e Return

User Manual To Get Tax Certificate

Version- V1.2

Synesis IT
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User Manual for Tax Payer

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1. Registration

Go to the following URL and select the eReturn tile: https://etaxnbr.gov.bd/#/landing-page
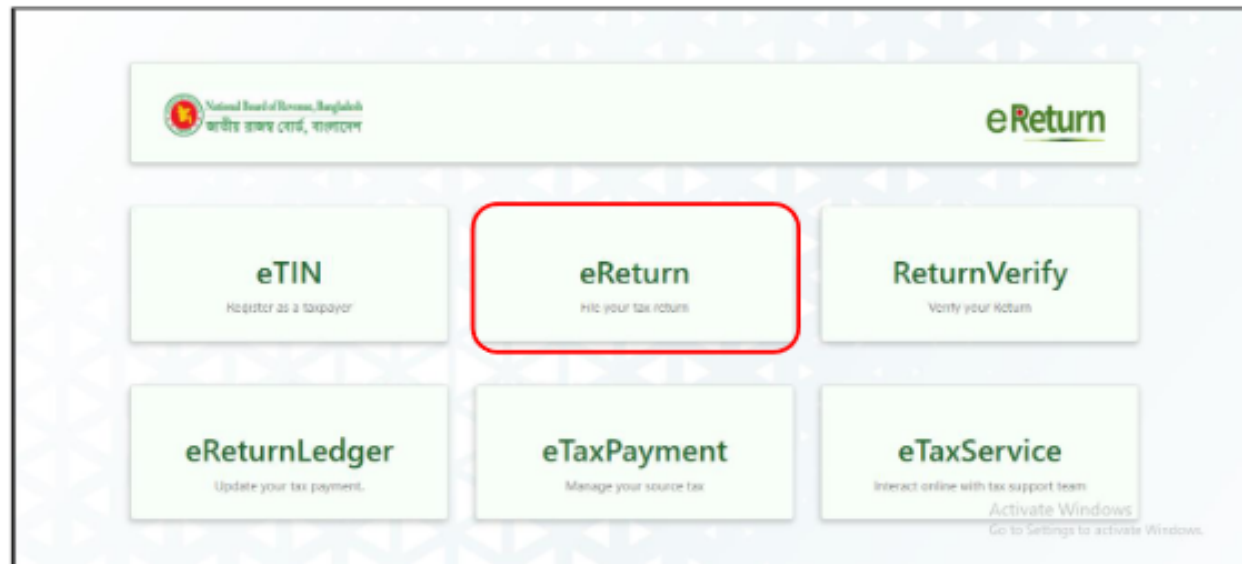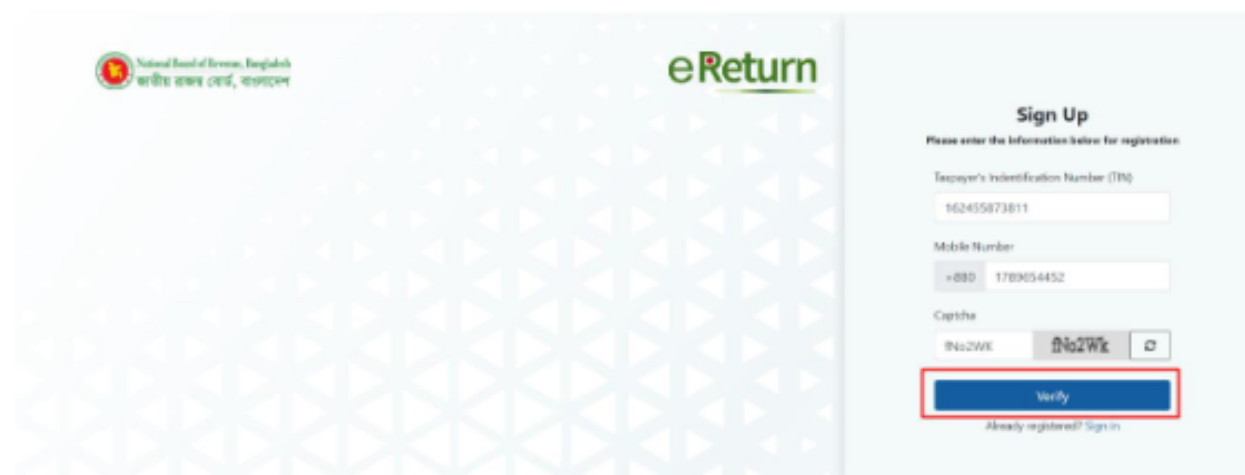

