



Goods and Services Tax

IndusInd Bank

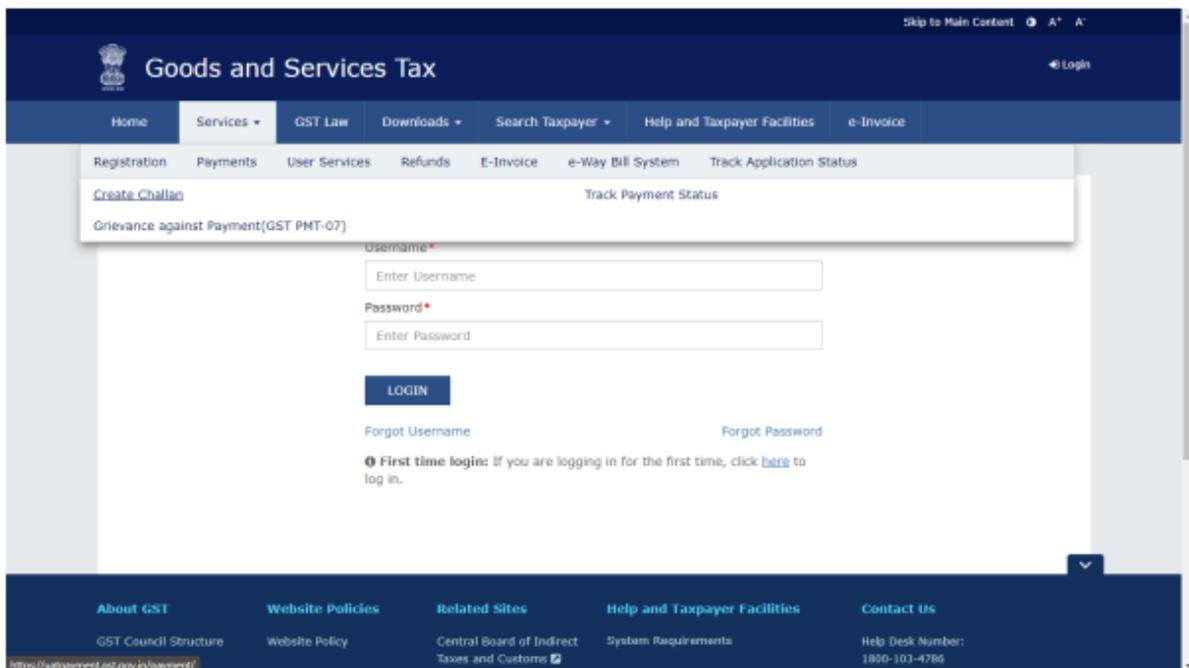
IndusInd Bank GST Payments for Retail Customers

USER GUIDE

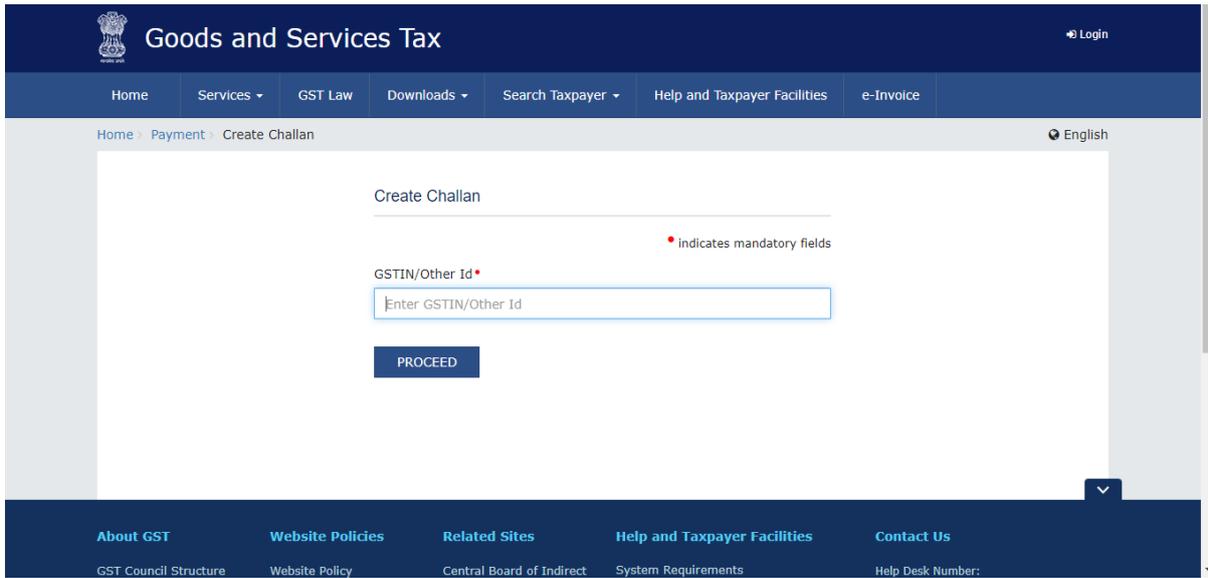
1. Visit the GST Portal (<https://www.gst.gov.in/>) to avail various GST related Services



