FAQs on ePAN

Question 1:

I have a PAN but I have lost it. Can I get a new e-PAN through Aadhaar?

Resolution:

No. This service can only be used if you do not have a PAN, but have a valid Aadhaar and your KYC details are updated.

Question 2:

Are there any charges / fee for e-PAN?

Resolution:

No. It is completely free of cost.

Question 3:

What are the pre-requisites for availing an instant e-PAN?

Resolution:

The pre-requisite for obtaining instant e-PAN are:

- Individual who has not been allotted a PAN
- Valid Aadhaar and mobile number linked to Aadhaar
- User not a minor as on date of request; and
- User not covered under the definition of Representative Assessee u/s 160 of the Income Tax Act.

Question 4:

What documents do I require for obtaining a new e-PAN?

Resolution:

You only require a valid Aadhaar with updated KYC details, and a valid mobile number linked with your Aadhaar.

Question 5:

Why do I need to generate an e-PAN?

Resolution:

It is mandatory to quote your Permanent Account Number (PAN) while filing your Income Tax Return. If you have not been allotted a PAN, you can generate your e-PAN with the help of your Aadhaar and a mobile number registered with your Aadhaar. Generating e-PAN is free of cost, online process and does not require you to fill up any forms.

Question 6:

The current status of my PAN allotment request status is updated as "PAN allotment request has failed". What should I do?

Resolution:

In case of failure of your e-PAN allotment, you may write to epan@incometax.gov.in.

Question 7:

How will I know that my e-PAN generation request is submitted successfully?

Resolution:

A success message will be displayed along with an Acknowledgement ID. Please keep a note of the Acknowledgement ID for future reference. Additionally, you will receive a copy of the Acknowledgement ID on your mobile number registered with Aadhaar.

Question 8:

I am not able to update my Date of Birth in my e-PAN. What should I do?
Resolution:

If only year of birth is available in your Aadhaar, you will have to update the date of birth in your Aadhaar and try again.

Question 9:

Can foreign citizens apply for PAN through e-KYC mode?
Resolution:

No

Question 10:

If my Aadhaar authentication gets rejected during e-KYC, what should I do?

Resolution:

Aadhaar authentication may get rejected due to using the wrong OTP. The problem can be resolved by entering the correct OTP. If it still gets rejected, you have to contact UIDAI.

Question 11:

Do I need to submit the physical copy of KYC application or proof of Aadhaar card?

Resolution:

 No. This is an online process. No paperwork is required.

Question 12:

Do I need to upload a scanned photo, signature etc. for e-KYC?
Resolution:

No

Question 13:

Do I need to do in-person verification (IPV)?
Resolution:

No. The process is completely online. You do not need to visit any center.

Question 14:

Will I get a physical PAN card?
Resolution:

No. You will be issued an e-PAN which is a valid form of PAN.

Question 15:

How do I get a physical PAN card?

Resolution:

If a PAN has been allotted, you can get a printed physical PAN card by submitting a request through the links below:
https://www.onlineservices.nsdl.com/paam/ReprintEPan.html
https://www.utiitsl.com/UTIITSL_SITE/mainform.html

You can also file an offline application with Pan Service Agents for a physical PAN card

Question 16:

My Aadhaar is already linked to a PAN, can I apply for an instant e-PAN?

Resolution:

If a PAN is already allotted to you that is linked to your Aadhaar, you cannot apply for instant e-PAN. In case your Aadhaar is linked to an incorrect PAN, submit a request to Jurisdictional Assessing Officer (JAO) for delinking Aadhaar from PAN. After delinking, submit instant e-PAN request.

To know AO's contact details visit:
https://eportal.incometax.gov.in/iec/foservices/#/pre-login/knowYourAO

Question 17:

I cannot apply for Instant e-PAN because my name/date of birth/gender in Aadhaar is incorrect or my Aadhaar Number is not linked with any active mobile number. What should I do?

Resolution:

You need to correct your details in Aadhaar database. You can correct your Aadhaar details on:
- UIDAI website (https://uidai.gov.in/my-aadhaar/update-aadhaar.html).

In case of Query/Assistance, please contact on toll-free number 18003001947 or 1947

To update mobile number on Aadhaar you need to visit the nearest Aadhaar Enrolment Centre.

Disclaimer: These FAQs are for informational purposes only. Nothing in this document constitutes legal advice.