



TRACES

TDS Reconciliation Analysis and Correction Enabling System

# e-Tutorial

## Conso File Download

# Brief Steps for Downloading of Conso file

- **Please check statement status under “Statement /Payment Tab ” before raising the request for Conso file . Request for Downloading Conso file can only be Submitted when Statement Status is either Statement Processed with Default or Statement Processed with out Default**
- Financial Year, Form type and Quarter for which KYC required will be auto populated. Enter Token Number of the Regular (Original) Statement only, corresponding to the Financial Year, Quarter and Form Type displayed . Enter CIN/ PAN details pertaining to the Financial Year, Quarter and Form Type displayed on the screen on the basis of **latest correction statement filed by you. Please DO NOT copy /paste the data**
- After providing correct KYC details, an authentication code will be generated, which is valid for same calendar day for same Financial Year, Form Type and Quarter
- On successful submission of the request, a unique Request number will be generated.
- Conso file will be available in “Requested Download”, Deductor can search for Conso file by using:  
a) Request Number b) Date c) View All.
- Details of Request Status:
  - a) **Submitted:** Successful submission, Request in processing
  - b) **Available:** Conso file available for Downloading
  - c) **Disabled:** Duplicate request submitted for downloading
  - d) **Failed:** User are advised to contact CPC(TDS)

## Important Information on Conso File

- Conso file can be downloaded from F.Y 2007-08 onwards for the statement processed by TRACES
- Deductor can download Conso file by using HTTP Download or Download manager accordingly once it is available
- Downloaded file will be in ZIP format , it has to be extracted with the password and imported in the software for making necessary corrections .
- In case of Paper Return, Conso file cannot be download from TRACES
- DSC Validation screen will appear only if Digital signature has been updated on TRACES
- The password for opening Conso file will be your **TAN\_Request Number** in capital letter. For example: ABCD12345E\_12345

# Login to TRACES

Home | About Us | Contact Us | Help | Related Links | Login

Search In Keyword

English

**TDS**  
Centralized Processing Cell

**TRACES**  
TDS Reconciliation Analysis and Correction Enabling System

सत्यमेव जयते  
Government of India  
Income Tax Department


Home Deductor Help

**Login**

User Id\*

Password\*  Password is mandatory

TAN for Deductor / PAN for Tax Payer\*  TAN / PAN is mandatory

Verification Code\*  Click to refresh  Enter TAN

Enter text as in above image\*  Verification Code is mandatory

**For Deductors:**

- If you are not yet registered in TRACES, you may login for first time with existing User Id & Password as provided by TIN and your TAN
- If you are unable to login with TIN User Id & Password, please register as new user in TRACES
- If you are already registered in TRACES, please login with your registered User Id, Password & TAN

**For Tax Payers:**

- If you are already registered in TRACES, please login with your registered User Id (PAN), Password & PAN else register as new user

**Common Note:**

Click on help icon next to each field for more details

For more details on any screen, click on Help icon




Enter userid and password


Enter TAN

Enter the text as displayed in Verification Code


# Welcome Page

Home | About Us | Contact Us | e-Tutorials | Related Links | Logout

Search In Keyword   English 

 **TDS**  
Centralized Processing Cell

**TRACES**  
TDS Reconciliation Analysis and Correction Enabling System

  
सत्यमेव जयते  
Government of India  
Income Tax Department

Dashboard Statements / Payments Defaults Communications Downloads Profile **Help**

**Quick Links**

- Challan Status
- Request for Justification Report Download
- Request for Conso File
- Download Form 16
- Requested Downloads
- PAN Verification
- Inbox **New**


**Welcome to TRACES!**


TRACES is a user-friendly application that will help you to manage your TDS / TCS account. Some of the functionalities available through TRACES are listed below.