2. Follow the mentioned path to initiate Challan Generation. **Services -> Payments -> Create Challan**

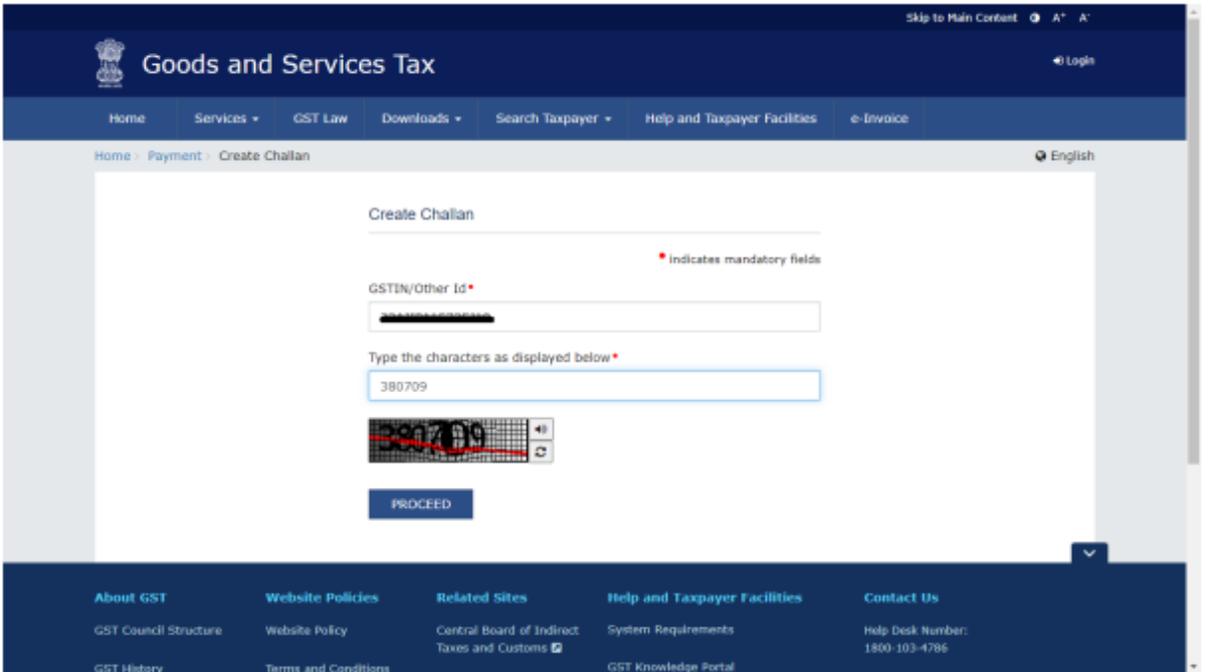


3. Enter GSTIN / UIN / TMPID



The screenshot shows the 'Goods and Services Tax' portal. The header includes the logo and 'Goods and Services Tax' text, with a 'Login' link. The navigation menu contains 'Home', 'Services', 'GST Law', 'Downloads', 'Search Taxpayer', 'Help and Taxpayer Facilities', and 'e-Invoice'. The breadcrumb trail is 'Home > Payment > Create Challan'. The main content area is titled 'Create Challan' and features a red asterisk indicating mandatory fields. The 'GSTIN/Other Id' field is highlighted with a blue border and contains the placeholder text 'Enter GSTIN/Other Id'. Below the field is a 'PROCEED' button. The footer contains links for 'About GST', 'Website Policies', 'Related Sites', 'Help and Taxpayer Facilities', and 'Contact Us', along with their respective sub-links.

