



# KARNATAKA STATE CHARTERED ACCOUNTANTS ASSOCIATION (R)



CA. Shivaprakash Viraktamath  
President

CA. Siddartha S Javali  
Secretary

To,

The Commissioner of Commercial Taxes,  
Government of Karnataka,  
Vanijya Therige Karyalaya, Kalidasa Road,  
Gandhi Nagar, Bengaluru-560009

**Date:** 30 April 2026

**Ref No:** 010/2025-26

Respected Sir,

**Subject: Representation on Persistent Issues in Professional Tax Portal Requiring Urgent Intervention**

The Karnataka State Chartered Accountants Association (R) (in short 'KSCAA'), established in 1957 and registered under the Karnataka Societies Registration Act, represents a wide body of Chartered Accountants across the State. The Association has consistently engaged with the Government and regulatory authorities to facilitate effective compliance and to address practical challenges faced by taxpayers and professionals.

We write to draw your urgent attention to the severe and recurring technical issues being experienced on the Professional Tax portal, for the current compliance period for FY 2026-27, where the due date for payment is 30 April 2026. These disruptions are significantly impacting the ability of taxpayers and professionals to discharge their statutory obligations within the prescribed timelines. These issues, particularly during the peak compliance window, have caused widespread hardship to taxpayers, professionals, and employers across the State.

The key issues faced are summarised below:

### **1. Login Functionality Unavailable**

It has been observed that the login facility on the Professional Tax portal is frequently unavailable. Users are either unable to access the login page or face repeated failures despite entering correct credentials. In several instances, the system does not proceed beyond the login stage or returns generic error messages.

### **2. Frequent Internal Server Errors**

The portal has been largely unstable throughout April 2026, functioning smoothly only for very few days, and frequently displaying “The service is unavailable” or internal server errors. The only recourse available to users is repeated retries, resulting in substantial loss of productive time and uncertainty in compliance.

### **3. Erroneous “Wrong Password” Prompts**

Users are often unable to log in due to incorrect password errors despite entering valid credentials. The system compels password resets even where credentials are correct, indicating possible backend authentication issues.

### **4. Frequent Session Timeouts / Automatic Logouts**

Users are experiencing repeated and unexpected logouts while operating on the portal, even during active sessions. This results in loss of entered data, necessitates repeated login attempts, and significantly hampers the ability to complete filings efficiently. Such interruptions, especially during payment processes, create uncertainty regarding transaction status and increase the risk of errors or duplication.

### **5. Non-Receipt of OTPs**

The password reset mechanism is rendered ineffective due to persistent failure in OTP delivery. This has effectively locked users out of the portal, preventing access at critical times.

### **6. Absence of Alternate Mechanism for Registered Mobile Number Changes**

In cases where the registered mobile number is no longer in use, there is no practical or accessible mechanism to update credentials or regain access, thereby completely blocking compliance.

These issues, particularly during the peak compliance window, have caused widespread hardship to taxpayers, professionals, and employers across the State. These issues have been brought to your kind attention in previous years as well. However, few technical glitches come in the way of timely compliance causing genuine hardship.

In view of the above, we respectfully submit the following for your urgent consideration:

- Immediate technical stabilisation of the portal to ensure uninterrupted access.
- Implementation of a robust and reliable OTP delivery mechanism with alternate authentication options (such as email-based OTP or manual override).
- Introduction of a user-friendly facility for updating registered mobile numbers through verifiable alternate credentials.
- Establishment of a dedicated helpdesk or escalation mechanism to address login and payment-related issues in real time.

Given the statutory nature of the compliance and the sole reliance on the PT portal, we request that this matter be treated with utmost urgency, as it entails consequence of non/delayed compliance. A timely resolution, along with suitable relaxation will mitigate the difficulties faced and in reinforcing confidence in the digital tax administration framework. We remain available for any consultation or assistance that may be required in addressing these concerns and improving the system.

Yours sincerely,

For Karnataka State Chartered Accountants Association \*



CA Shivaprakash Viraktamath  
President



CA Siddartha S Javali  
Secretary



CA Babitha G  
Chairperson,  
Representation Committee