

TAXATION CELL/ टैक्सेशन सेल - Finance & Accounts/ वित्त एवं लेखा

Instruction Circular No-03894

28th Feb 2023

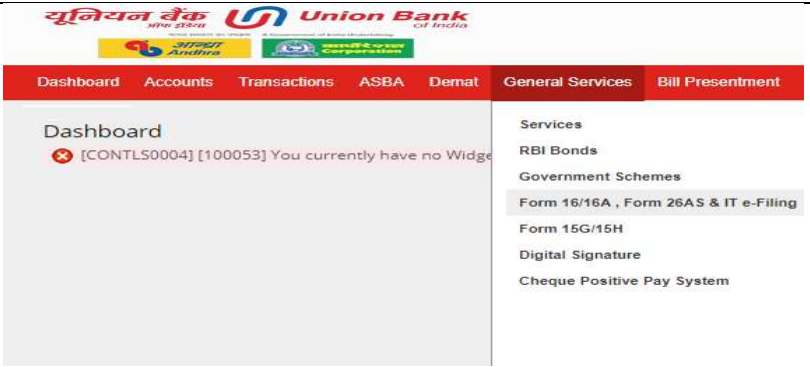

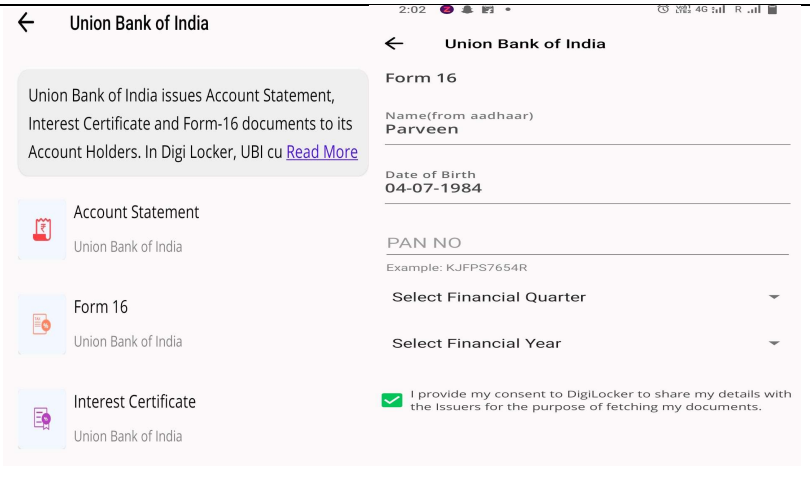
To: All Offices/Branches

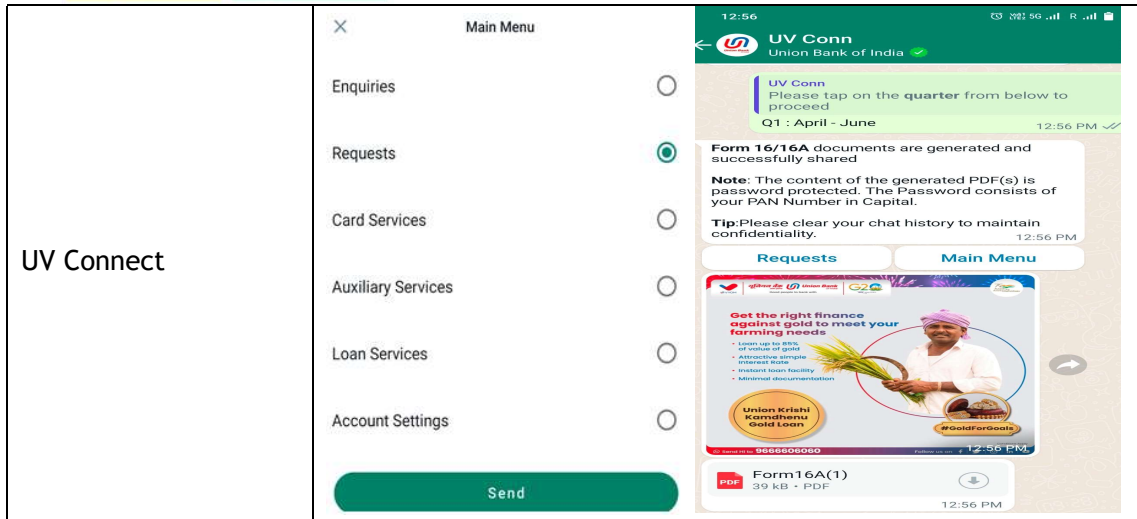
Sub: TAXCPC-Availability of Form 16/16A through Alternate Delivery Platform

