

Since enrolment application went live, of many issues, one particular issue that has been reported in significant numbers was pertaining to PAN validation of taxpayers, required to be done after the application is submitted with either e-signature or DSC. We investigated many such issues and have taken following steps to help tax payers migrate successfully.

	Problem encountered	Solution provided by GSTN on GST portal
1	Mismatch in name as per VAT-TIN/Service Tax-TIB and that in CBDT	Making the Name as per PAN editable in the application for proprietors, where details of Authorized signatories were auto-populated to correct any differences between Name as per VAT and Name as per PAN
2	Mismatch of names where middle name is not there (in such cases one space was being added when name data was downloaded from CBDT database.)	Removing all spaces from name as per PAN validation to avoid appearance of spaces in PAN because of missing middle name
3	Mismatch arising out of First Name, Last Name and Middle Name as given in VAT/Service Tax TIN with that in PAN	Concatenation of First name, Middle Name & Lastname of taxpayers and sending single string request to CBDT in order to avoid failure due to name mismatch arising out of Fname, Lname & Mname.
4	Mismatch arising when PAN in enrolment application was left blank due to non-availability of CBDT service at the time of data fetching for activation (after submission of application using DSC/eSign).	Enabling fetching name as per PAN at the run time, should the name as per PAN in enrolment application was left blank due to non-availability of CBDT service at the time of activation.

With these changes in place, we have been able to resolve almost all PAN related issues that were report at our helpdesk from taxpayers of various states and CBEC. Also, relevant section of User Manual and FAQs section has also been updated to reflect these changes as ready reference for all taxpayers.

I would request you to kindly pass on this information to your officers handling enrolment as well as to your helpdesk. Point number 1 needs to be disseminated amongst taxpayers as well.