The following page will be displayed when the user hits "**eReturn**," and if they are a new user, they must register here.
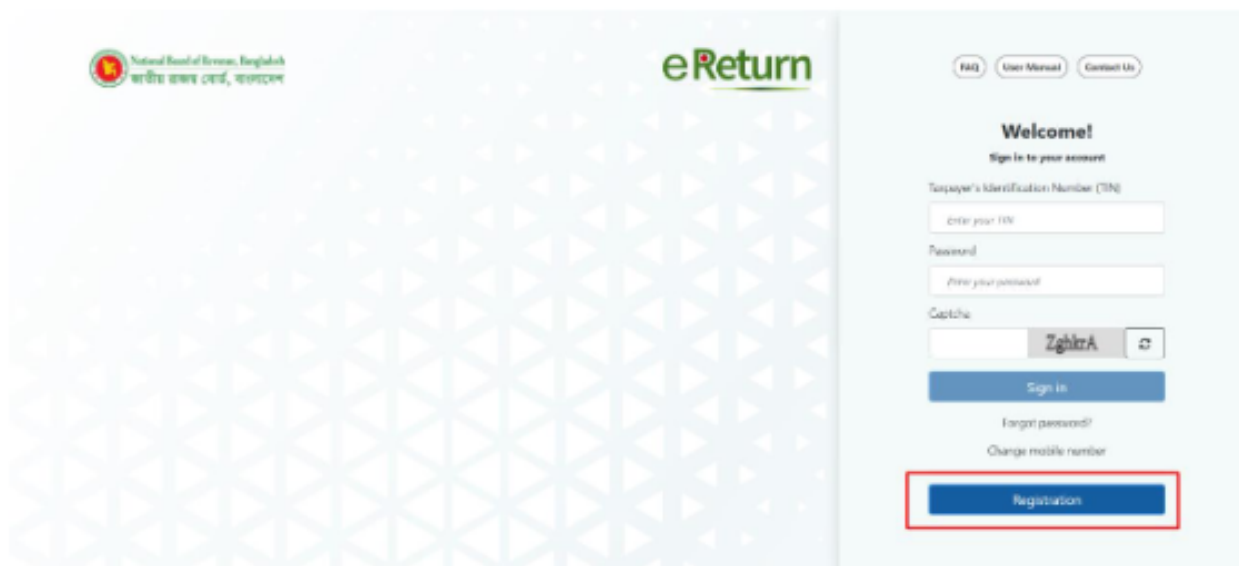
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The sign-up page will open when the "**Registration**" button is clicked, and the user will need to enter their information and follow the instructions to verify. To confirm the procedure, the user needs to provide the **NID-verified** phone number.

