

**ISSUED BY CORPORATE ACCOUNTS & TAXATION DEPARTMENT,  
BARODA CORPORATE CENTRE, MUMBAI**

**CIRCULAR TO ALL BRANCHES / OFFICES IN INDIA**

Dear Sir / Madam,

**Re: Marking of e-mails to correct email id's in respect of TDS/ SFT/ GST & other tax matters**

As you are aware that centralized TDS cell is formed for centralised TDS remittance and centralised filing of e-TDS returns (regular/correction). In order to provide support/ better assistance to the Regional Offices/ Branches in respect of customer grievances and followup/ resolution mechanism, a new mail ID [tds.bcc@bankofbaroda.com](mailto:tds.bcc@bankofbaroda.com) is created specifically in order to cater to e-TDS filing related issues faced at RO/ Branch level.

All the ROs/ Branches are requested to make note of this change and revert with identified issues on the respective email ID only. **Please note that going forward no requests on any other email ID will be responded or noted for corrections.**

Sr No	Issue Category	Resolution Matrix
1.	For incorrect/ short tax deductions in respect of TDS on deposits.	<ol style="list-style-type: none"> <li>1. Branch to verify the details in the CBS at the time of tax deduction using the HAFI menu.</li> <li>2. Raise a complaint through SMAX</li> <li>3. Raise an issue with <a href="mailto:deposits.cbsdomsupport.ito@bankofbaroda.com">deposits.cbsdomsupport.ito@bankofbaroda.com</a> through Regional office along with Smax ID marking a CC to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a></li> <li>4. Further Branches are advised to refer circular <b>BCC:BR:113:104 dated 22-02-2021 on "Mandatory generation of ETDSMENU report"</b> on a monthly basis report to check wrong deductions.</li> <li>5. In case any excess/ lower deduction is found branch/ office should take immediate action to resolve the issue rather to wait uptill customer raises the issue.</li> </ol>
2.	For issues with filing records- PAN updation/ PAN change	<ol style="list-style-type: none"> <li>1. Branch to verify the PAN details updated in the CBS using the HAFI menu.</li> <li>2. Branch to forward a one pager correction request as per <b>BCC:BR:112:496 dated 21.08.2020</b> along with details in Annexure 1 to the RO</li> <li>3. RO to verify and recommend the request if found justified. In case of PAN change request RO to verify the KYC at their end and ensure that necessary modifications carried out in CBS for PAN updations.</li> </ol>

		4. RO to forward the correction request and supporting documents to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a>
3.	For issues related to mismatch between the Interest certificate and Form 26AS/ FORM 16A	<ol style="list-style-type: none"> <li>1. Branch to generate the "Customer Tax Summary report" using the Finacle Menu "HTDSIP" with SET SOL = "ALL" ; Include Closed Accounts = "Yes"; Include Accrual Accounts = "Yes"</li> <li>2. Branch to Obtain the respective portion of FORM 26AS from the Customer or alternatively branch can download form 16A from SARAL Web;</li> <li>3. Branch to compare the two and identify the difference;</li> <li>4. Branch to forward a one pager correction request as per <b>BCC:BR:112:496 dated 21.08.2020</b> along with details in Annexure 1 to the RO</li> <li>5. RO to verify and recommend the request if found justified.</li> <li>6. RO to forward the correction request and supporting documents to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a></li> </ol>
4.	For issues related 194N - TDS on cash withdrawals.	<ol style="list-style-type: none"> <li>1. Branch to verify the details updated in the CBS using the BOBMENU as guided by circular <b>BCC:BR:113:104 dated 22-02-2021</b></li> <li>2. Branch to forward a one pager correction request as per <b>BCC:BR:112:496 dated 21.08.2020</b> along with details in Annexure 1 to the RO</li> <li>3. RO to verify and recommend the request if found justified.</li> <li>4. RO to forward the correction request and supporting documents to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a></li> </ol>
5.	For issues related to TDS on Salary/ staff Pension / other Pension	<ol style="list-style-type: none"> <li>1. Concerned staff/Branch/ RO/ Pension paying branch to email the issue to <ol style="list-style-type: none"> <li>a. Salary – Payroll Group <a href="mailto:payroll@bankofbaroda.com">payroll@bankofbaroda.com</a></li> <li>b. Staff Pension related - Staff Pension Dept, HO <a href="mailto:pension.ho@bankofbaroda.com">pension.ho@bankofbaroda.com</a></li> <li>c. Other Pension - Linked CPPC</li> </ol> </li> <li>2. The departments concerned will advise correction to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a> in the related matter.</li> </ol>
6.	MTDS relaxation	<ol style="list-style-type: none"> <li>1. Relaxation for MTDS- Manual tax deduction can be permitted for tax not deducted for <b>current month</b> and requires relaxation from <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a></li> <li>2. RO to forward a request along with details such month of deduction/ reasons of non deduction and SOL ID to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a></li> <li>3. Branch may refer to circular <b>BCC:BR:110/605 dated 12-12-2018</b> for guidance on entering the details.</li> </ol>
7.	TDSCON Approval	<ol style="list-style-type: none"> <li>1. Lower deduction certificate obtained by the customer is required to entered by the Branch under "Income Tax Certificate" category under "TDSCON" menu</li> <li>2. Branch/RO to forward the certificate to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a> for approval</li> <li>3. Post approval, the Branch to verify the entry in the CBS</li> </ol>