- Dashboard view presenting summary of your account
- Statements / Payments
  - View challan status and challan consumption details
  - View TDS-TCS Credit for a PAN and verify PAN of Tax Payer
- Downloads
  - Download requested files
  - Download Form 16 / 16A
- Profile
  - Update Communication Details

**Customer Care**

**Toll-Free:** 1800 103 0344

 0120 4814600

 [contactus@tdscpc.gov.in](mailto:contactus@tdscpc.gov.in)

**User Login Details**

**TAN /**

**IP:**

**Last logged in on:**

Landing page will be displayed




# Select Form Conso File Under Statement /Payment Tab

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Search In Keyword

A A A

English



Dashboard **Statements / Payments** Defaults Communications Downloads Profile **Help**

**Statement Status**

- Challan Status
- Challan Status for Statement
- View TDS / TCS Credit
- PAN Verification
- Request for Conso File
- 197 Certificate Validation
- Request for Refund
- Track Refund Request
- Declaration for Non - Filing of Statements
- Declaration To Deposit Lower TDS

**Quick Links**

- Challan Status
- Request for Justification Report Download
- Request for Conso File
- Download Form 16
- Requested Downloads
- PAN Verification
- Inbox **New**

Under 'Statement/ Payments' select 'Request for conso file'

For more details on any screen, click on Help icon

Toll-Free: 1800 103 0344

0120 4814600

contactus@tdscpc.gov.in

**User Login Details**

TAN / PAN AGRA1

IP: 10.16.1

Last logged in on: 06-1

Do not use Back or Refresh button on any page as this may lead to inconsistent behaviour

# Enter Search Criteria

Home | About Us | Contact Us | e-Tutorials | Related Links | Logout

Search In Keyword

TDS Centralized Processing Cell

TRACES TDS Reconciliation Analysis and Correction Enabling System

संघर्षात् नमो  
Government of India  
Income Tax Department

Dashboard Statements / Payments Defaults Communications Downloads Profile Help

Request for Consolidated File

Click [here](#) to download e-Tutorial for submitting download request for Conso File

Financial Year\* 2013-14 Quarter\* Q1 Form Type\* 26Q Go

Your request for download of consolidated file will be accepted once you correct the unmatched challans.

Click on 'Request for Online Correction' to match challans /BINs. Once all challans in the statement are match

Request for Online Correction

- Validation screen will be presented on click of 'Go'

# Digital Signature supported KYC Validation contd. (Step 1)

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Search In Keyword

TDS Centralized Processing Cell

TRACES TDS Reconciliation Analysis and Correction Enabling System

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Dashboard Statements / Payments Defaults Communications Downloads Profile Help

Choose KYC Flow

Since you have Digital Signature registered on TRACES, you can submit KYC once and access all downloads, update profile, submit online correction without separate KYC for all functionalities or You can opt for a normal KYC Validation separately for each functionality without digital Signature

Digital Signature supported KYC validation  Normal KYC Validation (Without Digital Signature)

Please select the statement for which you want to validate

Financial Year\* --Select-- Form Type\* --Select--

Digital Signature will be validated for "Digital Signature supported KYC validation" option

Validate DSC

Important note

Select the option "Digital Signature supported KYC validation" (step-1)

- Digital Signature Support KYC validation screen will appear only if Digital Signature is registered. Deductor can register/re register their Digital Signature in Profile. Please refer – Digital Signature Certificate Registration e-Tutorial for more information.
- Normal KYC Validation (without Digital Signature) – User can opt a normal KYC validation separately for each functionality without digital signature.

# Digital Signature supported KYC Validation contd. (Step 2 & 3)

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TRACES TDS Reconciliation Analysis and Correction Enabling System

सत्यमेव जयते Government of India Income Tax Department

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### Choose KYC Flow

Since you have Digital Signature registered on TRACES, you can submit KYC once and access all downloads, update profile, submit online correction without separate KYC for all functionalities **or** You can opt for a normal KYC Validation separately for each functionality without digital Signature

Digital Signature supported KYC validation  Normal KYC Validation (Without Digital Signature)

**Please select the statement for which you want to provide KYC**

Financial Year\* 2014-15 Form Type\* 26Q Quarter\* Q2

Digital Signature will be validated for "Digital Signature supported KYC validation" option

Validate DSC

Enter 'Financial Year', Form Type' and 'Quarter' for which KYC will be provided by user (Step 2)

Click on 'Validate DSC' (Step 3)

After validating the DSC, one time KYC page will be displayed for the FY + Qtr + Form Type combination which has been selected by the user.

# Digital Signature supported KYC Validation (Step 4 & 5)

The screenshot shows the TRACES portal interface. At the top, there is a navigation bar with links for Home, About Us, Contact Us, e-Tutorials, Related Links, and Logout. A search bar is also present. The main header includes the TDS logo (Centralized Processing Cell) and the TRACES logo (TDS Reconciliation Analysis and Correction Enabling System). On the right, there is the Government of India logo and the Income Tax Department name. Below the header is a menu bar with options: Dashboard, Statements / Payments, Defaults, Communications, Downloads, Profile, and Help.

