FREQUENTLY ASKED QUESTIONS

1. Whether GSTIN is mandatory? If not, why the system is not allowing us to proceed further.

Reply:

GSTIN is mandatory for all the Firms having turnover of more than Rs.20 lakh per annum as per GOI orders.
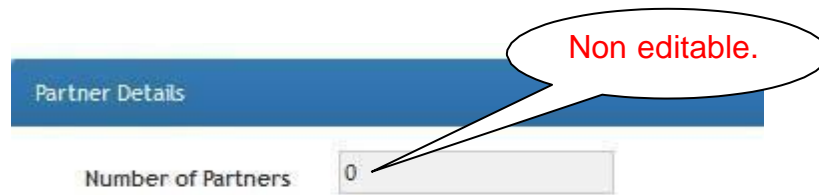
For the Firms having less than Rs.20 lakh GSTIN is not mandatory. In the online package of our bank it is a non mandatory field.

However, all the firms having GSTIN must enter the same to claim GST from our bank along with fees.

2. While filling up form in Page No. 1, no. of partners field is given. After filling that when we go to next page, the no. of partners is shown as zero. After that while entering the details of partners, system is not allowing us to add another row for filling details of all the partners.

Reply:

For the Partnership Firms only, the following field is applicable. This is non editable. Values in this box change as and when you fill up the data pertaining to partners which comes later.

Non editable.

Partner Details	
Number of Partners	0

Details of every partner has to be entered in second page. (See below)

Name of Partner/Designated Partner	Educational Qualification	Membership Number	Contact Details		Brief Profile Of Individual/Partner	Qualification CISA/DISA	
			MobileNo	Email	Maximum 200 characters		
						No ∨	Save / Add Row

(Upon entering this with save/add… the values in the Number of Partners will change automatically as 2, 3, 4…. Up to 20)

If no of characters is more than 200, machine will not allow you to save/add row. Please check

Details like, Name of the Partner, Qualification, Membership Number, Mobile number, email, Individual partner profile and CISA/DISA qualification have to be entered here.

Once the details are entered, the user should click on SAVE/ADD ROW.

Once saved, the number of partners field on the top will go on changing as 1,2,3 and so on.

3. Even when we are entering the correct details in the Log In page of UCN & FRN, the system is giving message "UCN & FRN are not matching".

   Reply:

   For logging in to the package UCN and FRN as per RBI and ICAI list is mandatory.

   The package will accept digits and characters as provided in the RBI list. The

   characters are case sensitive. <u>If the alpha character is in Lower case, the user has to enter the alpha character in lower case only.</u> Eg: 012345s has to be entered as 012345s only (and not as <u>012345S</u>)

4. While adding "Past Experience" of the firm in other Bank's Audit, system is not allowing to add further rows even after filling all the details.

   Reply :

   Please fill up required number of characters only.. (500 charater restriction is provided)
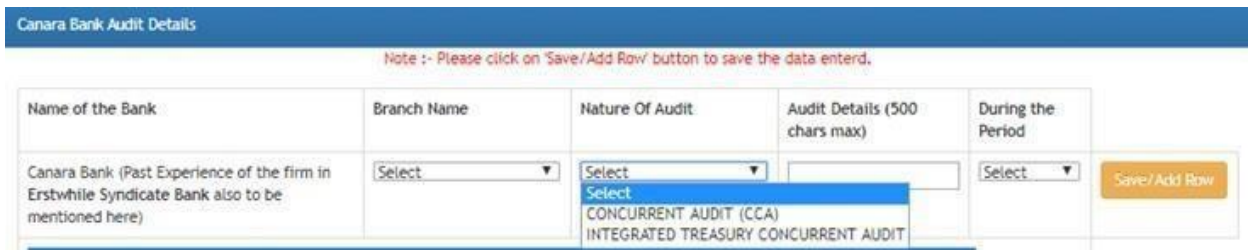
   The user has to choose the bank from the drop down provided. The

   Branch & city name have to be entered in the boxes provided.

The Audit type has to be chosen from the drop down menu.

1. Canara bank (including erstwhile Syndicate Bank) audit details:

2. Other Bank Audit details:

The user has to provide the details of audit in brief. (Not more than 500 characters. Not 500 words.. please note..)

You may type in MS WORD and check the number of characters. (Left bottom in MS word – right click - words). Then copy paste the contents..

Add/Save Row option is provided at the end to add further details of Audit conducted in different banks and year.

