

## **FAQs > Landing Page**

**1. I am on the landing page of the New Registration Application and there are two radio buttons – New Registration and Temporary Reference Number (TRN). Which one do I need to select?**

Select the New Registration Application to begin applying for GST Registration .

If you have already filled Part A of the Registration Application and have a valid TRN, select Temporary Reference Number.

**2. I am applying for a new registration. Which state should I select?**

Select the state for which you are applying for the registration.

Once you select a state in Part A of the Registration Application, it cannot be changed at a later stage.

**3. My principal place of business is in State 'X' but I am applying for a new registration for State 'Y'. Which state should I select?**

Select the state for which you are applying for the registration as registration is state-specific.

**4. In the field for PAN, do I need to put my own PAN or the PAN of the business?**

Please enter the PAN of your business. In case of proprietor, please provide your personal PAN.

**5. Whose e-mail ID and mobile number should I give in the PART A of the Registration Application?**

Please give details of the Primary Authorised Signatory in the Part A of the Registration Application.

**6. How can I view my existing registrations mapped to same PAN of the business/ entity on the GST Portal while applying for registration?**

After filling all the details in Part A of the application, when you click on **Proceed** button, GST Portal displays all the GSTINs / Provisional ID's / UINs / GSTP IDs mapped to the same PAN across India.

**7. Can I use same e-mail address, mobile number and PAN combination for taking multiple registrations on GST Portal?**

Yes, you can use same e-mail address, mobile number and PAN combination for taking multiple registrations on GST Portal.

**8. What is Captcha Code? Why do I need to fill it?**

Captcha Code is a numeric code that must be filled every time by you, when you login to the GST Portal. It has been added as an additional security measure.

**9. The Captcha Code provided is not legible. What should I do?**

You can click the refresh icon next to the code and the system will generate a new code for you.

## **10. I clicked the SUBMIT button and now the system is asking me for a mobile OTP and an e-mail OTP but I haven't received either. What do I do? / I have received my mobile OTP but not my e-mail OTP or vice versa. How long should I wait?**

Please wait for at least 180 seconds after generating the OTPs.

In case you have still not received the OTP/s, make sure you are checking the correct mobile phone and e-mail inbox. For e-mail OTP, you must also check the spam folder of your e-mail account.

In case you have still not received one or both the OTPs, please click the **Click to Resend OTP** option available on the screen. Both the OTPs will be sent again.

## **11. How long are the OTPs valid? OR Are the OTPs valid for a limited period of time? OR What is the validity of the OTP?**

The validity period of each OTP is mentioned in the SMS and e-mail sent to you. They are valid for 10 minutes.

## **12. I have entered both OTPs correctly but the system is saying the OTPs are not valid.**

It is possible your OTPs have expired. Click the **Click to Resend OTP** option available on the screen. Both the OTPs will be sent again. Please wait for at least 180 seconds after generating the OTPs.

Please note, when you generate fresh OTPs, both previous OTPs (mobile as well as e-mail) become invalid. You will now need to enter both mobile and e-mail OTP again.

## **13. How long should I wait for the OTPs before clicking on the resend OTP button?**

Please wait for at least 180 seconds after generating the OTPs.

In case you have still not received the OTP/s, make sure you are checking the correct mobile phone and e-mail inbox. For e-mail OTP, you must also check the spam folder of your e-mail account.

In case you have still not received one or both the OTPs, please click on **Click to Resend OTP** option available on the screen. Both the OTPs will be sent again.

Please note, when you generate fresh OTPs, both previous OTPs (mobile as well as e-mail) become invalid.

## **14. What is a TRN?**

TRN or Temporary Reference Number is a unique 15-digit reference number that is generated when you successfully submit all the fields of PART A (first page) of the new registration application and successfully validate your mobile number and e-mail ID by correctly entering the respective OTPs.

Your TRN is sent to you via SMS and e-mail. It is valid for 15 days from the date of creation.

After TRN is generated, note it down and access PART B of your new registration application on the GST Portal in the pre-login mode by entering the TRN.

## **15. Now that I have generated my TRN, how do I begin filling PART B of my new registration application?**

Please go to the **New Registration** page and select the radio button **Temporary Reference Number**. Now enter your TRN and click **PROCEED**. A new page will open where you will have to enter the Mobile OTP and e-mail OTP which will

be sent to you when you click **PROCEED**. Enter the respective OTPs and you will be directed to the landing page of PART B of the **New Registration Application (Business Details section)**.

## **16. I did not write my TRN or I have forgotten my TRN?**

Your TRN is also sent to you via SMS and e-mail.

## **17. I did not write my TRN and I also deleted the SMS and the e-mail that were sent to me. What do I do now?**

In such a case, you will have to fill in all the details in PART A of the Registration Application again. Upon completing the process, a message will be displayed 'You already have a TRN generated <TRN number> with this combination'.

Be sure to save the TRN this time!

## **18. It has been more than 15 days since I generated a TRN. Can I still access my new registration application?**

In such a case, you will have to fill in all the details in PART A of the Registration Application again. Upon completing the process, a message will be displayed 'You already have a TRN generated <TRN number> with this combination'.

## **19. Does the TRN expire 15 days after I generate it or 15 days after my last login?**

The TRN expires 15 days after it is generated regardless of any number of logins by you.

## **20. I have logged into my new registration application successfully using my TRN, Mobile OTP, and E-mail OTP. What is the next step?**

Please click on the blue box with the pencil icon inside it to continue filling your Registration Application.

## **21. I have opened my shops at different locations on same PAN. Shall I need to apply separately for Registration?**

If the additional places of business are in same state, you do not need to apply for their registration separately. These additional places of business can be shown in the additional places of business tab while filing the registration application. You also have an option to apply for separate registration for these shops at different locations in the same State. However, if the additional places of business are in different states, you are mandatorily required to apply for their registration separately for each state.