The main content area is titled "Choose KYC Flow". It contains a paragraph explaining that users with digital signatures can submit KYC once and access all downloads, update profiles, and submit online corrections without separate KYC for each functionality. Below this, there are two radio button options: "Digital Signature supported KYC validation" (which is selected) and "Normal KYC Validation".

Under the selected option, there is a section titled "Please select the statement for which you want to validate". It includes a "Financial Year" dropdown menu set to "2013-14" and a "Form Type" dropdown menu. Below this, there is a "Validate DSC" button.

An "An application is requesting access to a Protected item" dialog box is overlaid on the page. The dialog box has a title "Signing data with your private exchange key" and a message "An application is requesting access to a Protected item." It contains a "Password for: CryptoAPI Private Key" input field, a "Remember password" checkbox, and "OK", "Cancel", and "Details..." buttons. Two callout boxes provide instructions: one points to the "OK" button with the text "Click on 'OK' (Step 5)", and another points to the password input field with the text "Enter 'Password' which was set at the time of installing the certificate (Step 4)".

**Note:** 'Signing data with your private exchange key' will not be displayed if security level has been chosen as medium / low during installing DSC in browser / hard token and 'applet window' (as shown in the next screen) will appear directly.

# Digital Signature supported KYC Validation (Step 6 & 7)

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Government of India  
Income Tax Department

Dashboard

Profile Help

Since you have Digital Signature n for all functionalities or You can op

Digital Signature supported KYC

Please select the statement for

Financial Year\* 2014-15

Digital Signature will be validate

Validate DSC

Web Signer

Content to Sign:

Windows Store P12/PFX

Common Name	Issuer	Serial No
test test test	e-Mudhra Sub CA for Class 2 Gold...	34222
test1	e-Mudhra Sub CA for Class 2 Gold...	54311
test146C3PP6376L test14	e-Mudhra Sub CA for Class 2 Gold...	54314
test test test	e-Mudhra Sub CA for Class 2 Gold...	34214
teste test test	e-Mudhra Sub CA for Class 2 Gold...	34213

View Certificate

Sign Cancel

Select the certificate for digital signature (Step 6)

Click on 'Sign' to proceed further (Step 7)

## Digital Signature supported KYC Validation (Step 8) – KYC of the FY + Quarter + Form Type selected in Step 2 will be displayed

The screenshot shows a web interface for KYC validation. At the top, there is a navigation bar with links: Dashboard, Statements / Payments, Defaults, Communications, Downloads, Profile, and Help. Below the navigation bar, the main content area is titled "Please enter Token Number of Regular Statement Filed for Financial Year, Quarter".

Fields and callouts:

- Form Type:** 26Q. Callout: "Enter Token Number of only Regular (Original) Statement corresponding to the Financial Year, Quarter and Form Type displayed above".
- Financial Year:** 2014-15.
- Quarter:** Q2.
- Token Number / Provisional Receipt Number (PRN)\*:** An empty input field with a help icon. Callout: "Tick in Check Box for NIL Challan or Book Adjustment".

**Step 8** is indicated in a green callout bubble.

**PART 1. Challan Identification Number (CIN) Details / Transfer Ver...** Details as quoted in the above Statement

Options:

- Please select if you have ONLY NIL Challan(s)(Challan(s) with zero challan amount) in the statement. **It is mandatory to enter unique PAN-Amount Combination in PART 2 for NIL Challan statement.**
- Please select if the payment was done by book adjustment (for Government Deductors).

**Important Note** (in a callout bubble):

Please enter a Challan with at least three distinct valid PAN-Amount combinations corresponding to ... there is no such Challan, mention a challan with at least two valid PAN-Amount combinations. If there ... challan with at least one valid PAN-Amount combination. If you do not have any such challan, mention a challan ... Amount combination and also select the checkbox (no valid PAN deductee row) in the PAN Details section below.

Callout for the second checkbox: "Government deductors not having BIN details tick here and need not need provide BSR and Challan Serial Number below".

•In one session this manual KYC page ( on the basis of input selected by the user) will be displayed only once.

