

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 Department taxes, Manipur

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 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://web4.kar.nic.in/manipurepay>*

Step 2: *There are different categories of tax under e-payment. Select the type of Tax you want to pay and Click on it.*

Step 3: *Select either as a registered dealer, unregistered dealer or new dealer. If registered dealer, enter TIN/RC number. On entering of TIN/RC, name and address will be displayed automatically. If unregistered dealer, one has to enter the details like Name / Company Name, Address.*

Step 4: *Select the payment type like- Monthly, Quarterly or On Department Demand. If it's Monthly, enter the Year and select the month. If Quarterly, select the year and Quarter. If On department demand, then enter Order no., Order date and Designation.*

Step 5: *Enter the tax details such as tax amount, interest amount and penalty amount. If there is no amount to be entered, then, enter 0 (zero).*

Step 6: *Now select the bank through which e-payment has to be made. Click on Next, the screen will display the details of the transaction that has been entered. Now click on Submit. A unique Commercial Tax Reference number (CTD Ref. No.) is generated. Note down this number for future use.*

Step 7: *Now click on 'Click here for Payment'. You will be directed to the net-banking website provided by SBI. Enter your SBI net banking login and password and confirm the transaction. Click on the link to return to Commercial Tax website to check the status of the transaction.*

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 generate a printable acknowledgment indicating the Commercial Tax 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?

Department of Taxes does not charge any service Charges. However, please check with the bank if they charge.

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 CTD Ref. 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 CTD Reference number?

No, you cannot make payment for the old CTD reference number. You will have to enter the transaction details once more, generate the new CTD 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 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 return.