After entering the details for each bank, the user has to necessarily press SAVE/ADD ROW. Then only all the audit details will appear.

5. I had tried to fill the application several times & after filling all the columns & rows, at the time of submission, system is giving error message "Something went wrong. The resource you are looking for might have been removed, had its name changes or temporarily unavailable".

Reply : This error may appear if the user keeps the pages for long duration without submitting or has kept the package for more time without any action.

Please try within 20 minutes. (please also check your browser settings also)

Another possibility may be the network issue.

6. After filling up the application fully, the system is not allowing to submit the application & returns back to previous page without giving any error. It is showing uploading…uploading …& then returns back to same page without submission. Also all the details filled are not saved automatically.

Reply :

This error may occur when there is some network/server issue.

The user has to close the browser, refresh the page and start the entering again/afresh.

7. While choosing Auditee branch at the last page, What GSTIN no. we should fill as we don't have branch's GSTIN no. Should we fill our own GSTIN number.

Reply :

The GSTIN in this field should be of the Audit Firm as applicable to the State of the chosen branch.

The field is provided for the Firms having Branch/Office in different States.

If the Firm chooses the branch in choice 1,2 or 3 belonging to the same state, GSTIN of the Firm belonging to the same state has to be entered.

(No need to know the GSTIN of the Chosen branch of Canara Bank)

If you don't have other state GSTIN number, you need not enter the same (if a branch in different state is chosen as II choice or III choice).

We have made all GSTIN fields as NON MANDATORY while filling up.

8. Our Audit firm is having more than 10 Partners & while filling the details of the partners, it takes more than 20 minutes & in the meantime screen is timed out. How can we fill the details in such short span?

Reply : We suggest as under:

Before starting to apply itself, the Partner(s) details such as Name, Qualification with DISA/CISA if any, Mobile Number, e-Mail ID, Membership Number, Profile (not more than 200 characters) should be typed & kept ready in a separate document.

In case there are more number of partners in the Firm, then the user may save the details as above in separate Word document and then copy/paste

the same in the relevant columns/boxes (in the online package) to save the time and also to avoid any network/server issues.

9. We are unable to locate the branches as the same is not serial wise both for selection of branches & for showing past experience in Canara Bank.

   Reply :

   The list of Canara Bank branches is based on the DP codes of the branches and is available in the order of 1,2,3…..,11,12,13.....20,21,22.....30,31,32.....40,41,.....50,51... and so on.   (it goes upto 4 digits)

   Since the Auditor has experience of conducting Audit in Canara Bank, they can choose the branch through DP Code.

   List of all CANARA BANK branches with DP codes are provided as a PDF file separately (Annexure 4) in the Opening Main Page.

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10. Proprietor/Partners are not having DISA/CISA qualification. But an employee who is also a CA qualified is having DISA/CISA. Can I fill the form as the firm is having qualified DISA/CISA?

    Reply :

    No.
    Only if Partners/Designated Partners or Proprietor has DISA/CISA qualification, it should be entered.

11. Our Firm is not registered under RBI list of Empanelment of Concurrent Auditors. Whether our Firm is eligible for applying?

    Reply:

    NO. The firms having registration with RBI for Empanelment of Concurrent Auditors are only eligible.

12. Many times we tried to submit the application after completing the entries. We are unable to submit. No error is displayed/nothing is happening.

Reply :

Check for the network/server issue. Remove the cookies, clear the browsing history and enter.

13. We have conducted various Audits in different Banks. Which one should be entered? Whether we need to enter all the Audits separately?

Reply:
You have to enter only Concurrent Audit of branches/ Concurrent Audit of Treasury

14. Our Firm address is changed. But as per the list old address is appearing. What to do?

Reply:

Still you may apply. We have provided field for entering other address also. You may enter the present address there. Submit the proof when called for. Ensure the new address is updated with ICAI/RBI subsequently.

15. We have multiple addresses. But in the package only two additional addresses can be filled. What we have to do?

Reply:

Provide address of one main person or very important Office. You may also use the next field of Residential Address.

16. Whether contact person can be any employee of our Firm? Or whether it is necessary that the main contact person should be Proprietor/Partner or Designated partner only?

Reply:

We have no restriction on naming any person as Contact Person. But the Firm should ensure that person is well connected to the firm. He/she should be the common contact person for any future correspondence so that empanelment process is completed quickly.