IDBI BANK
banking for all

FREQUENTLY ASKED QUESTIONS (FAQ'S) ON CUSTOMS DUTY e-PAYMENT

1. Which are the browsers compatible for making Customs Duty e-Payment through ICEGATE and IDBI Bank

Ans: Internet Explorer 8 and above or Mozilla Firefox browsers are compatible for making Customs Duty e-Payment.

2. How can Customs Duty be paid online?

Ans: A customer with a transaction enabled Internet-banking account may visit the bank's website www.idbi.com. On the home page he/she is required to click on the link "Pan India Customs". After accepting the disclaimer, he/she would be routed to ICEGATE web page. Else the customer may directly go to ICEGATE website by accessing the url http://epay.icegate.gov.in/epayment/locationAction. The customer would enter the "IEC Code" and select the location for which he/she intends to pay the duty using the drop down button. A list of all the unpaid challans will be displayed. A maximum of 25 challans at a time may be selected using the radio button and click on "pay" to continue. On confirmation, he/she would be directed to the page displaying the list of Authorised bank. On selecting IDBI, the customer is directed to IDBI's Internet Banking portal. He/ She may then use the net banking credentials to pay his /her Custom Duty dues, on successful validation of the Net Banking credentials, the account will be debited and a cyber receipt would be displays and user redirected to ICEGATE portal for successful completion of transaction. For a pictorial demo click on the link given in point number 2.

3. Can I see the Customs Duty e-Payment Demo?

Ans: Please click the below mentioned link for Customs Duty e-Payment Demo.

a) Customs Duty e-Payment Demo (Single Authorisation for Retail & Corporate).
b) Customs Duty e-payment Demo (Joint Authorisation)

4. If the customer is getting the error "Internet Explorer cannot display the web page" what should he/she do?

Ans: The Customer will have to upgrade the browser to Internet Explorer 8 and above or He/ She may alternatively access the ICEGATE e-payment gateway through Mozilla Firefox web browser.

5. In case the duty payer accesses the ICEGATE e-Payment Portal and input's the IEC Code, Location code. The challan is displayed. On selecting the desired challan system redirected the user to IDBI Bank, after inputting the Login Passwords, system displayed " JSP Processing Error ", what should be done?

Ans: Such message is generally displayed when the user does not have transaction facility. He/She has to contact the IDBI Bank Branch for enabling the same.

6. In case the duty payer accesses the ICEGATE e-Payment Portal and input's the IEC Code, Location code. The challan is displayed. On selecting the desired challan and IDBI Bank for payment, if the system is not redirecting to IDBI Bank Internet Banking page and displays the message "Please wait while your transaction is initiated. You will be redirected to the Banks Portal, please do not click back or refresh", what should be done?

Ans: Customer has to upgrade the Internet Explorer Browser 8 and above.

7. What are the timings for Customs Duty e-Payment?

Ans: ICEGATE Portal presently operates between 4.00 am & 8.00 pm on all days (Monday to Sunday) for e-Payments of Customs Duty. Kindly complete your transactions (both entry and verification legs) before 8.00 pm for real time updation of transactions on ICEGATE.

8. What is the important thing while making the Customs Duty e-Payment?

Ans: After inputting the transaction password kindly wait till the system redirects the user from IDBI net banking portal to ICEGATE e-Payment Gateway and displays Success Message. This ensures real time updation of successful payment on ICEGATE. Please do not attempt to print the Cyber Receipt at this stage as it may affect updation of ICEGATE Portal.

9. How to take the Customs Duty Challan Cyber Receipt?
Ans: The customer will login to IDBI net banking. Corporate Users under Bills→Online Tax Payments→ View/Print Customs Multi Challan Payments and for Retails Users Login to Internet Banking → Home Page Online Tax Payments → View/Print Customs Multi Challan Payments.

10. Why does the system not redirect to ICEGATE portal after successful debit at Banks end?

Ans: Please check the "Pop up" setting in your Internet browser. The setting is available under "Tool" option. For redirection to ICEGATE portal, the "Pop-up" setting should be disabled.

11. What should be done in cases where the account is debited but the challan data is not updated at ICEGATE or transaction is not redirected to ICEGATE/transaction success message is not displayed and challan still appears under “Incomplete transaction” list?