4. Enter the CAPTCHA generated & click on 'Proceed'



The screenshot shows the 'Goods and Services Tax' portal. The header includes the logo and 'Goods and Services Tax' text, with a 'Login' link. The navigation menu contains 'Home', 'Services', 'GST Law', 'Downloads', 'Search Taxpayer', 'Help and Taxpayer Facilities', and 'e-Invoice'. The breadcrumb trail is 'Home > Payment > Create Challan'. The main content area is titled 'Create Challan' and features a red asterisk indicating mandatory fields. The 'GSTIN/Other Id' field is filled with a blacked-out value. Below it, the 'Type the characters as displayed below' field is highlighted with a blue border and contains the CAPTCHA characters '380709'. Below the CAPTCHA field is a CAPTCHA image showing the characters '380709' with a red line and arrows. Below the CAPTCHA field is a 'PROCEED' button. The footer contains links for 'About GST', 'Website Policies', 'Related Sites', 'Help and Taxpayer Facilities', and 'Contact Us', along with their respective sub-links.

5. Select the the reason for Challan Generation

The screenshot shows the 'Reason For Challan' page on the GST portal. The page title is 'Reason For Challan'. There are two radio button options: 'Monthly payment for quarterly return' (unselected) and 'Any other payment' (selected). A 'PROCEED' button is visible. Below the options, there is a 'Note' section with instructions for filing GSTR-3B on a quarterly basis. The footer contains various links like 'About GST', 'Website Policies', 'Related Sites', 'Help and Taxpayer Facilities', and 'Contact Us'.

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**.

The screenshot shows the 'Create Challan' page. It includes a 'Details of Taxpayer' section with fields for GSTIN/Other Id, Email Address, Mobile Number, Name, and Address. Below this is the 'Reason For Challan' section, which is set to 'Any other payment'. The 'Details of Deposit' section contains a table for entering tax amounts:

	Tax (₹)	Interest (₹)	Penalty (₹)	Fees (₹)	Other (₹)	Total (₹)
CGST(0005)	22					22
IGST(0008)	33					33
CESS(0009)	44					44
Kerala SGST(0006)	55					55
Total Challan Amount:	₹ 154 /-					
Total Challan Amount (In Words):	Rupees One hundred Fifty-Four Only					

Below the table is the 'Payment Modes' section with three options: 'E-Payment' (checked), 'Over The Counter', and 'NEFT/RTGS'. At the bottom right, there are buttons for 'EDIT REASON', 'SAVE', and 'GENERATE CHALLAN'. The footer contains copyright information and the date of the last update.

7. Select 'E-Payment' (highlighted in Red) as the Payment Mode & click on 'Generate Challan' (highlighted in Yellow)

Goods and Services Tax

Services ▾ GST Law Downloads ▾ Search Taxpayer ▾ Help and Taxpayer Facilities e-Invoice

Home > Payment > Create Challan English

Details of Taxpayer

GSTIN/Other Id 32AJ1PA1572EJ19	Email Address rXXXXXXXXXXXX@XXXXXXXXX.com	Mobile Number 1XXXXX1111
Name Angad Jasbirsingh Arora	Address XXXXXXXXXX Kerala,680021	

Reason For Challan [Edit Reason](#)

Reason
Any other payment

Details of Deposit

	Tax (₹)	Interest (₹)	Penalty (₹)	Fees (₹)	Other (₹)	Total (₹)
CGST(0005)	22					22
IGST(0008)	33					33
CESS(0009)	44					44
Kerala SGST(0006)	55					55
Total Challan Amount:						₹ 154 /-
Total Challan Amount (In Words):						Rupees One hundred Fifty-Four Only

