IndusInd Bank

Indus Net

Customs Duty, Central Excise & Service Tax Payments (ICEGATE)
User Manual

INDUSNET CUSTOMS DUTY, CENTRAL EXCISE & SERVICE TAX PAYMENTS

Introduction

IndusInd Bank is now live with ICEGATE 2.0 portal that allows customers to pay Customs Duty, Central Excise, & Service Tax Payments. It provides e-filing services to the Trade, Cargo Carriers and other Trading partners electronically.

IndusInd Bank is now integrated with ICEGATE 2.0 for customers to pay customs duty, central excise & service tax payments via Internet banking. Customer will initiate transactions from ICEGATE portal by selecting the challan details and process it by selecting payment mode and complete the payment. Successful/Final Challan will get generated on ICEGATE portal post successful payment.
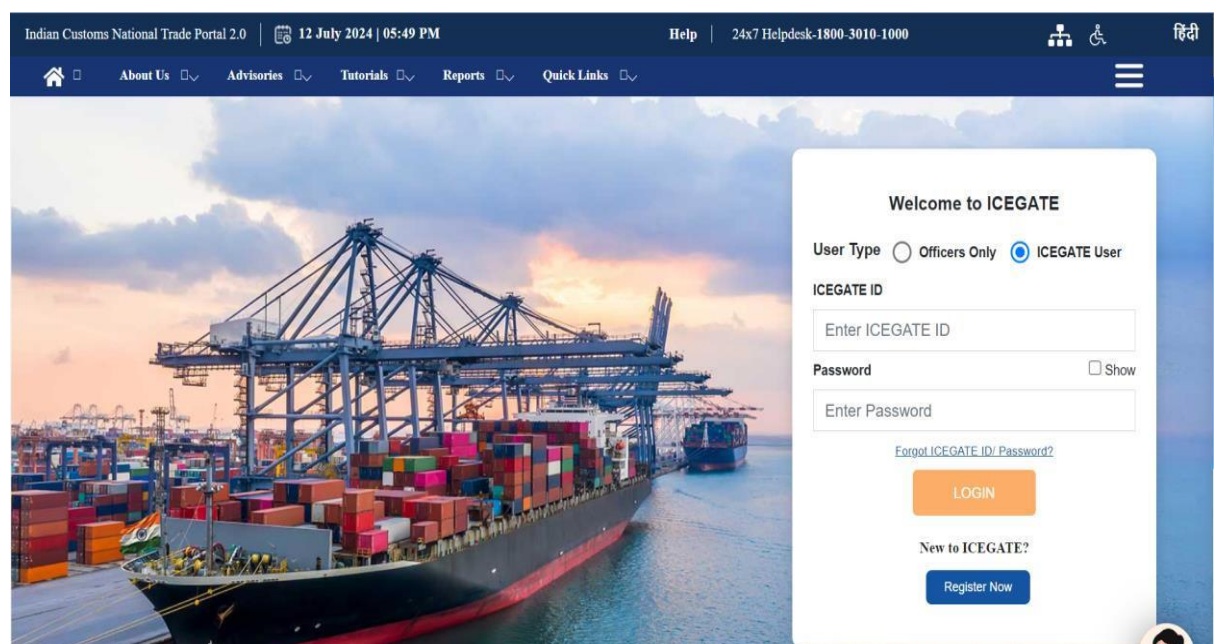
Payments Steps Post Challan Generation (Net-Banking Method)

1. ICEGATE 2.0 Portal to IndusInd Bank Landing Page
2. Redirection to IndusInd Bank Net banking portal (IndusNet)
3. Payment processing
4. Challan download from ICEGATE 2.0 Portal