- Authentication Code will not appear on the screen in case DSC Supported KYC
- In one session this manual KYC page ( On the basis of input selected by the user ) will be displayed only once

# Token Number Details (Contd.)

## PART 1. Challan Identification Number (CIN) Details / Transfer Voucher Details as quoted in the statement

Please select if you have ONLY NIL Challan(s) (Challan(s) with zero challan amount) in the statement. It is mandatory to enter unique PAN-Amount Combination in PART 2 for NIL Challan statement.

Please select if the payment was done by book adjustment (for Government Deductors)

**1** Please enter a Challan with at least three distinct valid PAN-Amount combinations mentioned above. If there is no such Challan, mention a challan with at least two valid PAN-Amount combinations. If there is no such challan, mention a challan with at least one valid PAN-Amount combination. If there is no valid PAN-Amount combination, mention a challan with no valid PAN-Amount combination and also select the checkbox in the PAN Details section below.

Tick in check box for nil challan or book adjustment

Government deductor not having BIN details tick here and need not provide BSR code and challan serial number

Click on the Guide to select suitable challan option

Enter CIN details for a challan used in the statement

### Guide to identify a suitable challan

BSR Code / Receipt Number\*

Date on which Tax Deposited\*  
(dd-mmm-yyyy; e.g., 12-Dec-1980)

Challan Serial Number / DDO\*  
Serial Number (5 digits; e.g., 00053)

Challan Amount / Transfer Voucher\*  
Amount (Rs.)(e.g., 1987.00)

CD Record Number

CD Record number is not mandatory. This column is required to be filled only when same challan is mentioned more than once in statement.

## PART 2. Enter Unique PAN-Amount Combination for Challan / Transfer Voucher

Please select if there are no valid PAN deductor combinations corresponding to the PAN-Amount combinations mentioned above

**1** Please enter three distinct PAN-Amount combinations corresponding to the PAN-Amount combinations mentioned above. If there are less than three PANs corresponding to the specified challan, mention all available PAN-Amount combinations.

Tick here if you do not have any valid PAN corresponding to above challan details

Click on the Guide to select suitable PAN amount combination

### Guide to identify the Unique PAN-Amount Combinations

PAN as in Statement	Total Amount Deposited (Rs. )
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>

PANs entered must be those for which payment has been

Proceed

# Digital Signature supported KYC Validation - Success Page

The screenshot shows the TRACES web interface. At the top, there is a navigation bar with links: Home | About Us | Contact Us | e-Tutorials | Related Links | Logout. A search bar is present with the text 'Search In Keyword' and a magnifying glass icon. To the right of the search bar are three font size adjustment buttons (A, A, A) and a language dropdown menu set to 'English'. Below the navigation bar, the TDS logo (Centralized Processing Cell) and the TRACES logo (TDS Reconciliation Analysis and Correction Enabling System) are displayed. On the far right, the Government of India Income Tax Department logo is visible. A horizontal menu contains the following items: Dashboard, Statements / Payments, Defaults, Communications, Downloads, Profile, and a red 'Help' button. The main content area features a message: 'You can now access any of the below functionalities for any statement until this session expires.' Below this message is a list of ten functionalities, each preceded by a green square icon: Download Form 16/16A, Request for Justification Report download, Request for Conso File, View Default Summary, Download Form 27D, Download Transaction Based Report, Download Consolidated TAN PAN file, Updation of Profile, File Correction, and Upload TRACES Offline Correction File. At the bottom left of this list is a blue button labeled 'Proceed with Transaction'. To the right of the list, a large orange speech bubble contains the text: 'KYC details have been validated' followed by 'Success Page' in green.

After clearing the first DSC validated KYC user can submit any download request submission / submitting online / offline correction request in same session. one example for downloading the Justification report is illustrated in the following screens.

