



# Frequently asked questions

## Form 16 – FY 2020-21

**What is Part-A & Part-B? Why am I seeing two different formats in Form 16?**

Part-A of Form 16 is generated from Income Tax department website (TRACES). It contains the details of tax deducted from your salary/perquisite income during the financial year 2020-21 and remitted to the Income tax department whereas Part B is generated in house.

**Why has Part B been generated in house when the same is available in the Income tax website TRACES) ?**

Even though there was a facility to download Part B from TRACES beginning from previous year, the Income tax department had provided the option to the employers to either download the same from TRACES or continue with the practice of generating the same in house. We have opted to issue the one generated in house as in previous years.

**Name as mentioned in Part-A and Part-B are different.**

This is due to the fact that Part-A picks up your personal information from your PAN card whereas Part-B is prepared based on the details available in HCM/MyPay.

**Address as mentioned in Part-A does not match with my present address.**

This is also due to the fact that Part-A picks up your personal information from your PAN card whereas Part-B is prepared based on the details available in HCM/MyPay.

**I am unable to see remittance details for a particular quarter/(s) under “Amount of tax deposited/remitted” field. What could be the reason?**

There could be one or more reasons for this difference:

1. You have not updated your PAN in HCM on time
2. Your PAN is invalid as per Income-Tax database
3. You have updated a wrong PAN number initially and later corrected the same in HCM

**I could see only Part-B in the Form 16 link of MyPay. What happened to Part-A?**

Part-A would not have been generated in case you have not updated your PAN in HCM or the number updated is Invalid.

**What is the remedial action for the above?**

In case you have not updated your PAN or your PAN is invalid, please update your correct PAN immediately in HCM and raise a **GSD** in Onecognizant application by searching the **FAQ – Form 16**. All such requests raised through GSD's will be tracked and considered for re-filing of returns, timing of which will be decided by the company as appropriate.

**After the re-filing is done, will I be issued a revised Form-16 with PAN updated?**

No. Form-16 once generated cannot be generated again after re-filing. However, your Form 26AS will reflect the TDS amount after the re-filing is made. This will help you to file your returns or respond to queries, if any, from the department.

**Page 2 in Part-A of my Form 16 is not signed by the authorized signatory.**

Since Part-A is already digitally signed by the authorized signatory it need not be signed manually.

**I find that the date given below “Verification” section in Part-A differs from the “Last updated on” date. I also find that the date field adjacent to the signature in Part-A and Part-B differs. Please clarify.**

“Last updated on” date refers to the date on which Part-A data was downloaded by Finance team from the TRACES website (txt file), whereas the date given below the “Verification” portion is the date on which the Part-A is generated as PDF. Also dates in Part-A and Part-B are different as Part-B is generated in-house on a particular date whereas Part-A is downloaded from TRACES on the date it was made available by the Income tax department. This is not a cause of concern.

**I could see there are two different Form 16s issued by Cognizant for me. How will I file my IT returns in such cases?**

You will see two different Form 16s in case you have gone through an Inter-company transfer during the financial year 2020-21. In such cases, you are required to combine the income in both these companies while filing returns.

**Under the Income & TDS summary in Part-A, the amount mentioned under “Amount paid/credited” field does not match with my tax computation sheet or Annual Payslip. What is the reason?**

Following could be one or more reasons for this difference:

- a) Amount included as taxable perquisite towards loans/ advances availed from the Company (if availed)
- b) No income earned for tax withholding during any quarter(s) of the financial year 2020-21.
- c) Mismatch of PAN or PAN not available for a particular period during the financial year 2020-21

### **Do I really require Form 16 to file my IT returns?**

No. You can file your returns even without Form 16.

### **How do I know that the tax deducted from my income has been remitted to the government?**

You can verify Form 26AS statement which contains information on the tax deducted from your income and remitted to the government. To know more about how to view your Form 26AS, please [click this link](#).

### **What is the last date for me to file my annual IT returns?**

Last date for filing Income tax returns for the financial year 2020-21 is 30 September 2021 (as applicable to an individual assessee).

### **Does Cognizant Finance have any arrangement for online filing of IT returns? Is this free of cost?**

As in the previous years, we are working with a couple of service providers for facilitating online IT returns filing. Please await further information from us on this topic.

### **I want to make some changes to my PAN details as available in Income Tax Department's database (like name or address etc.) Where can I do that?**

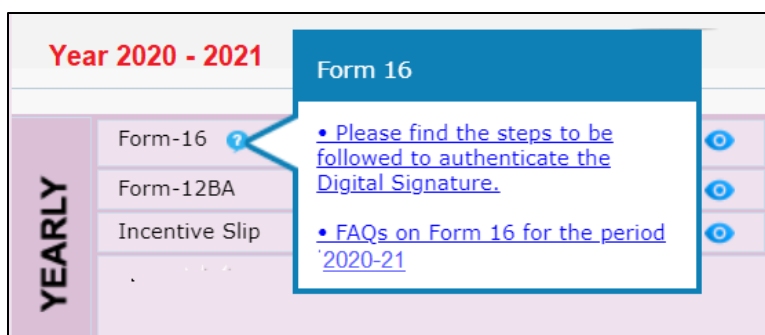
You may update your PAN details using the link <https://tin.tin.nsdl.com/pan/correction.html>

### **I am facing technical challenges in downloading my Form 16. What should I do?**

Should you face any issues in downloading your Form 16, please check your browser settings to ensure that the protection mode is disabled in your browser security settings. [Click here](#) to see a detailed guide.