Payment Modes *

- E-Payment ✓
- Over The Counter
- NEFT/RTGS

[EDIT REASON](#) [SAVE](#) [GENERATE CHALLAN](#)

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8. Enter GSTIN / UIN / TMPID and click on 'Proceed'

GSTIN/Other Id Verification

Re-Enter Gstin/Other Id for Challan Generation

[CANCEL](#) [PROCEED](#)

CGST(0005) 1 1

IGST(0008) 0

CESS(0009) 0

Maharashtra SGST(0006) 0

Total Challan Amount:

Total Challan Amount (In Words): Rupees One Only

Payment Modes *

- E-Payment ✓
- Over The Counter
- NEFT/RTGS

[SAVE](#) [GENERATE CHALLAN](#)

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)

Challan successfully generated.

GST Challan

CPIN	Challan Generation Date	Challan Expiry Date
23043200000273	17/04/2023 01:34:36	02/05/2023

Mode of Payment :- E-Payment

Details Of Taxpayer

GSTIN/Other Id	Email Address	Mobile Number
32AJIPA157EJ19	rXXXXXXXXXXXX@XXXXXXXXX.com	1XXXXX1111

Name: Angad Jasbirsingh Arora
Address: XXXXXXXXXXX Kerala,680021

Reason For Challan

Reason: Any other payment

Details of Deposit

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)

Details of Deposit

	Tax (₹)	Interest (₹)	Penalty (₹)	Fees (₹)	Other (₹)	Total (₹)
CGST(0005)	23	0	0	0	0	23
IGST(0008)	0	0	0	0	0	0
CESS(0009)	0	0	0	0	0	0
Kerala SGST(0006)	0	0	0	0	0	0
Total Challan Amount:	₹ 23 /-					
Total Challan Amount (In Words):	Rupees Twenty-Three Only					