Ans: Such a scenario may arise in case of link failure or due to any technical issues. If the system has not redirected to ICEGATE Portal, the challan would continue to appear in the list of “Incomplete Transactions " and e-Payment details would not update on ICEGATE. He/ she may follow the below instruction:

a. Login to Internet Banking and take a note of 8-digit numeric Payment Reference Number from the Statement of Account. *(Illustration: If Account is debited with the Narration: IPAY/ESHP/23459876/0000 for Customs Duty e-Payment then the Payment Reference Number would be "**23459876**")*

b. Then click on the “Verify” button available against the pending challan. ICEGATE Portal will require input of the Payment Reference Number (as mentioned above). The same may be entered. IDBI Login page appears requesting input of login credentials (maker or checker login credentials). IDBI Portal verifies the login credentials and the Payment Reference Number and resends the payment information to ICEGATE. The challan would become success status and the data would be updated at ICEGATE.

12. What should be done in cases where the account is not debited and also the challan is not available in Unpaid List?

Ans: Such cases arise because of link failure due to any technical issues or customer selected the challan for payment but not paid. Since the challan payment was initiated but no return response was received by ICEGATE portal, the challan moves to "Incomplete Transactions list ". Click on the “Verify " button available against the pending challan. Input any dummy ref no. i.e. 111111 or 999999 and submit, verify, IDBI Login page appears requesting input of login credentials (maker or checker login credentials). IDBI Portal verifies the login credentials and sends the transaction failure message to ICEGATE. Then challans would be refreshed as unpaid challans and available for e-Payment again.

13. How to check the Customs Duty e-Payment Challan status on ICEGATE ?

Ans: To check the status of updation of challan on ICEGATE, you may access the following link: http://www.icegate.gov.in/TrackAtICES/ChallanEnquiry/CE

14. What should be done even after successful payment the challan information has not reached at ICEGATE portal /Challan Status displays the message "No record Found" at ICEGATE Portal. Also the challan does not appear in the incomplete transactions list at ICEAGATE?

Ans: The duty payer should contact ICEGATE Help desk Telephone No 180030101000 or email: icegatehelpdesk@icegate.gov.in

15. If the customer has used ICEGATE's old payment gateway instead of new, he/shes gets an error message "**No Records found**" while verifying the transaction in ICEGATE new e-payment gateway and is unable to pay the Customs Duty, what should be done?

Ans: The duty payer should contact ICEGATE Help desk Telephone No 180030101000 or email: icegatehelpdesk@icegate.gov.in for refreshing the challan from incomplete status to unpaid status. Otherwise by next day ICEGATE refreshes challans to unpaid list.

16. In case the Customs Duty e-Payment challan has been created by the Maker but has it has not been approved the same day. Will the transaction be available for authorization in future?

Ans: Unlike other tax payment module, the custom challan is not available for authorisation on a future day. A fresh transaction is required to be initiated the next working day. Maker / Approver may kindly recall / reject the pending transaction.

17. In case the duty payer has paid the Customs Duty e-Payment on say 01-04-2013. However the challan still appears under unpaid challans list on 02-04-2013 at ICEGATE. What should be done?

Ans: After inputting the transaction password user has to wait till the system redirects from IDBI net banking portal to ICEGATE e-Payment Gateway and displays Success Message. In case Customer has not got Transaction success message, then the same needs to be verified on the same day whereas in the present case verification has not done. Please do not pay the duty again through IDBI or any another bank. The challan would generally be updated by ICEGATE on the basis of Banks data by 12.00 Noon on the next working day. Customer can check the challan paid status by accessing : http://www.icegate.gov.in/TrackAtICES/ChallanEnquiry/CE. and take the delivery of the goods once the Customs Duty payment information updated on ICEGATE. The challans which are appearing as unpaid at ICEGATE would be removed by ICEGATE on the next day.

18. In case the duty payer accesses the ICEGATE e-Payment Portal and input's the IEC Code, Location code. The challan is displayed. On selecting the desired challan and IDBI Bank for payment, after inputting the Login Password system displays error message as **" Customs Multiple Challan Module, Invalid input data "** what should be done ?

Ans: User has already paid the Customs Duty for the said challan. Please check, If Yes do not repay, if No, please inform the issue through e-mail at customs.gbg@idbi.co.in or call 022-66552981 / 2741 /2606 between Bank business Hours

19. Where should I send the further queries on Customs Duty e-Payment

Ans: In case of any further queries regarding Customs Duty e-Payments, please e-mail us at customs.gbg@idbi.co.in or call 022-66552981 / 2741 / 2606 or contact Government Business Relationship Managers posted at select branches.

* * * * *