

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 Bank of India?

Below payments modes will be available on TIN 2.0 for Direct Tax Payments –

- Internet Banking
- Pay at Bank Counter through 5000 + BANK OF INDIA Branches

2. 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>

3. How will the customer proceed if transaction is initiated on NSDL (TIN 1.0) and cannot find Bank of India?

The customer will have to visit the TIN 2.0 Income Tax Portal using the link – <https://www.incometax.gov.in/iec/foportal/>

4. Through which authorized Branch of Bank of India can customer make payment for Direct Tax transaction under the "Pay at Bank Counter" in TIN 2.0 and under which payment modes?

The customer can make payment at any of the Bank of India branches through Cash, Cheque or DD under "Pay at Bank Counter" with Bank selected as "Bank of India" option available on TIN 2.0 portal for a Direct Tax transaction.

5. 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 downloading challan is as below –

Path: login (<https://eportal.incometax.gov.in/iec/foervices/#/login>) >>#e-file >> E-pay tax >> Payment History >> Action >> Download

6. Can the customer see the Transaction Preview page before making the payment?

Yes, the customer can see the Transaction Preview page with Challan Reference Number generated on TIN portal before making the payment.

7. Is there any acknowledgment or receipt provided by the bank for the Direct Tax payment processed in TIN 2.0?

Yes, Bank of India will be providing Debit Advice for all Direct Tax transactions and it will include Challan Reference Number generated on TIN portal. Debit advice will be available on the same channel that is used for transaction processing.

8. Will the customer get auto-redirected to TIN 2.0 portal for downloading challan after the payment has been completed on Bank of India portal?

As 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.

9. 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" with Bank taken as "Bank of India" from the payment modes available on the portal.

10. Will clearing cheques also be accepted at Bank of India branches for payment of Direct Tax transactions?

Yes, Non-Bank of India's Cheque and DD can be accepted.

11. Can the customer pay direct taxes through other bank cheque at Branches?

Yes, customer and even non-Bank of India customer can give request at branches after generating challan under "Pay at bank counter" with Bank taken as "Bank of India" and selecting Cheque as mode.

12. Will all Bank of India branches accept challan submission for Direct Tax payments in TIN 2.0?

Yes, the customer can make Direct Tax payment through any of the Bank of India branches as all of the branches can accept challan submission.

13. 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.

14. 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.

15. 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 the transaction status to get updated.

16. 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 the transaction payment status to get updated.

17. 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 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>

18. 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
Comparison between TIN 1.0 & TIN 2.0

Particulars	TIN 1.0	TIN 2.0
Website Link	e-Payment for TIN (egov-nsdl.com)	https://www.incometax.gov.in/iec/foportal/
Challan validity	No challan expiry for transactions initiated from TIN portal	Challan expires in 15 days
Challan availability	Challan available on Bank of India portal (Internet Banking & Mobile App)	Challan available on TIN portal only after generation.
Offline mode – Branches	Only authorized branches to accept the challan submission.	All branches can accept the challan submission.