

## **:-Problems Regarding Filing of e-Return:-**

Sl.No.	Problems	Reply
1-	Showing error after validation?	<p>Even after the validation from the tool sometimes this appears because of the wrong TIN No. in form24 main form or the dealer himself does the formatting of the data like inserting lines anywhere in the sheet.</p> <p>It can also take place when Dealer self TIN and Vendor/Customer TIN are swapped</p> <p>In the bank detail file if the Bank code is different from the code provided in the Help File of the tool.</p> <p>If there is a use of (,) in place of (.) in the amount column.</p> <p>If the dealer has inserted single quote (') in the TIN field.</p> <p>If the dealer has written wrong TIN No. in the TIN field of any one of the file that can be validated but it will show error while uploading.</p>
2	System hangs after some time?	This is due to the overload in the NIC server. From the next month onwards this problem will not be there.
3-	Sometimes "Tools not supplied" appears on the screen ?	If the format files are not zipped by the Tool available on the website.
4-	There is problem regarding filing e-return of entry tax . the site is not responding properly ?	<p>Incase of entry tax if problem will be specifically mailed to <a href="mailto:cthelplinelu-up@nic.in">cthelplinelu-up@nic.in</a> that problem will be immediately sorted out.</p> <p>The site problem is due to the overload in the NIC server. From the next month onwards this problem will not be there</p>
5-	The system is not working properly and is taking a lot of time in filing return . It is taking almost 6 to 7 hours in filing return . So it is very time consuming affair ?	In the system all the file preparation and converting it to the XML and making its Zip has to be done offline. The dealer has to just login and upload the files on the system.
6-	Not getting report of filing?	In the MENU there is a option of "printout of form24 uploaded" where dealer has to write his TOKEN No.and he can take print out of all

		the 05 files uploaded by him.
7-	At times it is very difficult to connect the site?	The site problem is due to the overload in the NIC server. From the next month onwards this problem will not be there
8-	Line gets disconnected after some time? Sometimes it happens within 15-20 seconds ?	This may be due to the local network connection problem or the overloaded NIC server.
9-	After feeding of some data , "error" starts and it becomes difficult to upload the data ?	From the month of March there is no option for feeding in the module. All the files have to be uploaded only.
10-	It becomes difficult to upload data from 19 <sup>th</sup> to 22 <sup>nd</sup> of the month . So the server is not capable to bear the load of e-filing ?	The site problem is due to the overload in the NIC server. From the next month onwards this problem will not be there
11-	Sometimes it is not accepting the password ?	In this case dealer should send a mail at <a href="mailto:cthelplinelu-up@nic.in">cthelplinelu-up@nic.in</a> with his TIN No. or call at 0522-2721165, and his password will be reset. After this he can again login with 123.
12-	Procedure to change the password ?	Dealer should send a mail at <a href="mailto:cthelplinelu-up@nic.in">cthelplinelu-up@nic.in</a> with his TIN No. or call at 0522-2721165, and his password will be reset. After this he can again login with 123.
13-	Will the system accept the multiple number of challans and their amount separately?	Yes, at the time of token generation if dealer has multiple challans they can be written in the Challan No. field by separating with 'COMMA (,)' and the total of all the challans should be written in the Total Amount field.
14-	If the dealer has no net tax payable during the month , will the system will accept e-filing ?	Yes, the system has no such type of check.
15-	What should be written in the Tax Period, Month, and Quarter column?	<p><b>Tax Period—</b>  <b>1-Yearly</b>  <b>2-Monthly</b>  <b>3-Quarterly</b>  <b>Month-----</b>  <b>Jan—01</b>  <b>Feb—02 .....</b></p> <p><b>Quarter-----</b>  <b>Apr-June---01</b>  <b>July-September---02.....</b></p>

<b>16</b>	<b>How to file the Revised Return?</b>	<b>If the dealer has to file the Revised return he has to login to the system and at the time of Token generation here is the option of selection of return type whether Original or Revised. In the revised return case he has to generate the new token. Before going for the revised return he can anytime take the print out of previously filed return.</b>
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