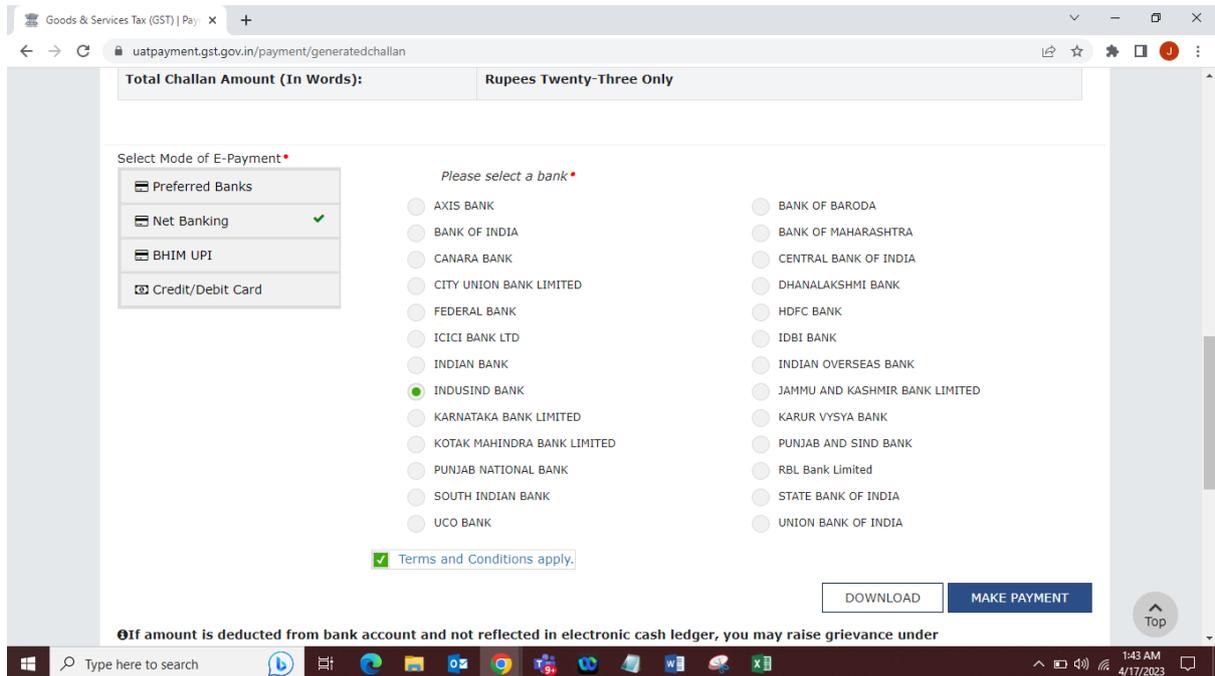
Select Mode of E-Payment*

- Preferred Banks
- Net Banking**
- BHIM UPI
- Credit/Debit Card

DOWNLOAD MAKE PAYMENT

If amount is deducted from bank account and not reflected in electronic cash ledger, you may raise grievance under

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.

IndusInd Bank

Welcome to IndusInd Bank Net Banking

Explore the most seamless internet banking experience

IndusNet

Retail Banking

IndusInd Bank's state-of-the-art retail banking portal offers full-fledged banking transactions with 24*7 availability

Toll free: 1860 267 7777

IndusDIRECT

Corporate Banking

IndusInd Bank's cutting edge corporate banking portal brings all your banking needs across domestic payments and trade services in one place

Toll free: 1800 266 0616

IndusInd Bank

Select your IndusInd Bank relationship to proceed further

Retail Banking

Corporate Banking

13. Enter IndusNet Credentials (User ID & Password)

The screenshot shows the IndusInd Bank online payment page. At the top, there is a dark red header with the IndusInd Bank logo on the left, 'Contact Us : 1860 267 7777' in the center, and 'IndusNet' on the right. Below the header is a promotional banner with the text 'CONVENIENCE. REDEFINED.' and 'Now add up to 4 beneficiaries in a day on IndusNet/IndusMobile'. To the right of the banner, there is a section titled 'APPLICABLE COOLING PERIOD' with two sub-sections: 'On IndusNet' and 'On IndusMobile'. Below the banner, the main heading reads 'Welcome To The Online Payment Page Of IndusInd Bank'. The central part of the page features a login form with the title 'LOGIN USING PASSWORD'. The form has two input fields: the first is labeled 'nrlogin2' and the second is for a password, represented by dots. Below the password field is a 'Sign in >' button with a keyboard icon. At the bottom of the page, there is a dark grey footer with the text 'Enjoy banking on the go with our next generation Indus Mobile App' and icons for downloading the app from the App Store, Google Play, and the App Store. Below the footer, there are links for 'Privacy Policy', 'Terms & Condition', and 'Disclaimer', along with the copyright notice 'COPYRIGHT © 2023 INDUSIND BANK. ALL RIGHTS RESERVED.' and a 'Trust' logo.

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.

The screenshot shows the IndusInd Bank online payment page. At the top, there is a dark red header with the IndusInd Bank logo on the left, 'Toll Free : 1860 267 7777' in the center, and 'IndusNet' on the right. Below the header, the main heading reads 'Welcome to IndusInd Bank'. Below the heading, there are three circular icons representing different stages of the payment process: 'Payment Details', 'Payment Confirmation', and 'Payment Summary'. Below the icons, there is a section showing the 'Available Balance : ₹ 10,00,03,748.42' and 'Combined Available Balance : ₹ 10,00,03,748.42'. Below the balance information, there is a form with the following details: 'Your Account No : 100000110793 - MAHENDRA SINGH DHONI' (the dropdown menu is highlighted in yellow), 'Merchant Name : GSTN', 'Txn ID : 230317320000009', 'Amount : ₹ 154.00' (with a 'See Breakup' link), 'CPIN No : 23033200000326', 'GSTIN : 32AJPA1572EJ19', 'State code : 32', and 'Remark : GST testing'. Below the form, there is a checkbox with the text 'I accept Terms & Condition for E-Tax Payment through IndusNet.' and two buttons: 'Accept' and 'Reject'.

