FAQ's For

Online Application for Registration for Participation in the Selection Process of Shop

1. **Unable to Open on the Website?**
   Application should be opened in any browser with typing the URL :
   http://www.applications.excisehpfs.ap.gov.in

   For best view it is recommended to Use Below version of Browser.

Browser	Version
Mozilla	35 or Above
Chrome	50 or Above
Internet Explorer	IE 9

2. **I don't have the recommended browser version.**

    To Download Mozilla URL: https://mozilla-firefox.en.softonic.com/download

    To Download Chrome URL:
   https://www.google.com/chrome/browser/features.html?brand=CHBD&gclid=Cj0KEQjw-73GBRCC7KODl9zToJMBEiQAj1Jgf4bq9GQHLOcC7X4lG-X0qNL2WFr4jjyjAa1FsocAeKgaAqPF8P8HAQ

   To Download Internet Explorer URL: https://support.microsoft.com/en-in/help/17621/internet-explorer-downloads

3. **I don't remember my password. How to reset my Password.**
   Go to Forgot Password link on the Login Page. Fill the details of your Mobile Number, PAN Number and Aadhaar Number. You will be asked to enter the New Password.

4. **Who can apply for the selection process?**
   Anyone can apply for the Retailer selection process except below:
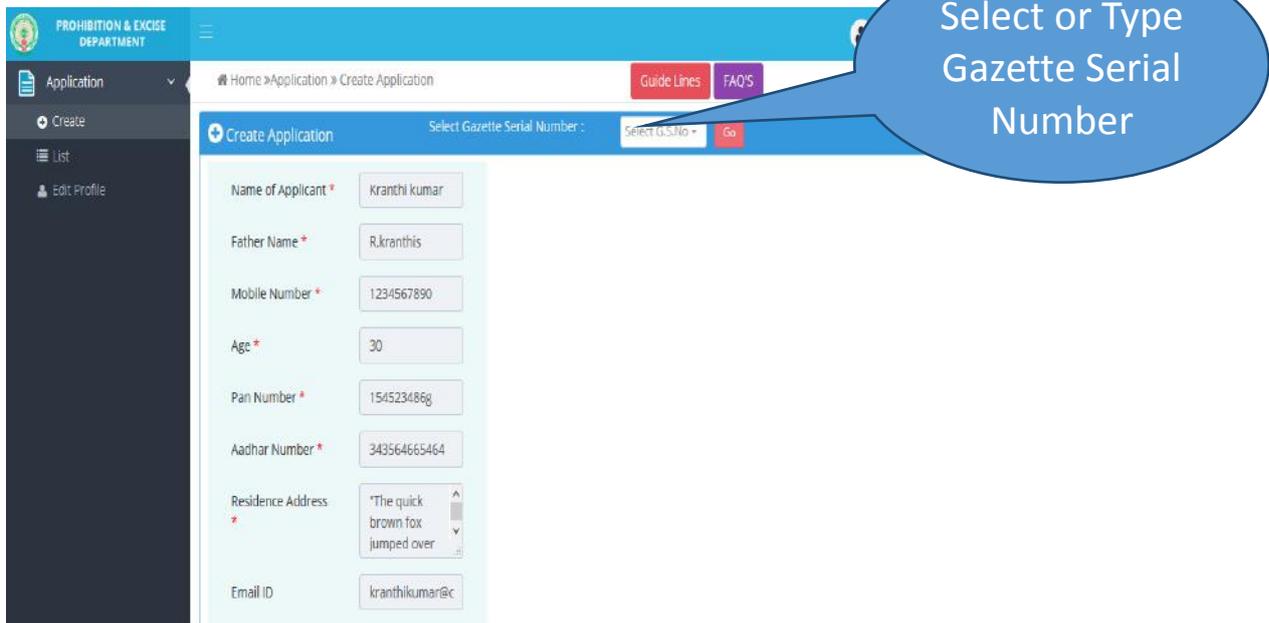
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Persons not eligible to participate in selection process:

The following persons shall not be eligible to participate in the action.