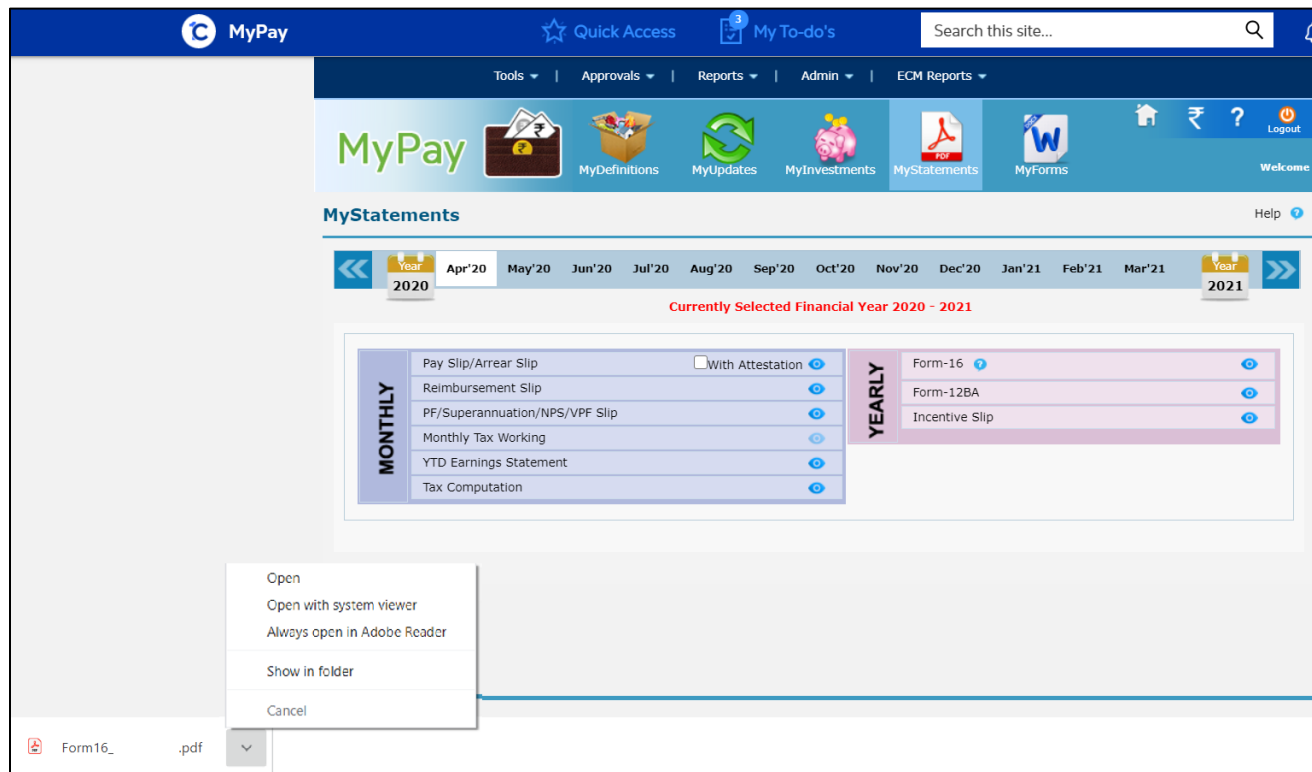
### **My Form 16 shows an alert "digital signature validity unknown". How do I validate this?**

Please refer to the guidelines available in MyPay for validating the digital signature.



**I'm using chrome and I'm unable to view validate signature option when I right link on the digital signature. How do I proceed?**

Save your Form 16 PDF in folder and then try validating. For more information, please refer to the guidelines available in MyPay.



### What are the consequences of not validating the digital signature on time?

The validity of digital signature is time bound and is subject to expiry. Hence, you are requested to download Form 16 and validate it as soon as it is made available to you in MyPay. In case you fail to do so, you may not be able to validate the signature in Form 16 if the validity of the signature has expired. This would result in administrative hassles/delays for any of your requirements.

### Any changes in Form 16 issues for “Without Exemption” New tax regime opted associates?

No major change with the Form 16 template and in Part B tax regime option updated as “Yes” for without exemption opted records and “No” for with exemption.

### I still have some more queries to be resolved. Whom should I approach?

For all queries related to Form 16, you may please reach out to Payroll support team by dialing 1 800 572 0473 – Option 3, 2 from your phone. Alternatively, you can raise a [GSD](#) in One Cognizant.