

E-PAYMENT OF CUSTOMS DUTY

Who can use this facility through our Bank?

All our customers having Internet Banking facility having Login ID with “Login Password” and ‘Transaction Password’ (or RSA enabled users) can make Customs Duty payment through the above e-Payment channel and no separate registration is required for availing this facility.

What is the procedure to be followed for making 'e-Payment of Customs Duty' through our Bank?

- The User can login to ICEGATE (Indian Customs e-Payment Gateway), an e-commerce portal of the Indian Customs provided by Customs department by accessing their website <https://www.icegate.gov.in> by clicking shortcut link provided on our website : ‘E-Payment of Customs Duty’ option under ‘Digital Banking->eServices-> Online Tax Payment.
- After login, the user selects the unpaid challans (maximum 25 challans) from the list. On clicking ‘Pay’ button, User will be displayed with the Challan Details (i.e. Challan Number, Document Number, Document Date, Duty to Pay etc.,).
- On clicking ‘Confirm’, the User will be displayed the List of Banks->Select Name of the Bank as ‘Syndicate Bank’.
- After selecting the Bank, User will be redirected to the Syndicate Bank’s Internet Banking Login Page.
- Then user has to login with Internet Banking Login-ID and Login Password provided by the Bank.
- Here, the Custom House code, Document Type, Document No., Document date, Challan No., Amount to be paid etc. will be displayed in non-editable mode.
- If any particulars are wrong, the user can click on ‘Cancel’ (OR) select the account through which the payment is to be made by selecting the radio button provided beside the Account Number. The Balance available in the selected account before debit will be displayed. The user can Click on ‘Verify’ to proceed further.
- Here, the Balance that will be available in your Account after debiting with the tax amount+ applicable Bank Service Charges (if any) will be displayed. You may click on ‘Confirm’ to pay the tax. The system will then prompt to enter your ‘Transaction Password’ and ‘One Time Password’(OTP) received on your registered MobileNumber(OR Token number if RSA is enabled user) and after entering the same, you can click on ‘Submit’.
- The selected account will be debited with the Tax amount and Bank Charges and a ‘Cyber Receipt’ containing the details of Payment, Bank Reference No etc., will be shown to the customer. The ‘Cyber Receipt’ can be printed or saved.
- Simultaneously user session will be redirected to ‘ICEGATE’ portal with Success status.

You may follow the procedure given below in-order to re-generate “Cyber Receipt”.

Login to Syndicate Bank Internet Banking site -> Click on ‘Reports’ tab at the top -> Select the option ‘Regenerate Tax Challan’ on the left hand side -> Select Tax Type ‘ECustom Payment Challan’ from the drop down list -> Enter ‘From Date’ and ‘To Date’ in the format dd/mm/yyyy (this step is optional) -> Click on ‘Search’ to get the list of transactions done through that login id -> Click on CIN Number of the concerned transaction in order to re-generate ‘Cyber Receipt’.

Note: Customers are requested to carefully verify all the details before submitting for payment as there is no provision for correction or reversal at Bank's end once the transaction is successfully submitted. Customer to directly take up with Department of Customs Duty for such corrections/reversals.

The Contact particulars for resolution of issues w.r.t. e-payment (made through our Bank):

E-mail id : techoff.oltas@syndicatebank.co.in

Telephone No. : 080 - 22237741