



BENGALURU CITY CORPORATION



CHALLAN RELATED GRIEVANCES



Dear Taxpayers,

- If you encounter issues with your challans, such as payments made at the bank reflecting as “Validity expired” or “Awaiting Clearance” on the BBMP Property Tax Portal. Please note that only the respective bank can update the payment status. If you face challenges with designated bank branches refusing to accept challan payments, you are requested to escalate the matter to the nodal officer of the concerned bank. Contact details of the nodal officer are provided below for your convenience. Kindly ensure you have all relevant documents ready to facilitate the resolution process.

Sl. No.	Bank Name	Branch Name	Name of the nodal officer	Contact no	Email ID
1	Canara Bank	BBMP Extn.	Mr. Naresh	8105206182	cb8401@canarabank.com
2	Axis Bank	M.G Road	Mr. Srichakra. S	6362855802	srichakra.s@axisbank.com
3	HDFC Bank	-	Neelakanta Murthy	9686691529	neelakantamurthy.db@hdfc.bank.in



NOTE:

- ✓ All requests related to refund or chargeback of duplicate property tax payments made through the respective banks shall be processed only by the respective City Corporation.
- ✓ No direct refund or chargeback request shall be submitted to the bank in such cases.
- ✓ Citizens are requested to raise a ticket under the “Grievance” section of the portal for all chargeback-related queries.
- ✓ Kindly provide supporting documents such as transaction receipt, bank statement/payment reference number, and property details while raising the grievance for faster resolution.

