

# FAQ - GST.

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- 1) How to open GST website?
  - A) Access the URL <https://www.gst.gov.in> in the web browser. GST Home page is displayed.
- 2) How to login into the website?
  - A) Click the **login** link given in right corner of the GST home page. Enter valid **username** , **password**, type the characters of the **CAPTCHA code** and click **login** button.
- 3) How to create and generate challan for doing E- payment?
  - A) - Click the **Services-> Payments-> Create Challan**.
    - Enter the values in **Tax Liability Details** grid with the details of payment to be made.
    - Select **Payment Modes** option and select payment mode.
    - You can also **Save** the challan using **SAVE** button.
    - To generate the challan, click the **Generate Challan** button and you can make the GST Payments using the **generated challan (CPIN)**.
- 4) What are the payment options?
  - A) You can **choose E-Payment, NEFT/RTGS and Over the Counter** options.
- 5) What are the modes of E\_Payment?
  - A) **Net Banking and Credit/Debit card**
- 6) How to check saved challans?
  - A) In case you have saved a challan, you can retrieve it from **Services-> Payments-> My Saved Challans** option.
- 7) How to pay through our Net Banking?
  - A) - Select **E-Payment** mode as **Net Banking** and select our bank
    - **TICK** the check box for accepting **TERMS AND CONDTIONS APPLY**
    - Click **Make PAYMENT** Button and it will redirect to our Internet Banking Website
    - Enter **User ID, Password** and click **login** button.
    - After selecting the account enter **Transaction Password** and click **Submit** button.
    - Enter **Grid/OTP** details and click **Submit**,
    - The page will be redirected to **GSTN Website** mentioning **Payment Summary** as "**Your Payment is successfully completed**".
    - **Transaction ID** will be generated which has to be saved for future reference .
- 8) How to check challan status?
  - A) Click the **Services-> Payments-> Challan History** and can check the status with the **Transaction ID (challan number)**.
- 9) What are the modes of payment through **Over the Counter** options?
  - A) By **Cash** and with our **Bank's Cheque**.

- 10) What are the things to ensure before generating the challan through over the counter option?
- A) - Please ensure the Mode of Payment is "**Over the Counter (OTC)**" and select bank as **CENTRAL BANK OF INDIA**. A tick mark will appear on the challan accordingly.
- The name of the collecting bank will be printed on the challan. It should be "CENTRAL BANK OF INDIA".
  - Please check the Details of Instrument Cash / Cheque / DD. A tick mark will appear on the challan accordingly.
- 11) What is the menu in CBS to open the screen for GST Collection and the things to ensure while fetching the challan?
- A)
- a) The menu to open the screen for GST collection is "**GST -> Receipt**".
  - b) User should enter three values CPIN, GSTIN and Total Amount by referring the challan.
  - c) Click on the "Fetch" button. The complete details of the CPIN will be shown to the user in disabled mode under the column "Fetched Data".
  - d) If these three values i.e. CPIN, GSTIN and Total Amount, do not match with the data available with the GSTN system, then the challan details will not be fetched and displayed.
- 12) What are the steps to ensure while printing and payment of challan?
- A)
- a) User should enter the other details manually as per the printed Challan in the fields under the heading "User Input".
  - b) Ensure that the values between the printed challan and the user input match.
  - c) The data entered by the user is matched with the fetched data except "Tax Payer Name". However please ensure to type the **exact name** as far as possible.
  - d) The value in the "Challan Expiry Date" is to be selected by clicking the "Date Picker". This date cannot be entered manually using Keyboard.
  - e) User should select MODE OF PAYMENT from the dropdown placed at the bottom of the screen i.e. CASH or our bank's CHEQUE.
  - f) When the Transmit button is pressed, the journal number will be generated for the transaction.
  - g) The status of the challan will be updated as "Paid" at the GSTN portal.
  - h) The Cash / Cheque should be accepted by the branch on the Challan Expiry Date also.