# In case of Normal KYC Validation- Token Number Details

Dashboard   Statements / Payments   Defaults   Communications   Downloads   Profile   Help

Please enter Token Number of Regular Statement Filed for Financial Year, Quarter and Form Type mentioned below

**i** Authentication code is generated after you fill in the below details and submit. If you have already generated the Authentication Code today for this statement, please enter and proceed else fill in the details below

**Authentication Code**

**i** If you do not have Authentication Code, please fill in the details below

Form Type	26Q
Financial Year	2012-13
Quarter	Q3
Token Number / Provisional Receipt Number (PRN)*	<input type="text"/>

**PART 1. Challan Identification Number (CIN) Details / Transfer Voucher Details as quoted in the above Statement**

Please select if you have ONLY NIL Challan(s)(Challan(s) with zero challan amount) in the statement. **It is mandatory to enter unique PAN-Amount Combination in PART 2 for NIL Challan statement.**

Please select if the payment was done by book adjustment (for Government Deductors)

Enter Authentication Code if the validation is done earlier and you have the Authentication Code

Enter Token Number of only Regular (Original) Statement "Manually", corresponding to the Financial Year, Quarter and Form Type displayed above

# Token Number Details (Contd.)

## PART 1. Challan Identification Number (CIN) Details / Transfer Voucher Details as quoted in the statement

Please select if you have ONLY NIL Challan(s) (Challan(s) with zero challan amount) in the statement. It is mandatory to enter unique PAN-Amount Combination in PART 2 for NIL Challan statement.

Please select if the payment was done by book adjustment (for Government Deductors)

**1** Please enter a Challan with at least three distinct valid PAN-Amount combinations mentioned above. If there is no such Challan, mention a challan with at least two valid PAN-Amount combinations. If there is no such challan, mention a challan with at least one valid PAN-Amount combination. If there is no valid PAN-Amount combination, mention a challan with no valid PAN-Amount combination and also select the checkbox in the PAN Details section below.

### Guide to identify a suitable challan

BSR Code / Receipt Number\*

Date on which Tax Deposited\*  
(dd-mmm-yyyy; e.g., 12-Dec-1980)

Challan Serial Number / DDO\*  
Serial Number (5 digits; e.g., 00053)

Challan Amount / Transfer Voucher\*  
Amount (Rs.) (e.g., 1987.00)

CD Record Number

## PART 2. Enter Unique PAN-Amount Combination for Challan / Transfer Voucher

Please select if there are no valid PAN deductor combinations corresponding to the challan(s) mentioned above

**1** Please enter three distinct PAN-Amount combinations corresponding to the challan(s) mentioned above. If there are less than three PANs corresponding to the specified challan, mention all available PAN-Amount combinations.

### Guide to identify the Unique PAN-Amount Combinations

PAN as in Statement

Total Amount Deposited (Rs.)

[Proceed](#)

Tick in check box for nil challan or book adjustment

Government deductor not having BIN details tick here and need not provide BSR code and challan serial number

Click on the Guide to select suitable challan option

Enter CIN details for a challan used in the statement

CD Record number is not mandatory. This column is required to be filled only when same challan is mentioned more than once in statement.

Tick here if you do not have any valid PAN corresponding to above challan details

Click on the Guide to select suitable PAN amount combination

Please enter TDS deposited amount for respective PAN's

## Notes for Validation Screen:

- Authentication code is generated after KYC information details validation, which remains valid for the same calendar day for same form type, financial year and quarter
- Token Number must be of the **regular statement** of the FY, Quarter and Form Type displayed on the screen
- CIN/BIN details must be entered for the challan/book entry mentioned in the statement corresponding to the FY, Quarter and Form Type mentioned above
- Government deductor can enter only Date of Deposit and Transfer Voucher amount mentioned in the relevant Statement
- Amount should be entered in two decimal places (e.g., 1234.56)
- Only Valid PAN(s) reported in the TDS/TCS statement corresponding to the CIN/BIN details in Part1 must be entered in Part 2 of the KYC. Guide available on the screen can be referred for valid combinations.
- Maximum of 3 distinct valid PANs and corresponding amount must be entered
- If there are less than three such combinations in the challan, user must enter all (either two or one)
- CD Record no. is mandatory only in case of challan is mentioned more than once in the statement


# Authentication Code Screen

Home | About Us | Contact Us | Help | Related Links | Logout


Search In Keyword

A A A


English



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Dashboard Statements / Payments Defaults Communications Downloads Profile Help

Details validated for Form 26Q of FY 2010-11 and Quarter Q4.  
Authentication code valid for today is 4eDRZM  
Please copy and save the code given below.