		4. Branch may refer to circular <b>BCC:BR:112/73 dated 10-02-2020</b> for guidance on entering the details
8.	Saral Portal password reset	1. Admin powers to add/modify/reset have been provided to nodal officers posted at Zonal Offices. Branches to revert accordingly. 2. For any change in nodal officers/ change in admin powers of ZO, ZO to revert to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a> for change. 3. Branch may refer to circular <b>BCC:BR:115/338 dated 19-06-2023</b> for any issues related to generation of TDS certificate/Saral Portal
9.	Any issues related to TDS - Matters of law/ notices on TDS matters	RO is required to forward the concern to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a>
10.	Any matters related to GST a. GST filing b. GST TDS c. Input tax credit d. Vendor Unblocking e. Venpay reversal f. Income Booking	RO is required to forward the concern to <a href="mailto:gst.bcc@bankofbaroda.com">gst.bcc@bankofbaroda.com</a>
11.	Tax Collected by Branches through Challan payments on PAN/ TAN	Branch/Office is advised to take up the matter with Gov. Business Delhi <a href="mailto:gb.delhi@bankofbaroda.com">gb.delhi@bankofbaroda.com</a> or <a href="mailto:lawahm@bankofbaroda.co.in">lawahm@bankofbaroda.co.in</a> .
12.	Any matters related to SFT/AIS/TIS corrections,etc	Such matters are to be marked to <a href="mailto:tds.bcc@bankofbaroda.com">tds.bcc@bankofbaroda.com</a>
13.	Notices received by the Bank u/s 133(6) and uploading of requisite details on IT portal.	Such matters are to be marked to <a href="mailto:tax.bcc@bankofbaroda.com">tax.bcc@bankofbaroda.com</a>
14.	Attachments Orders issued by Income Tax/ GST Authorities regarding Customer accounts.	1. Since now such orders are issued centrally by Govt. Officials therefore Branch/ Offices would receive orders from email <a href="mailto:tax.bcc@bankofbaroda.com">tax.bcc@bankofbaroda.com</a> . Branch to take suitable action as advised in the notice. After taking action on such notices the same should be directly replied to the respective Assessing Officers with a copy mark to <a href="mailto:tax.bcc@bankofbaroda.com">tax.bcc@bankofbaroda.com</a> for information only. 2. In case Branch required any query about that, they should refer the matter to Legal Dept. of respective Zone.



Time and again we keep advising the RO/Branches to send the issues in the specified correction formats as per BCC:BR:112:496 dated 21.08.2020 along with its Annexure 1 and supporting documents/details such as interest certificates/ Vendor Transaction details etc. However, it is observed that branches simply forward the customer complaint letter without perusing it. In many of the cases wrong account numbers or vague details are given which makes it cumbersome to identify the records from the Bank's filing database.

Secondly it is also observed that Branches directly email the queries to Centralised TDS Cell at Corporate office without involvement/ recommendation of the RO or administrative office. Please note that such request will not be taken into consideration and put on hold till the recommendation of RO/ ZO is received at our end.

RO is required to perform adequate due diligence and recommend the correction post verification of the records after necessary correction has been done in the CBS/ GBM system.

In view of the above, for any query in respect of clarification of TDS related matters, the Regional offices, shall forward the same at [tds.bcc@bankofbaroda.com](mailto:tds.bcc@bankofbaroda.com) for further guidance, from here onwards.

Regards

(Lalit Bardia)

Dy. General Manager

Corporate Accounts & Taxation