The OTP is sent to the user's phone number by the system after they press the "**verify**" button. The user then submits their registration after entering their OTP and the password that the system requires.
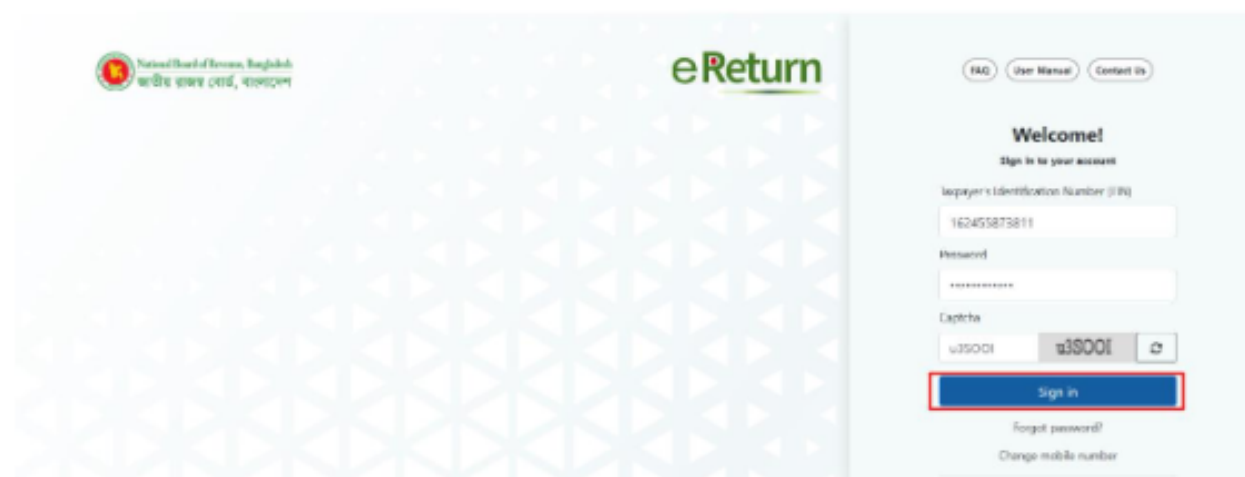

After that, a page indicating that the registration procedure is complete and the user can log in using their details will appear.

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2. Sign in

The user must enter the required information into the system and then select the **"Sign in"** button to log in.

After logging into the system, the user is taken to this homepage.

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3. Online Submission

3.1. Get Tax Certificate

Taxpayers who file their returns online can obtain their tax certificates using the following procedure: To access the "**Express Certificate**" menu, the user must expand the "**Tax Record**" section. Taxpayer must click on the "**Express Certificate**" menu.

The taxpayer can view the desired system-generated certificate by selecting the "**Express Certificate**" menu item.

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Clicking the checkbox will allow users to select criteria for a custom certificate, which will then appear in the certificate.

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4. Offline Submission (manually submitted in Circle Office)

4.1. Get Tax Certificate

Taxpayers who manually submit their returns to the circle office can still obtain their tax certificates online, if their information has already been approved by the circle office and entered into the system. To receive the certificate, the taxpayer must first choose "**Express Certificate**" from the menu.

Users must provide the required data and then click the "**request certificate**" button to obtain the certificate.

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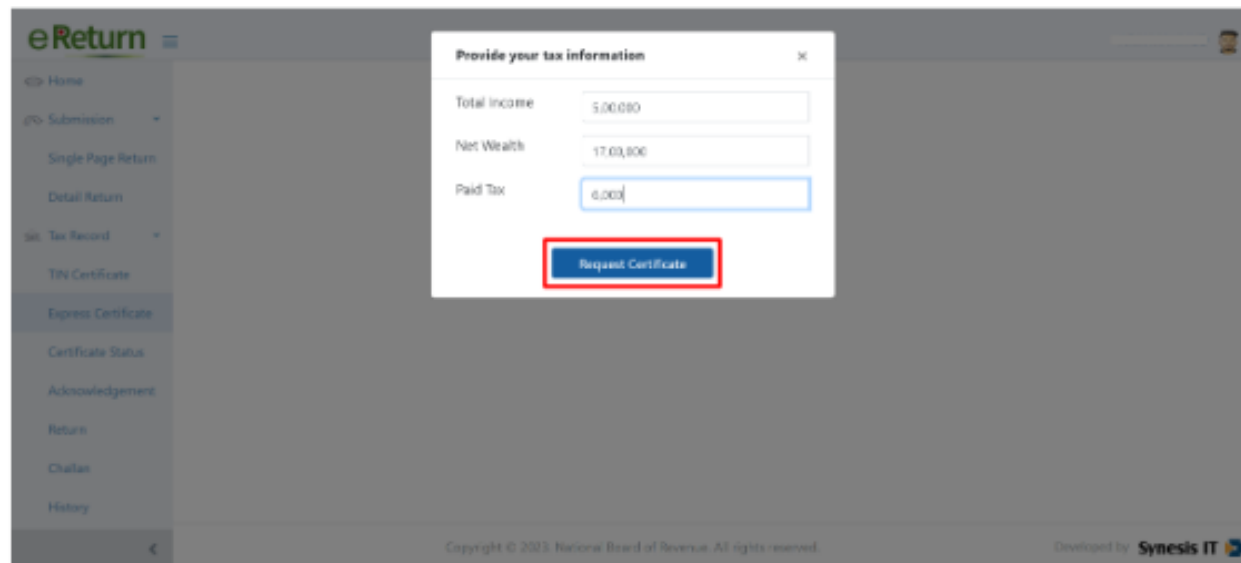
If the provided data does match with the system data, income tax certificate for the taxpayer will be generated.