1. A person who is below the age of 21 years
2. A person who has been convicted of any offences specified in clause (d) of sub - section (1) of Section 31 of the Act in respect of which he has been penalized or convicted within the preceding three years.
3. A person who has been convicted or whose license has been cancelled for breach of any of the conditions of license granted under Section 31 of the Act within the preceding three years.
4. A person who has been held guilty either in a departmental proceeding or in a Court, of an offence under Section 37 of the Act for adulteration of toddy by mixing any article injurious to public health or otherwise within the preceding three years;
5. A person who is suffering from any contagious disease;
6. A person who is a defaulter of excise revenue; or
7. A person who is adjudged as an insolvent by a competent Court.

5. **How to apply?**

After login to application with your Mobile Number as User Name and Password you will redirected to Create Application Page.

After Entering the Gazette Serial Number, Click on Go Button and fill the details.

Application Fee challan Number and registration charge challan number should be entered along with STO code.

For Example :
a) **If STO Code is SBI and Challan number is 1111, the challan number to be entered in the field shall be SBI/1111**
b) **If STO Code is 101 and Challan number is 1111, the challan number to be entered in the field shall be 101/1111**
c) **If STO Code is 101 and two Challan numbers are there 1111 and 1234, then the challan number to be entered in the field shall be 101/1111/1234.**

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An Option has been provided to enter multiple challans against the registration charges

6. **Can I combine the Application Fee and Registration charge?**
   NO, you cannot combine the Application Fee and Registration Charge in Single Challan.

7. **How to Fill the Application?**
   Click on the Guidelines which will download the Manuals on how to use the application.

8. **What are the Mandatory Field?**
   All the Mandatory Fields are marked with* (Red Star).

9. **Can I fill more than one Application?**
   Yes with Single Mobile Number registration Single Aadhar Number and Single PAN Number you can create multiple Applications for different Gazette Serial Number.

10. **What are the documents need to be submitted, at the time of submission of application to ES?**
    Details are provided in the Gazette Notification. Print Copies of Duly Furnished Application Form (Form A-3 (B))/ Registration Certificate (Form- R 1 (Rule 12)) and Entry Pass (Form - E1)along with Self attested Xerox copies of Pan Number, Aadhaar Number, EMD DD, Copies of Challan's, IT/VAT returns of last 2 years and Photographs.

11. **Where should I submit my Application?**
    After Application is created, need to take print of the application and submit to the respective Excise Superintendent Office.

12. **In case of any complaints regarding retailer application whom can I approach?**
    Help Line Number is provided on the Website

13. Can I apply for more than one shop?

Yes, Create as many application as you want.

But you cannot create multiple application for a single Shop / Gazette Serial Number

14. Can I use Same Application fee Challan /Registration charge Challan for different Shops?

NO. You cannot, you have to remit Registration charge, Application fee separately for each shop.

15. Can I use Same EMD DD Number for all applications?

Yes. Same EMD DD can be submitted for all applications, Original for one shop and photo stat copies for other shops.

Application Fee challan Number and registration charge challan number should be entered along with STO code.

 For Example :

a) If STO Code is SBI and Challan number is 1111, the challan number to be entered in the field shall be SBI/1111

b) If STO Code is 101 and Challan number is 1111, the challan number to be entered in the field shall be 101/1111

c) If STO Code is 101 and two Challan numbers are there 1111 and 1234, then the challan number to be entered in the field shall be 101/1111/1234.

16. How would the applicant will be selected?

By drawl of lots.

17. Is Application Fee and Registration Charge refundable in case of rejection of Application?

No, Application Fee and Registration charges are non-Refundable

18. How can I learn more about the retailer selection process?

You can download the user manual from the Website or visit the Nearest Excise Superintendent office for more details.

Alternatively contact the Help Line Number mentioned on the Website