15. Click the **Terms & Conditions** checkbox, and click on **Accept** (highlighted in Yellow)

IndusInd Bank Toll Free : 1860 267 7777 IndusNet

Welcome to IndusInd Bank

Payment Details Payment Confirmation Payment Summary

Available Balance : ₹ 10,00,03,748.42 Combined Available Balance : ₹ 10,00,03,748.42

Your Account No : 10000010793 -MAHENDRA SINGH DHONI

Merchant Name : GSTN
Txn ID : 230317320000009
Amount : ₹ 154.00 [See Breakup](#)
IGST Amount : ₹ 33.00 SGST Amount : ₹ 55.00
CGST Amount : ₹ 22.00 CESS : ₹ 44.00
CPIN No : 23033200000326
GSTIN : 32AJPA1572EJ19
State code : 32
Remark : GST testing

I accept [Terms & Condition](#) for E-Tax Payment through IndusNet.

Accept **Reject**

16. Enter One-Time Password (OTP) received on your mobile number registered with IndusNet

IndusInd Bank Toll Free : 1860 267 7777 IndusNet

Welcome to IndusInd Bank

Payment Details Payment Confirmation Payment Summary

Account No : 10000010793
Merchant Name : GSTN
Txn ID : 230317320000009
Amount : ₹ 154.00 [See Breakup](#)
IGST Amount : ₹ 33.00 SGST Amount : ₹ 55.00
CGST Amount : ₹ 22.00 CESS : ₹ 44.00
CPIN : 23033200000326
GSTIN : 32AJPA1572EJ19
State code : 32
Remark : GST testing

Authentication:
Please authorize your transaction using the One Time Password.

One Time Password
The OTP with reference number 25126 has been sent to your registered mobile number. If you do not receive the OTP in 00:33 seconds, you can re-send SMS OTP.

Please enter your OTP:
(OTP: 175786)

Resend SMS OTP

Submit **Back**

17. Payment is successfully made. Please keep note of the Reference ID generated. You will be redirected to the GST Portal shortly

The screenshot shows the IndusInd Bank website's payment confirmation page. The header includes the bank's name and 'IndusNet' logo. A navigation bar contains three steps: 'Payment Details', 'Payment Confirmation', and 'Payment Summary'. The main content area features a white box with the following text: 'Dear Customer, Your Request for Etax Payment has been Processed successfully. Your Reference ID is INDB23033200000328. We are redirecting you back to Merchant Site. Please don't press back button or refresh the page.' Below this, there are links to download the Indus Mobile App from the App Store and Google Play. The footer contains links for Privacy Policy, Terms & Condition, Disclaimer, and Copyright information.

18. Redirection to GST Portal happens. Successful Payment message is generated.

The screenshot shows the GST Portal's 'Goods and Services Tax' section. The page title is 'Payment Summary'. A green banner at the top of the content area states 'Your Payment is successfully completed.' Below this, the text reads: 'Tax Remittance of Rs. 154 via Bank Transaction ID 230317320000009 successfully completed. View Receipt Thank You!'. A blue button labeled 'MAKE ANOTHER PAYMENT' is positioned at the bottom right of the content area.

Goods and Services Tax

Services - GST Law - Downloads - Search Taxpayer - Help and Taxpayer Facilities - e-Invoice

Home - Payment - Track Payment Status

Track Payment Status

Your Payment status is Paid.

Enter GSTIN/Other Id* 32AJIPA1572EJ19 Enter CPIN* 23033200000326

Type the characters as displayed below*

Type the characters as displayed below

TRACK STATUS

VIEW CHALLAN VIEW RECEIPT

If amount is deducted from bank account and not reflected in electronic cash ledger, you may raise grievance under Services>Payments>Grievance against payment(GST PMT-07)

*Awaiting Bank Confirmation: For e-payment mode of payment, if the maker has made a transaction and checker approval is not communicated by bank to GST System.

*Awaiting Bank Clearance: For OTC mode of payment, if bank has acknowledged the challan but remittance confirmation is not communicated by bank to GST System.

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Site best viewed at 1024 x 768 resolution in Microsoft Edge, Google Chrome 49+, Firefox 45+ and Safari 6+

Frequently Asked Questions (FAQs)

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.