

User Manual for Online / Offline Mode of e-Payment of Transport Vehicle Tax

Step No.	1.	The User / Applicant (Transport Vehicle Owner) should have an active E-Mail ID. If not, create an individual E-Mail ID.
Step No.	2.	Invoke Web Browser, Type http://tnsta.gov.in in the Address Bar of the Web Browser and press “ Enter ” key.
Step No.	3.	The Home Page of the e-Services Web Portal of the Transport Department of Govt. of Tamilnadu displays.
Step No.	4.	Click the link “ Transport Vehicle Owner Login ” in the Home Page of the e-Services Web Portal of the Transport Department of Govt. of Tamilnadu.
Step No.	5.	If the User User ID are not already created, click the Link “ Sign-Up ” to create new User ID.
Step No.	6.	Enter the required details in the Sign-up Page and Click “ Submit ” button.
Step No.	7.	After saving the Sign-up details, an activation link will be sent to the User’s registered E-Mail ID.
Step No.	8.	Login to User’s E-Mail and go to the Inbox.
Step No.	9.	Open the E-Mail received from noreply.tn@nic.in with the subject as “ Vehicle Owner Signup Approval ” and click the link “ Click here to Activate ”.
Step No.	10.	“ Click Here for Vehicle Owner Login Page ” displays.
Step No.	11.	Click the link “ Click Here for Vehicle Owner Login Page ”
Step No.	12.	“ Transport Vehicle Owner Login ” Page displays.
Step No.	13.	Enter the “ User Name / User ID ” & “ Password ” and click the “ Login ” button in the “ Transport Vehicle Owner Login ” Page.
Step No.	14.	“ Welcome User – User Name / User ID ” Page displays.
Step No.	15.	In the “ Welcome User – User Name / User ID ” Page, move the cursor over the menu “ Transactions ” and select the menu option “ Add Vehicle for Tax Payment ”.
Step No.	16.	“ Add Vehicle ” Page displays.
Step No.	17.	In the “ Add Vehicle ” Page, enter the “ Registration No. ” and “ Chassis Number ” and click the “ Add ” button. To add more number of vehicles, repeat the step 16.
Step No.	18.	In the “ Add Vehicle ” Page, click the “ Back ” button.
Step No.	19.	“ Welcome User – User Name / User ID ” Page displays.
Step No.	20.	In the “ Welcome User – User Name / User ID ” Page, move the cursor over the menu “ Transactions ” and select the menu option “ Payment for Motor Vehicle Tax ”.
Step No.	21.	“ Registered Vehicle - List ” Page displays and shows the list of vehicles.
Step No.	22.	In the “ Registered Vehicle - List ” Page, select the “ Registration No. ” for which the Tax to be paid.
Step No.	23.	The System will check for Tax demand details, Insurance Certificate Validity and PUC Validity for the selected Vehicle from the Tax Demand File raised by the respective RTOs / MVIs of Unit Offices.
	a)	If Insurance Certificate is not updated for the selected Vehicle, then the System will prompt for the user to update the same.
		To update the Validity of the Insurance Certificate:
	i)	In the “ Welcome User – User Name / User ID ” Page, move the cursor over the menu “ Transactions ” and select the menu option “ Add Insurance Details for Tax Payment ”.
	ii)	“ Insurance Details ” Page displays.