## **Q. No. 22 to 30 are FAQs related to Creation of new UT of Ladakh and consequent changes on GST Portal for taxpayers**

### **22. I am currently registered as a taxpayer in J&K State. My jurisdiction was Leh or Kargil, which has now become a part of Union Territory of Ladakh. Do I need to register again on the GST Portal?**

No. You do not need to register again on the GST Portal again.

For taxpayers, who were registered in J&K State and their jurisdiction has changed to Leh or Kargil, will be automatically assigned a new GSTIN for Union Territory of Ladakh, by the GST Portal.

### **23. Will a taxpayer receive any intimation on assignment of new GSTIN for UT of Ladakh?**

The taxpayer will receive an intimation on their registered e-mail address and mobile number sharing the new GSTIN for UT of Ladakh

### **24. I have received an intimation that a new GSTIN has been assigned to me for UT of Ladakh. What do I do next?**

Once you receive an intimation that a new GSTIN has been assigned to you for UT of Ladakh, for the new GSTIN you need to login to the GST Portal as first-time login and activate the GSTIN by creating a new username and password. You would also be able to login to old GSTIN, using the old login credentials, for activities related to GST Portal for the period upto 31st December, 2019.

### **25. Does a registered taxpayer having principal place of business in J& K and also additional place of business in J&K (only), need to do anything?**

No. Taxpayers with principal place of business in J&K and additional place of business also in J&K, are not required to do anything, as their registration details and status are not affected.

### **26. If a registered taxpayer has principal place of business in J&K and additional place of business in Ladakh, what he needs to do?**

Taxpayer has to apply for new registration in UT of Ladakh, for such additional place of business and need to declare it as a principal place of business for UT of Ladakh.

They are also required to delete details of such additional place of business, from existing registration details of J&K, by core amendment of registration application.

### **27. What happens if taxpayer who is required to obtain a new registration for UT of Ladakh does not get registered there?**

If a taxpayer who is required to get a new registration in UT of Ladakh and does not get registered there, then in their existing GSTIN, they will not be able to perform activities related to their place of business in UT of Ladakh, from the period effective from 1st January 2020.

### **28. If a registered taxpayer has principal place of business in Ladakh and additional place of business in Ladakh, what he needs to do?**

GST Portal will create a new GSTIN for taxpayers, with principal place of business and additional place of business in Ladakh and share the new GSTIN over registered e-mail address and mobile number. The taxpayer will also be able to use old login credentials for activities related to GST Portal for the period upto 31st December, 2019.

### **29. If a registered taxpayer has principal place of business in Ladakh and additional place of business in J&K, what they need to do?**

The GST Portal will create a new GSTIN for Ladakh and share the GSTIN over registered e-mail address and mobile number of taxpayer. However, taxpayer has to delete details of additional place of business (in J&K) from registration details of Ladakh, by filing an application for core amendment of registration, using the new login. Taxpayer also needs to apply for new registration in UT of J&K, for such additional place of business and declare it as a principal place of business for UT of J&K if they wish.

### **30. I have received an intimation that a new GSTIN has been assigned to me for UT of Ladakh. Will I get a new Registration Certificate as well?**

Yes, a new Registration Certificate for your new GSTIN will be issued to you. The new Registration Certificate will be available for view and download on the GST Portal, using the new login for UT of Ladakh.

## **Q. No. 31 to 34 are FAQs related to Merger of UT of Daman & Diu with UT of Dadra and Nagar Haveli and consequent changes on GST Portal for taxpayers**

### **31. I am currently registered as a taxpayer in Union Territory of Daman & Diu which has now become a part of Union Territory of Dadra and Nagar Haveli. Do I need to register again on the GST Portal?**

No. You do not need to register again on the GST Portal.

For taxpayers, who were registered in Union Territory of Daman & Diu and their jurisdiction has changed to Union Territory of Dadra and Nagar Haveli and Daman and Diu, will be automatically assigned a new GSTIN, for the merged Union Territory, by the GST Portal.

### **32. Will a taxpayer receive any intimation on assignment of new GSTIN for UT of Dadra and Nagar Haveli and Daman and Diu?**

The taxpayer who is registered in UT of Daman and Diu will receive an intimation on their registered e-mail address and mobile number of primary authorised signatory, sharing the new GSTIN and login credentials for UT of Dadra and Nagar Haveli and Daman and Diu.

There is no action required for the taxpayers who are registered in UT of Dadra and Nagar Haveli earlier.

### **33. I have received an intimation that a new GSTIN has been assigned to me for UT of Dadra and Nagar Haveli and Daman and Diu. What do I do next?**

If you are currently registered in the UT of Daman & Diu, you will receive an intimation that a new GSTIN has been assigned to you for UT of Dadra and Nagar Haveli and Daman and Diu. You will receive an intimation on registered e-mail address and mobile number of primary authorised signatory, sharing the new GSTIN and login credentials for UT of Dadra and Nagar Haveli and Daman and Diu.

Using this credentials, for the new GSTIN, you need to login to the GST Portal as first-time login and activate the GSTIN, by creating a new username and password.

You would also be able to login to old GSTIN, using the old login credentials, for activities related to GST Portal for the period upto 31st July, 2020.

**34. I have received an intimation that a new GSTIN has been assigned to me for UT of Dadra and Nagar Haveli and Daman and Diu. Will I get a new Registration Certificate as well?**

If you are currently registered in the UT of Daman & Diu, a new Registration Certificate for your new GSTIN will be issued to you. The new Registration Certificate will be available for view and download on the GST Portal, using the new login for UT of Dadra and Nagar Haveli and Daman and Diu.