Copy from:

This code is valid for today for this FY, Quarter and Form Type and can be reused for the following requests for this statement:

- Download Intimation
- Request for TRACES Offline Correction File
- Request for NSDL Conso File
- View Default Summary
- File Correction
- Request for Justification Report download
- Upload Correction Statement
- Download Form 27A
- Download Form 27D

Proceed with Transaction

Authentication Code will be available here


# Request Number Screen

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English



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Government of India

[Dashboard](#) [Statements / Payments](#) [Defaults](#) [Communications](#) [Downloads](#) [Profile](#) [Help](#)

Request for Conso File has been submitted. Request Number is 61901. The file will be available in 'Downloads' action.

Request Number  
will be available  
here

# In order to check Request Status Click on Requested Downloads

The screenshot displays the TDS TRACES portal interface. At the top, there are navigation links (Home, About Us, Contact Us, e-Tutorials, Related Links, Logout), a search bar, and language settings (English). The main header includes the TDS logo (Centralized Processing Cell) and the TRACES logo (TDS Reconciliation Analysis and Correction Enabling System). The Government of India Income Tax Department logo is also present. The navigation menu includes Dashboard, Statements / Payments, Defaults, Communications, Downloads, Profile, and Help. The 'Downloads' menu is expanded, showing options: Requested Downloads, Form 16, Form 16A, Transaction Based Report, Form 27D, Download Challan Status Inquiry (.csi) File, and View your BIN. A callout box with an orange border points to the 'Requested Downloads' option and contains the text: 'Click on 'Requested Downloads' under 'Downloads' menu to download the Conso File'. Below the menu, a 'Download Request Confirmation' message is visible, stating: 'Request for NSDL Conso File has been submitted. Request Number: 2488. The file will be available in the 'Requested Downloads' section.'

- File will be available in 'Requested Downloads'

# Check the Status of Request submitted

Dashboard    Statements / Payments    Defaults    Communications    **Downloads**    Profile    Help

**Files Requested For Download**

Please select one of the below Search Options  
To work on/open offline correction input file, you will need

Request Number   
  Date   
  View All

**i** Click on a row to proceed and select 'HTTP Download' or 'Download Manager' for the requests with status as 'Available'

Request Date	Request Number	Financial Year	Quarter	Form Type	File Processed	Status
24-Nov-2015	422342	2012-13	Q3	26Q	NSDL Conso File	Submitted
23-Nov-2015	422331	2012-13	Q3	26Q	NSDL Conso File	Failed
06-Nov-2015	422303	2012-13	Q3	26Q	NSDL Conso File	Failed
30-Sep-2015	422084	2012-13	Q3	26Q	NSDL Conso File	Available
30-Sep-2015	422078	2012-13	Q3	26Q	NSDL Conso File	Available
29-Sep-2015	422071	2012-13	Q3	26Q	NSDL Conso File	Available
17-Aug-2015	410548	2012-13	Q3	26Q	NSDL Conso File	Available
17-Aug-2015	410546	2012-13	Q3	26Q	NSDL Conso File	Available
17-Aug-2015	410544	2012-13	Q3	26Q	NSDL Conso File	Available
17-Aug-2015	410543	2012-13	Q3	26Q	NSDL Conso File	Available

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**i** Click here for Password related help. Click on help icon on the top right corner of the page to view details on 'Status'

Enter Request Number (Search Option 1) or Request Date (Search Option 2 or option 3 view all to view the download request

In case of Submitted status please wait for 24 – 48 hrs.

Click on a row to select it, file can be downloaded only if the status is Available

# Click to download Conso File

Click on a row to proceed

Request Date	Request Number	Financial Year	Quarter	Form Type	File Processed	Status
17-Aug-2015	410548	2012-13	Q3	20Q	NSDL Conso File	

Click on the buttons to download file, and save to local machine

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HTTP Download Download Manager

- **HTTP Download** is useful to download small files. It will directly download file for the user
- **Download Manager** is useful to download large files and where internet bandwidth is slow.



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# THANK YOU

## Please Note:

- 1) **For Feedback** : You can share your feedback on [contactus@tdscpc.gov.in](mailto:contactus@tdscpc.gov.in)
- 2) **For any Query** : You can raise your concern on “Request for Resolution” as Online Grievance on TRACES Website.
- 3) **For any query related to website**: You can raise your concern on below mentioned numbers  
Toll Free Number - 1800103 0344  
Land Line Number - 0120 4814600