ICEGATE 2.0 Portal to IndusInd Bank Landing Page

To make Customs Duty/Central Excise/Service Tax payment, please visit official website of ICEGATE 2.0 https://www.icegate.gov.in/
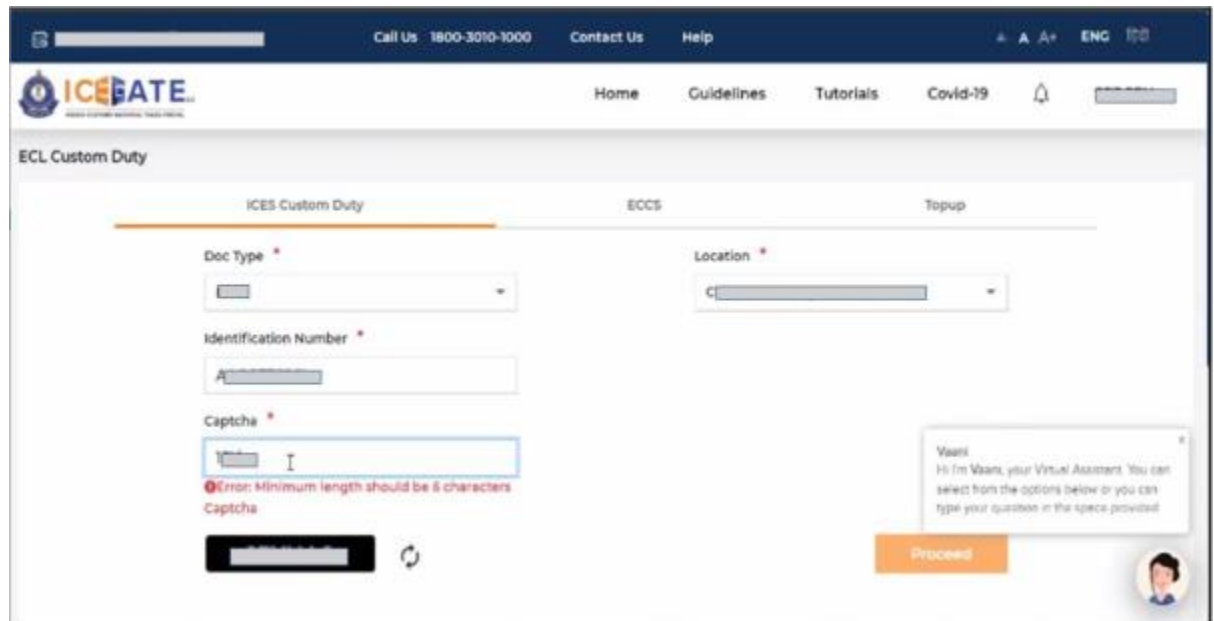
Enter the login credentials