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Clicking the checkbox will allow users to select criteria for a custom certificate, which will then appear in the certificate.

4.2. Data Entry Request

When the taxpayer files their return with the circle office, if the designated authority does not enter taxpayers' information into the system yet, the taxpayer can submit a request to the circle office.
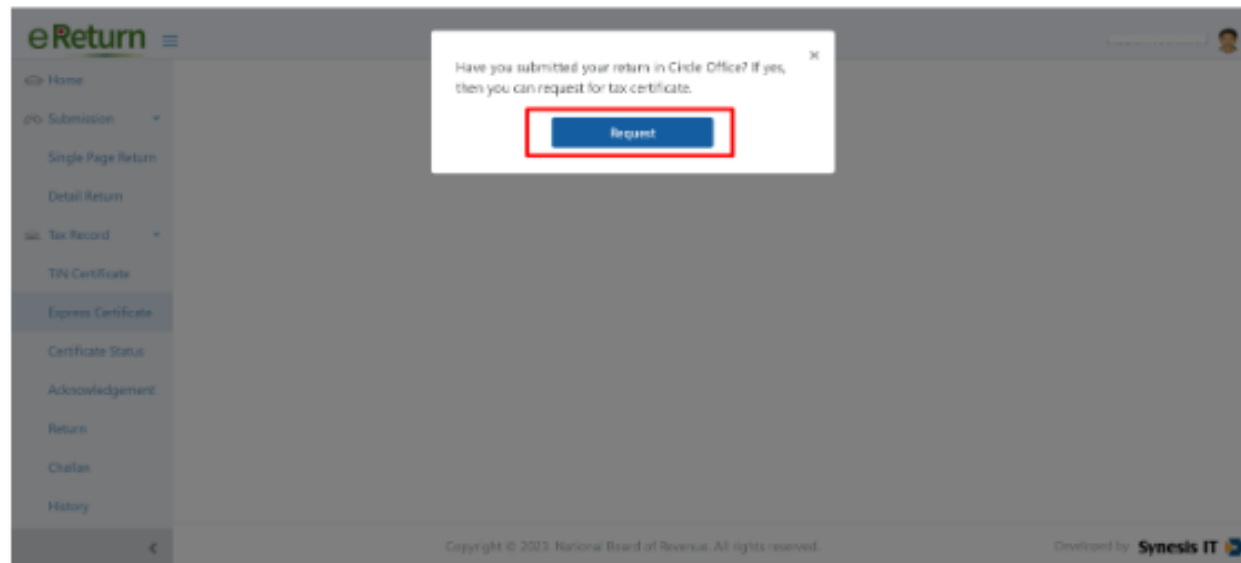
To access the "**Express Certificate**" menu, the user must expand the "**Tax Record**" section. Taxpayer must click the "**Express Certificate**" menu to submit a data entry request.

The user must first click the **"Express Certificate"** menu to initiate a request for the circle office to entry his data. A pop-up request button will then appear for the user to submit their request.