		iii)	In the “Insurance Details” enter the “Registration No.” , update the Insurance Details and click the “Save Details” button.
		b)	If PUCV Validity is not updated for the selected Vehicle, then the System will prompt for the user to update the same.
			To update the Validity of the PUCV:
		i)	In the “Welcome User – User Name / User ID” Page, move the cursor over the menu “Transactions” and select the menu option “Add PUCV Details for Tax Payment” .
		ii)	“PUCV Details” Page displays.
		iii)	In the “PUCV Details” enter the “Registration No.” , update the PUCV Details and click the “Save” button.
Step No.	24.		<p>If all the details are correctly updated, the System would allow to select the Tax opted mode (Quarterly/Half Yearly/Annually) and the Payment Type (Online / Offline). Select Tax opted Mode, Payment Mode and Click “Get Details”. After clicking “Get Details”, the system would show the Head-wise payment due details to be paid by the user for the selected Vehicle.</p> <p>The User can check the due amount shown on the Screen and then click “Go To e-Payment” to make e-Payment</p>
		a)	To make Online Mode of Payment through Net Banking facility offered by the Accredited Banks (State Bank of India, Indian Overseas Bank, Canara Bank, Bank of Baroda, Indian Bank and State Bank of Mysore).
		i)	If the Payment type selected by the User is “Online” , then the System will show the list of Accredited Banks and prompt the user to select the Bank. User has to select the Bank and click “Go to e-Payment” .
		ii)	This will connect the respective Bank Web site and prompt the user to enter the Net Banking User-ID and Password of the respective Bank’s Web Portal.
		iii)	After entering the Net Banking User-ID and Password in the Bank web site, the system will show the Head-wise payment due to be paid by the User for the Vehicle.
		iv)	Now User can make payment through Net Banking.
		v)	After successful payment, user can click the e-Challan-1 and e-Receipt menu option to print the e-Challan-1 and e-Receipt.
		vi)	After printing the e-Challan and e-Receipt, user has to click the Link “Return Bank to Department web site” . This will return back to Transport Department’s e-Services Web Portal and show the payment successes status.
		vii)	A link will be shown in the screen “Print e-Payment Acknowledgement” . Click the link will print the e-Payment Acknowledgement along with e-Tax Token details. In case the transaction is not listed in the “Print e-Payment Acknowledgement” , go to the Menu Option “e-Payment Verification” and click the particular Pending Transaction which will update the status and allow the User to print “e-Payment Acknowledgement” along with e-Tax Token.
		viii)	The e-Receipt, e-Challan-1 and e-Payment Acknowledgement are the proof for the payment made which can be shown to

			RTOs / Enforcement Officials as and when demanded by them.
		ix)	User can also print the e-Payment Acknowledgement on later dates through the menu option “Print e-Payment Acknowledgement”. A link will be shown in the screen “Print e-Payment Acknowledgement”. Click the link will print the e-Payment Acknowledgement along with Tax Token details.
		b)	To make Offline Mode of Payment based on e-Pay-in-Slip to be tendered at Accredited Banks’ (Indian Overseas Bank, Canara Bank, Bank of Baroda and Indian Bank) Counters.
		i)	If the Payment Type is “Offline”, then the system will show the vehicle payment details. Select “e-Demand”. The “ <i>e-Pay-in-Slip</i> ” displays.
		ii)	User has to print two copies of the “ <i>e-Pay-in-Slip</i> ” for submission at the Accredited Banks’ Counters (Indian Overseas Bank, Indian bank, Bank of Baroda and Canara Bank).
		iii)	Both the “ <i>e-Pay-in-Slip</i> ” along with payment Instrument to be submitted at the Accredited Bank’s counter.
		iv)	Bank officials will collect the Payment Instrument and sign with Bank Seal in both the “ <i>e-Pay-in-Slip</i> ”.
		v)	One “ <i>e-Pay-in-Slip</i> ” will be retained by the Bank and another signed “ <i>e-Pay-in-Slip</i> ” will be handed over to the User.
		vi)	The Payment Status would be updated before the end of the day by the Officials of the Accredited Banks.
		vii)	Thereafter, the user has to login to the e-Services Web Portal of the Transport Department and should check for the Payment Status through the Menu Option “e-Payment verification” and click the particular Pending Transaction which will update the status and allow the User to print “ <i>e-Payment Acknowledgement</i> ”.
		viii)	If the Status is success, the system will show the payment success details and enable the print option “ <i>Print e-Payment Acknowledgement</i> ”
		ix)	User can click “ <i>Print e-Payment Acknowledgement</i> ” button to print “ e-Payment Acknowledgement ”.
		x)	The printed e-Payment Acknowledgement contains the User can click “Print e-Payment Acknowledgement” button to print e-Payment Acknowledgement and Tax Token details.
		xi)	In case, the Bank returns Status as “Pending for Realization”, then, the transaction will appear again in the Pending Payment Verification menu which can be verified by the User after some time.
		xii)	The e-Payment Acknowledgement will be available for printing only if the payment status is success.
		xiii)	The e-Payment Acknowledgement and Signed “ <i>e-Pay-in-Slip</i> ” are the proof for Tax payment made through Counter Payment using “ <i>e-Pay-in-Slip</i> ” which can be shown to RTOs / Enforcement Officials as and when demanded by them.
Step No.	25.	In case of any doubt/clarification/technical issues, users may send their queries/feedback to the E-Mail ID techsupport.tn@nic.in .	