bank for Internet Banking. Once you choose the bank for payment of taxes, GSTN portal will direct you to the website of the selected bank.

For payment through Cards : Choose Debit /Credit card option and fill in the details as desired.

How can I pay GST if I do not have Internet Banking/ Debit/Credit Cards?

GST upto Rs. 10,000 can be paid at the designated branch of authorized Bank over the counter through cash/cheques/draft etc, which is payable at par locally.

For this, tax payer will access GSTN for generation of a challan. Thereafter you have to approach the branch of authorised bank for deposit of the challan along with cheques/ draft (payable at par locally) or cash during business hours. You have to carry two copies of the challan, one will be kept by Bank while other will be handed over to you as acknowledgement.

How I can change payment option selected in challan?

Challan can be edited before finalization, once the challan is finalised, no change in the payment details will be permissible on the Bank's portal. For any change in the particulars, you have to abort the transaction and go back to GSTN portal and re-initiate the process.

For how many days CPIN will be valid ?

The CPIN is valid for only 7 days from the date of generation, after which the system will not accept the payment.

What will happen after I confirm the payment of tax at my Bank's site?

Bank will process the transaction online by debiting the Bank account indicated by you and generate a printable acknowledgment indicating the Challan Identification Number (CIN), date and time of payment and a statement confirming receipt of amount by the bank will be

provided by GSTN.

How can I know that I have completed tax payment using online facility?

After the successful completion of a transaction, the bank will populate a Challan Identification Number (CIN) which will be a unique 17 digit number containing 14 digit CPIN and unique 3 digit Bank code. This CIN is an indicator of a successful transaction, you can also check your online Bank statement to verify the tax payment.

If I encounter any problem while making payment through internet whom should I contact?

If any problem encountered at the GSTN portal website while entering non-financial data then contact GSTN. If any problem encountered while entering the financial details at the net-Banking webpage of your Bank, then you should contact your Bank for assistance.

What is the timing for making payment through internet?

Payment facility through internet is available 24x7, but if you complete your transaction between 8.00 AM to 8.00 PM it is accounted on same day, and if the transaction is done after 8.00 PM it will be accounted in next day.

How can I amend the tax amount of the challan already paid ?

Amendment / correction in the challan not possible at Bank level, please contact GSTN.

Can I pay both Central and State tax in the same challan ?

Yes, you can pay Central Goods and Services Tax (CGST), State Goods and Services Tax (SGST) and Integrated Goods and Services Tax (IGST) in the single challan through GSTN portal.