Customs Duty Payment through Kotak Internet Banking

Frequently Asked Questions (FAQs)

1. Can I make customs duty payment online?

Yes. With Kotak Net Banking, you can now pay customs duty online on the ICEGATE e-Payment portal.

2. What are the steps to make customs duty payment online?

Please follow these simple steps to make payment online:

- Visit ICEGATE portal

  (https://epayment.icegate.gov.in/epayment/locationAction.action)

- Login using Document Type, IEC and Location code
- Under the Unpaid Challans section, select the challan for which payment is to be made. You may select one challan or multiple challans for making payment and click on Pay
- Select Kotak Mahindra Bank Internet Banking from list of banks available
- Enter your Bank Details
- Review the payment details
- Select the debit account and complete the payment
- In the case of Maker-Checker Workflow:
  - Maker user will initiate the transaction. The status of the transaction will reflect as PENDING for approval
  - Checker user will login to internet banking and approve the transaction

3. Is there any time limit to make customs duty payment?

As per ICEGATE, customs duty transactions can be initiated between 4 a.m. and 11 p.m. on all days including Saturday and Sunday.

Please Note: If your customs duty transaction involves a Maker-Checker flow for Internet Banking transactions, Checker user can approve the transaction only till 11:45 pm on the same day when initiated by Maker user. Any transaction in Internet Banking in unapproved state will get expired post 11.45 pm.

4. In case, the Maker has initiated the transaction from ICEGATE portal, logged in to Kotak Internet Banking and created the transaction but it's not approved by the Checker the same day. Will the same transactions be available in Internet Banking the next day?

If the checker has not approved the transaction on the same day by 11.45 pm, the transaction / challan is marked as expired in Internet Banking. In order to complete the transaction, the customer should initiate a fresh transaction from the ICEGATE portal the next day.

5. **Checker has approved the transaction and funds are debited but transaction status on ICEGATE is displayed as PENDING. Why?**

In the maker-checker transaction flow, once the transaction is approved by the checker on Internet Banking, the challan on the ICEGATE portal will reflect in Incomplete Transaction List with PENDING status. As per the ICEGATE, user should login to ICEGATE and click on the Verify link to complete the transaction and the latest status of the transaction will be updated on the ICEGATE portal.

6. **I got redirected from ICEGATE portal to Kotak Internet Banking. However, after login to Kotak Net Banking I faced an error as "There is a technical error". What does this mean?**
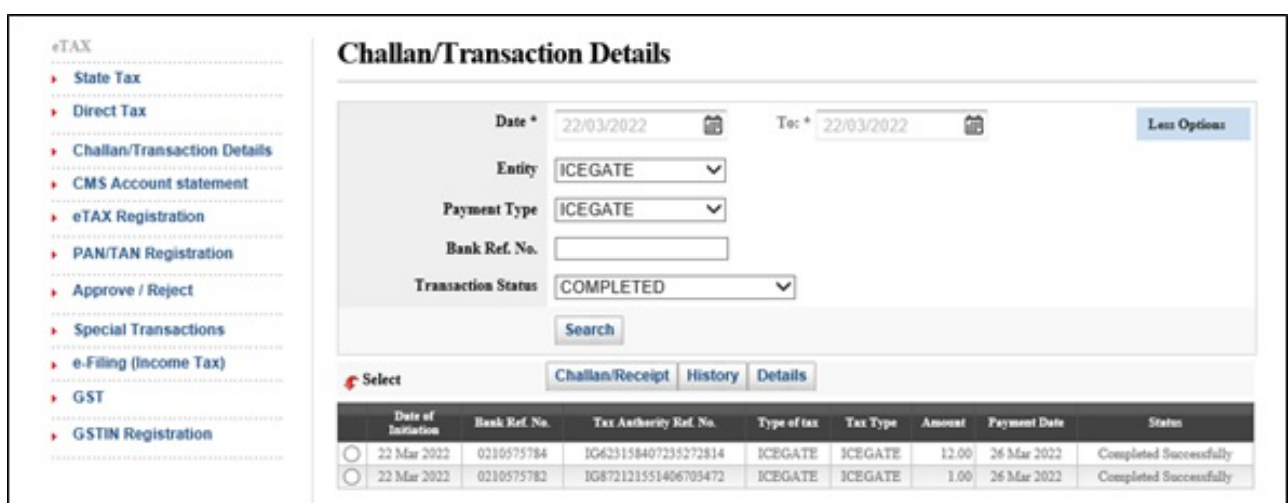
After redirection from ICEGATE portal, if you encounter an error as "There is a technical error" on logging to Kotak Net Banking, this means you have not registered for tax payments through Net Banking.

7. **I want to make tax payments through Kotak Internet Banking. How should I register for Tax Payments?**

In case the Kotak account has a Maker-Checker facility, please complete a one-time registration to enable Tax Payments via Kotak Net Banking. To register, submit a duly filled Board Resolution for eTax and eTax Letter to your nearest branch. Please ignore the message if you have already registered.

8. **My transaction is successful. How can I download acknowledgement receipt from Kotak Internet Banking?**

To download acknowledgement receipt, Login to Net banking > Select Tab Challan / Transaction details > Select the date range > Select the transaction for which acknowledgement receipt is required > Click Download for a PDF acknowledgement.

9. **I have completed the customs duty transaction through Internet Banking on 1st April, 2022, account is debited successfully & downloaded payment acknowledgment from Internet Banking. However, on 2nd April, 2022 the same challan is appearing in the unpaid challans list on the ICEGATE portal. What should be done in such a scenario?**

    This scenario can arise if the transaction was not verified on the ICEGATE portal on the same day. To address this, bank sends the transactions status to ICEGATE to update the transaction details at their end. ICEGATE typically completes this activity by 12 noon on the next day.

    In such a case, do not pay the duty again.

    Alternatively, please follow the steps given below:

    a) Please verify you challan status using Challan Enquiry option provided by ICEGATE. Challan Enquiry Link:
        https://enquiry.icegate.gov.in/enquiryatices/ChallanEnquiry/CE

    b) Once your challan is successfully verified, Login to ICEGATE portal again > Print Transaction receipt > Select the date of payment > Download challan

    This challan can be used to take delivery of goods

10. **How to check the payment status of challan on the ICEGATE portal?**

    To check the payment status of the Challan, the user can Login to ICEGATE and select the Challan Enquiry Option Challan Enquiry Link:
    https://enquiry.icegate.gov.in/enquiryatices/ChallanEnquiry/CE

    User can enter following details to check the payment status:

    ◆ Document Type

    ◆ Challan Number

    ◆ Document Number

    ◆ Document Date

    To know more speak to your Relationship Manager