The user must enter these particular details upon requesting data entry to apply for the certificate.
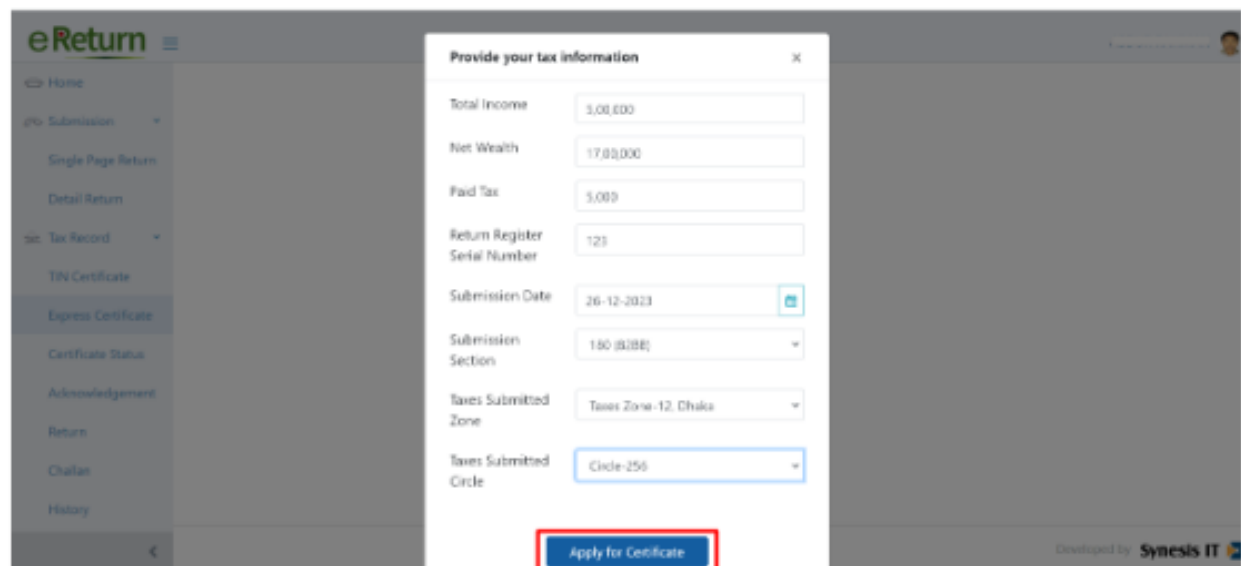
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Following the certificate application process, the taxpayer can view their **"request status"** as well as the confirmation that their request was submitted successfully. Additionally, the taxpayer will receive an SMS on their phone number to let them know when the process is complete. Once the process is complete, the status of the request is updated, and if it is denied, the reasons for the denial are displayed.
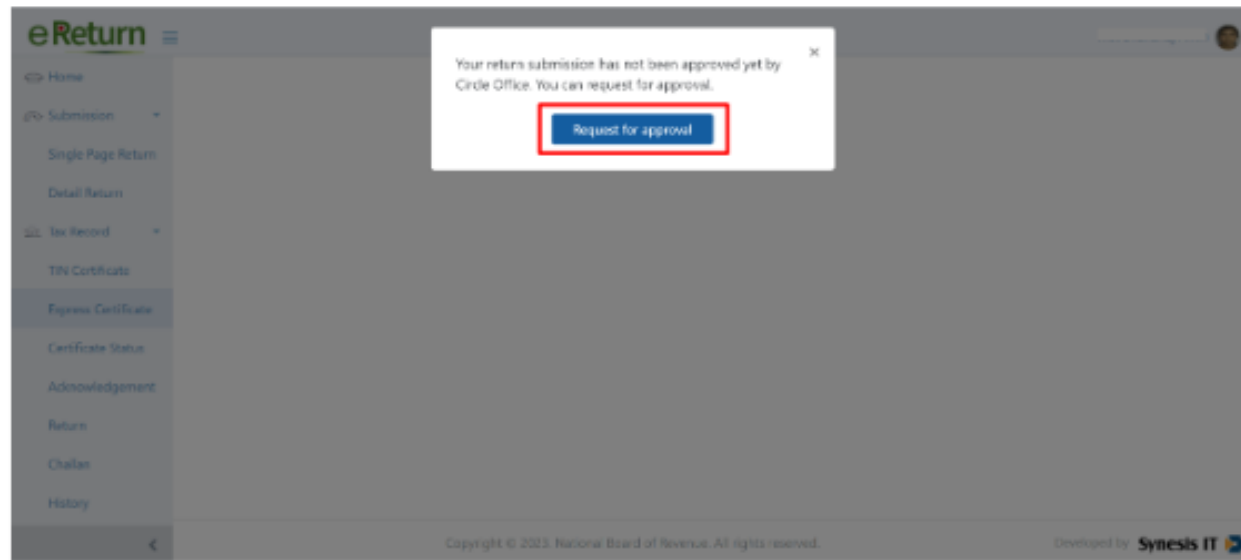