Post login create Challan by selecting E-Payment option
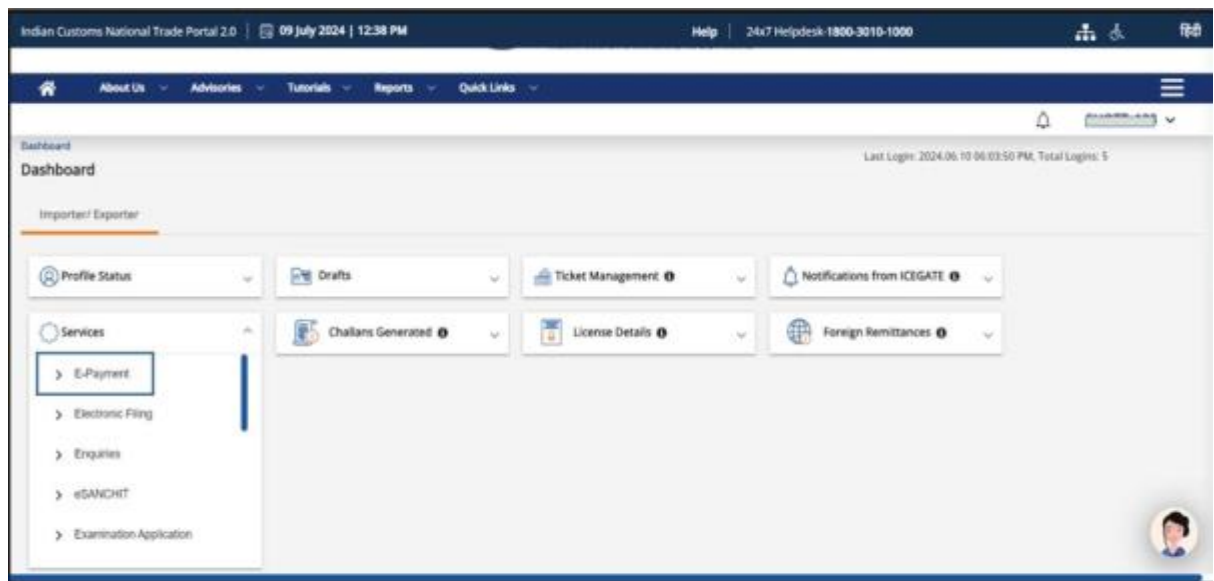
Select ECL Duty Payment
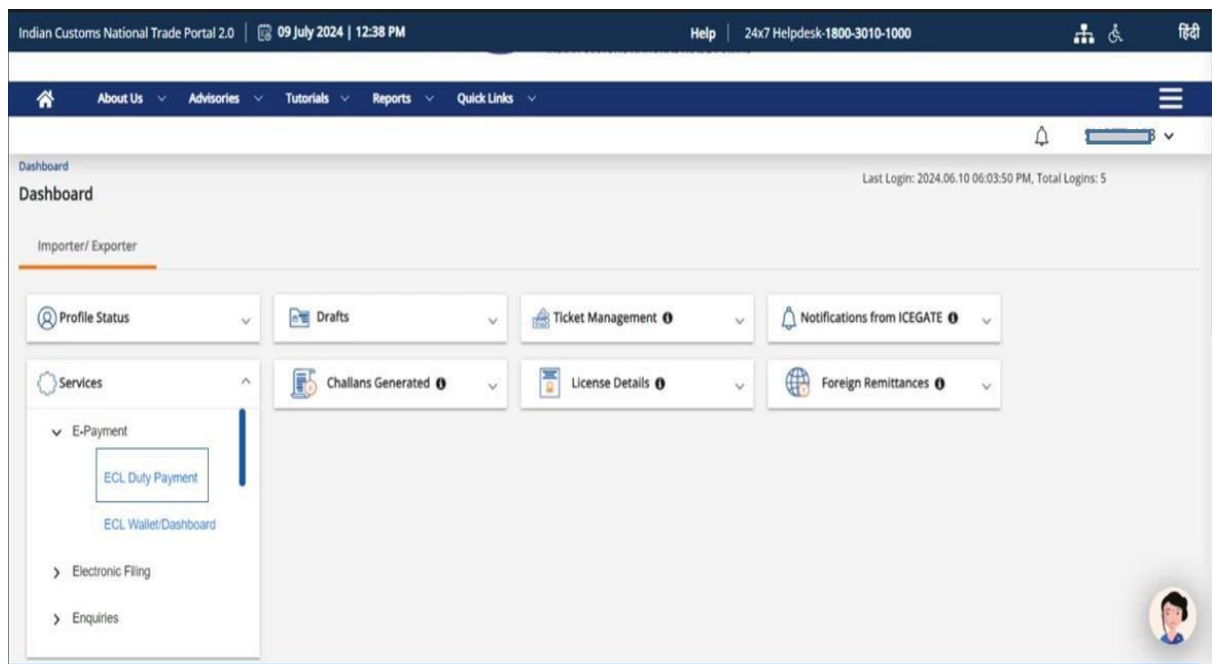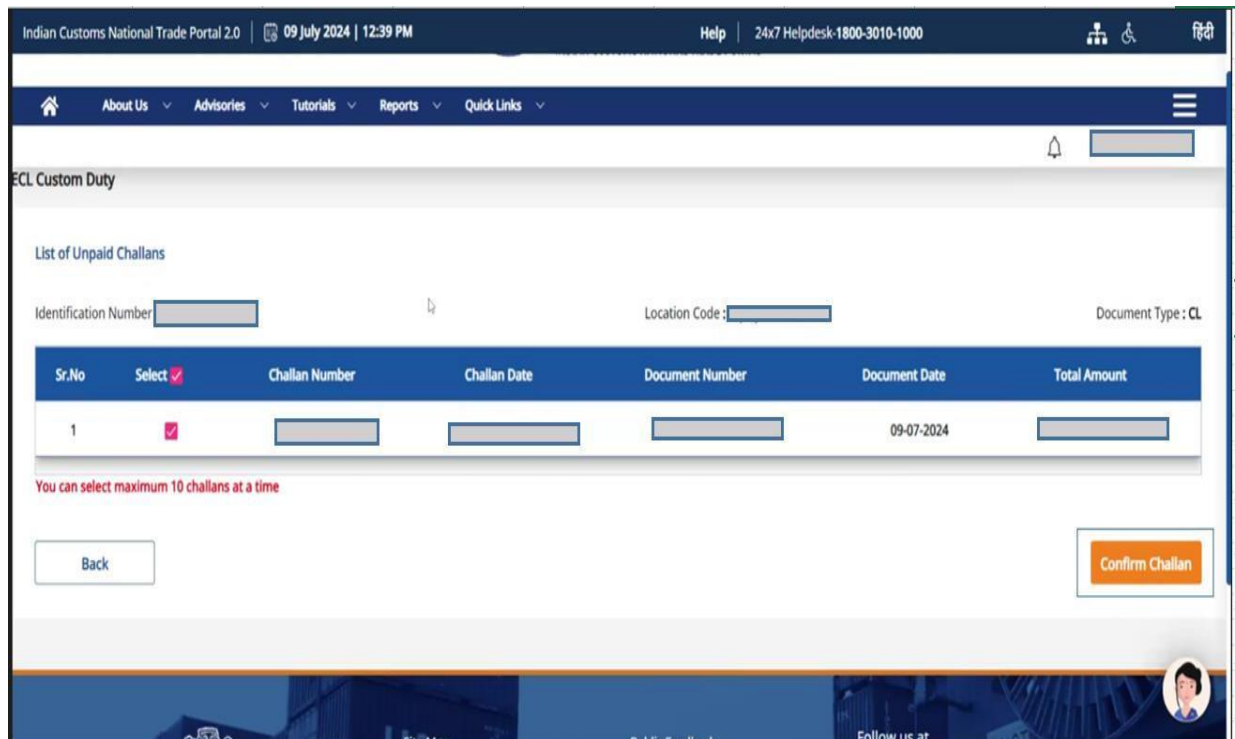
Select Duty Type, Document Type, Location, Identification Number, Captcha and click on Proceed