1. Under Ease 5.0, PSBs will continue to invest in new age capabilities and deepen the ongoing reforms to respond to the evolving customer needs, changing competition and technology environment. This initiative will be across diverse themes-business growth, profitability, risk, customer services, operations and capacity building.
2. Considering evolving customer need, increased complexity in TDS compliance during recent years and to provide better customer experience, Bank has onboarded **“TAXCPC-New TDS Management Solution”** with new-age user friendly features. The application has been made live. Detailed communication has been issued to the field functionaries vide IC No.6005-2022 dated 25.10.2022. TAXCPC platform is having features viz. downloading of Form 16/16A, analyzation of various reports (Single Pan with Multiple CIF IDs, TDS transactions for the branch, TDS shortfall, Invalid Pan Report and Zero TDS transaction report etc). These reports may be utilized by the branch to evaluate and rectify the discrepancies, if any.
3. Being the Employer or TDS deductor, we are remitting the TDS amount to the Income Tax Department on monthly basis. Further, Form 16/16A are being issued as per statutory requirement. At present, Form 16/16A is being provided manually by branches. Further, we are also issuing Form 16/16A through bulk email option to the customers/staffs/pensioners/vendors on their registered email ID.
4. Continuous endeavour towards digitization and to make all techno-savvy, bank is regularly coming up with new products and processes. Accordingly, F&A (Taxation Cell) proposed the modification in the existing procedures and provided alternates to the customer, staff, pensioner and vendors to download/view the Form 16/16A through Alternate Delivery Channels viz. Vyom, UV Connect, Internet Banking, Digilocker and the through Bank's Corporate Website.
5. Use of digital platform is time efficient as it allows user to access most banking services from the comfort of home. Further it is a great source for people who resides in remote area wherein traditional bank may be difficult to access. Hence, by implementing these features, Bank as a whole may get benefit of;
 - ❖ Giving privilege and uninterrupted access to customers/ pensioners/staffs to download the Form16/16A.
 - ❖ Customer delight.

- ❖ Contributing to the profitability by reduction in branch level stationery expenses.
- ❖ Promote green initiatives
- ❖ Promotion of Alternate Delivery Platform among larger customer base
- ❖ Utilization of work force for core business activities.

6. F&A (Taxation Cell) in co-ordination with DIT, CO and owner of Alternate Delivery Platform made features to download/view Form 16/16A live on following platforms:

Features (Made Live)	Location on Alternate Delivery Platform
Internet Banking	
Bank's Corporate Website	
Digilocker	



Further, these features will be made available on Vyom platform shortly i.e. latest by 31.03.2023. (In this regard separate communication will be issued to the field functionaries).

Form 16/16A will be delivered in password protected ZIP format or PDF format. (Internet Banking & Bank's Corporate website will deliver the output in ZIP format while Vyom, UV Connect and Digilocker will deliver the output in PDF format). **Password will be PAN in capital letters.**

Field functionaries are advised to note the following:

- 1) Form 16/16A is being issued to the customers/staffs/pensioners/vendors only if the PAN details are updated in CBS/GBM/Union Parivar. Hence, in cases, where PAN is not available user may get error message as ***"Form 16/16A is not available for given combination of Quarter, Financial Year and PAN. Kindly contact your branch."***
- 2) Form 16A will be available on these delivery platforms to vendors who are maintaining account with us. In all other cases, they required to approach the branch for receipt of the Form 16A.

Field functionaries are requested to educate and encourage the Customers/Staffs/ Pensioners/Vendors/ for avail these features.

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