4.3. Approval Request

Taxpayers can request for the approval procedure if their data has been entered into the system but has not yet been approved by the circle office. To initiate the request procedure, the user must click **"Express Certificate."**

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The user can request approval by clicking the "**Express Certificate**" button, which prompts a pop-up request button to appear.

Taxpayer needs to enter these particular details when requesting approval in order to apply for the certificate.

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Following the certificate application process, taxpayers are able to view their **"request status"** as well as the confirmation that their request was submitted successfully. Additionally, taxpayers will receive an SMS on their phone number to let them know when the process is complete. Once the process is complete, the status of the request is updated, and if it is denied, the reasons for the denial are displayed.
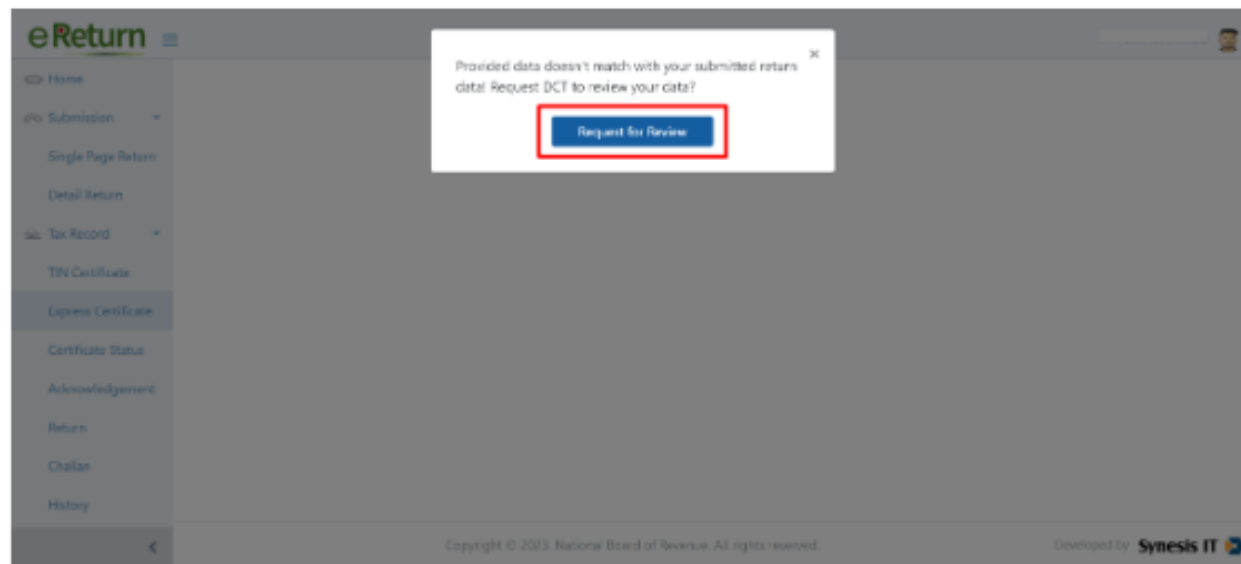

4.4. Edit Request

However, the taxpayer can request for their information be edited or review procedure to be initiated if there is inconsistency between his provided data and system data.

The user may ask the circle office to review their data if the data taxpayer has provided to get the tax certificate does not match with the return data has been entered into the system from circle office.

Once more, the user must enter their data to be reviewed by the DCT.

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Following the certificate application process, taxpayers are able to view their **"request status"** as well as the confirmation that their request was submitted successfully. Additionally, the taxpayer will receive an SMS on their phone number to let them know when the process is complete. Once the process is complete, the status of the request is updated, and if it is denied, the reasons for the denial are displayed.