Select **single or multiple challans(if available)** to make the payment. Click on **Confirm Challan**
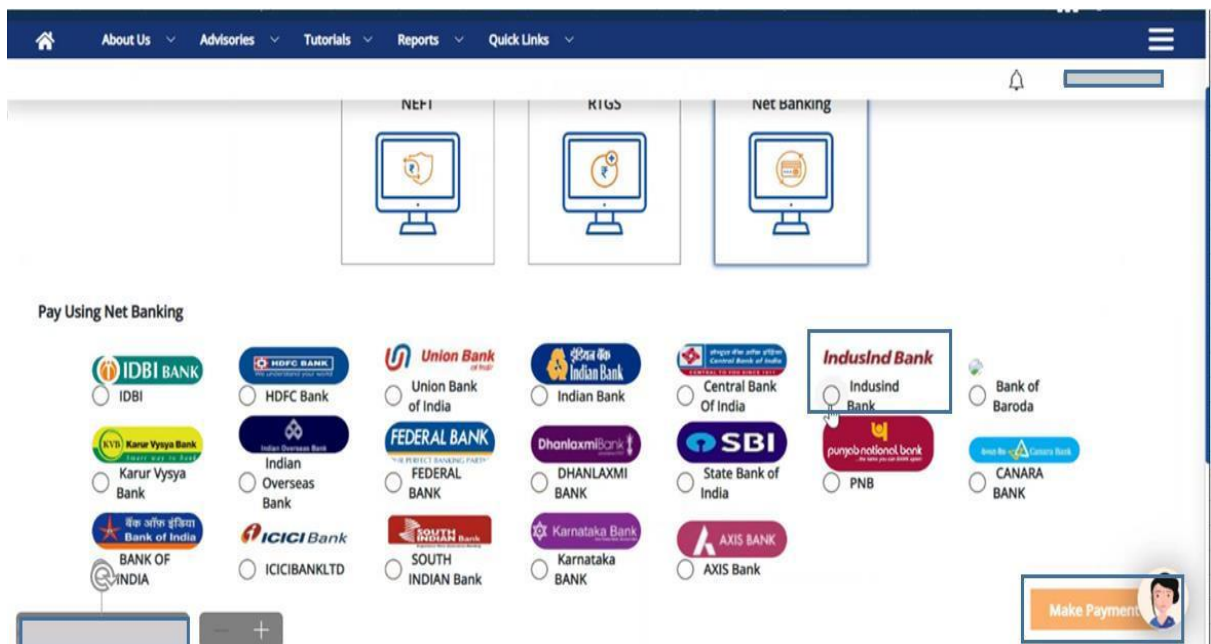
Challan is saved, now click on proceed for payment

Select **Payment Mode – Net-Banking**

Select **IndusInd Bank** as your preferred bank for payment and click on make payment

Redirection to IndusInd Bank Landing Page

In this page, Indus Net users will click on **Retail Banking** button

Clicking on **Retail Banking**, IndusNet Login page will load to input login credentials

IndusNet- Payment Initiation

Please select correct Debit account number from drop down box for debiting the transaction from respective account. Check the breakup of the transaction and accept Terms & Conditions and then click on Accept button.

User will land on the payment confirmation page to review the transaction details and authenticate the transaction by entering the OTP, after which they have to click on submit to confirm the transaction.
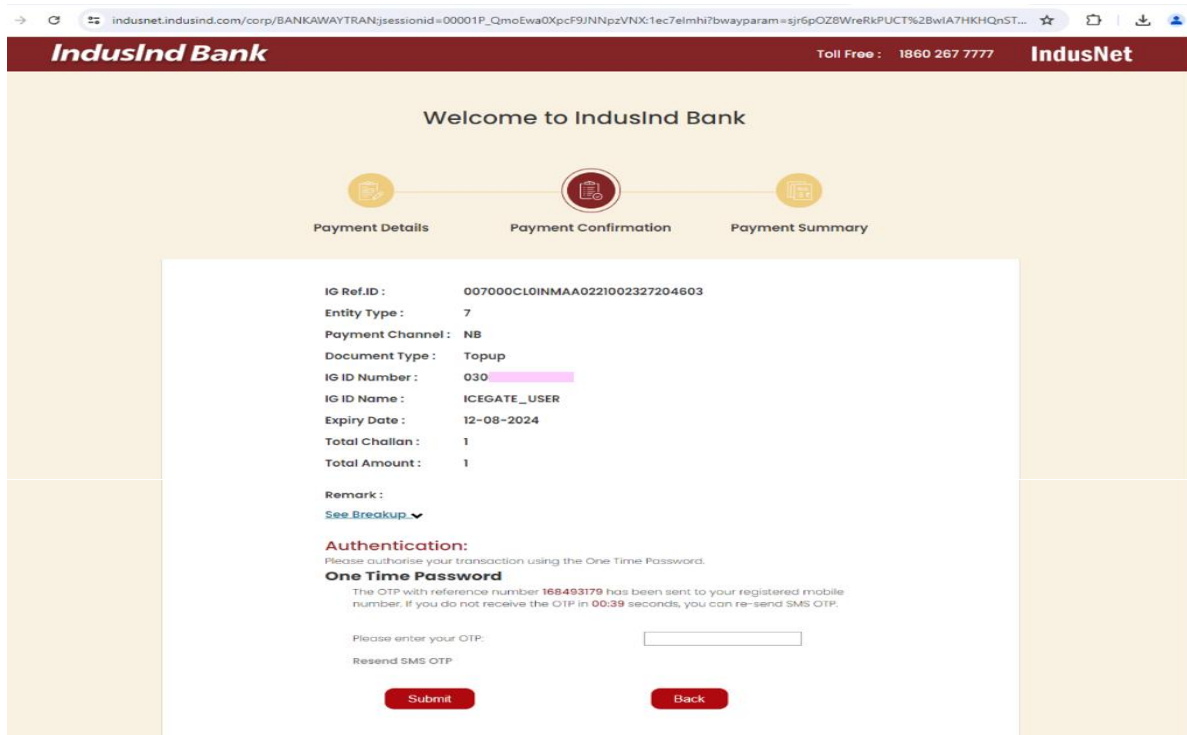
Please do not close the browser in between, page will auto-redirect to ICEGATE portal with payment confirmation.
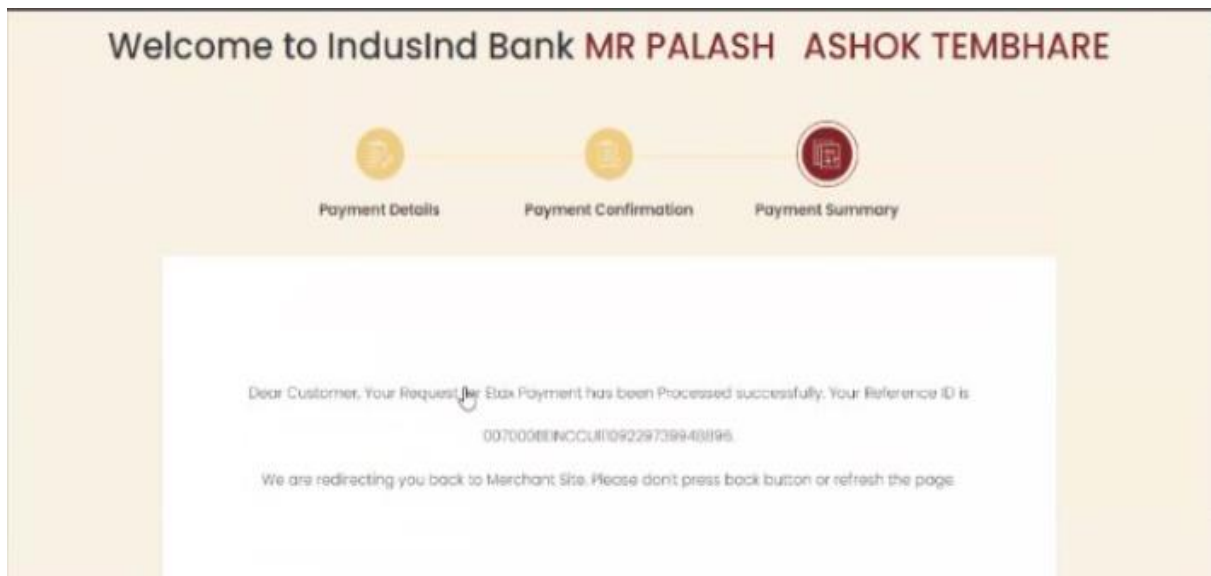
Abbreviations

ICEGATE 2.0	Indian Customs Electronic Gateway Portal, 2.0 Version
CBIC	Central Board of Indirect Taxes and Customs
IG Ref ID	ICEGATE Reference Number
Tran Ref #	Bank generated Unique Transaction Number

FAQ (Frequently Asked Questions)

1. **Which all payment mode will be available for Customs Duty/Central Excise/Service Tax payment through IndusInd bank?**
   - Below payment mode will be available on ICEGATE 2.0 for Customs Duty/Central Excise/Service Tax payment through IndusInd Bank
   - Internet banking – Corporate internet banking & Retail internet banking.

2. **How can a customer login to ICEGATE 2.0 portal for initiating Customs Duty/Central Excise/Service Tax payment?**
   - Customer will have to visit ICEGATE 2.0 portal using the below link **https://foservices.icegate.gov.in/#/login**
   - Customer will have to enter login credentials by clicking on Login button

3. **Is there any time limit to make Customs Duty/Central Excise/Service Tax payment?**
   - Yes, Customers can initiate payment from ICEGATE 2.0 portal only between 4.00 AM to 11.00 PM on all days (Monday to Sunday)

4. **How to check payment status of challan on ICEGATE 2.0 Portal?**

   - User can visit official website using following link **https://foservices.icegate.gov.in/**
   - Select Services > E-Payment > ECL wallet dashboard
     Select the required challan type and enter following details Document Type/ Location/ Identification Number/Captcha

Retail Internet banking Queries

5. **IndusDirect Payment advice confirmed transaction status as "Successful", but ICEGATE 2.0 portal is not showing payment status as Successful?**
   - Request to wait for 30-45 Minutes to get status updated on ICEGATE 2,0 Portal. If after 45 minutes payment status is not updated, please send email to or you can call IndusInd Bank toll free number **1860 267 7777** and support team will help you to know the status of transaction. Request to quote IGRN (ICEGATE Reference Number) generated by ICEGATE 2.0 portal in Email or to call centre support team for faster resolution.

6. **Will two-factor authentication be applicable for Retail customer while processing Customs Duty/Central Excise/Service Tax payments in ICEGATE 2.0?**
   - Yes, two factor authentication will be required to process Custom Duty payments.

7. **Can transaction details be modified after a Customs Duty/Central Excise/Service Tax transaction is successfully processed?**
   - No modifications/ rectifications, whatsoever, can be done in the transaction details/ challans after the payment has been successfully processed.