

FAQs On NTRP

Question 1. What are the channels available to depositors?

Answer: - The Internet Banking (Individual & Corporate), Debit and Credit Cards based on integration available from respective resource.

Question 2. Can depositor use NEFT/RTGS if he/she does not have access to these channels?

Answer: - The depositor can use NEFT/RTGS mode for depositing the Challan. The Challan (GAR-7)/ Deposit slip can be generated and amount can be remitted to designated bank by intra-bank transfer or using NEFT/RTGS using the format generated by NTRP system. After successful payment user has to enter UTR no. against the said transaction on Bharatkosh under the "Track Your Payment"

Question 3. The user while making the payment through NEFT/RTGS has filled all the details i.e. Bank Account number, IFSC code etc. and has also generated the mandate form and made the payment through bank, but still copy of Challan is not generated?

Answer: - It should be ensured that while filling up the mandate form and providing details viz. account number, IFSC code, the same account number should be debited while making payment. There are instances where user provides different account information on mandate form and make the payment through other account.

Question 4. User has made the payment of service through NEFT/RTGS and is not able to print copy of Challan (GAR7)?

Answer: - The user should be apprised to enter the correct UTR Number against the payment made by clicking on "Track Your Payment/Payment History" at Bharatkosh.

Question 5. Procedure for Generation of Challan (GAR-7) for NEFT/RTGS transaction.

Answer: - Please follow the link given below. <https://bharatkosh.gov.in/VerifyUser.aspx> Fill in your details and enter OTP received on your email/Mobile and click verify. At the very right side you will see a column named as "Enter UTR NO." Click on the hyperlink and enter UTR No. provided by the Bank and wait until it gets verified. You may also follow the guidelines regarding NEFT user guide, which is available on Bharatkosh website.

Question 6. The user has entered the UTR Number at Bharatkosh against the payment made through NEFT/RTGS but still he is not able to print GAR7?

Answer: - The user should check first that the UTR number entered is correct or not. After checking its accuracy the user should approach NTRP team.

Question 7 Transaction is not appearing for updating UTR No. on Bharatkosh?

Answer Transaction may be archived or wiped out from the system due to non updating UTRN Number within 15 days.

Question 8. Incomplete Payment through NEFT via Bharatkosh i.e. Mandate form not generated through Bharatkosh and payment made directly to PAO RBI Account / UTR No. not entered against the transaction

Answer: - User has to generate a mandate form for the transaction with details for which payment was made and update UTR number given by the bank against the transaction.

Question 9. What is the role of aggregator?

Answer: - FAQs Aggregator is the Payment Aggregator service which provides multiple payment options on a single payment page for the convenience of depositors of Bharatkosh.

Question 10. What are all the payment modes available on aggregator page?

Answer: - Aggregator facilitates online payments through all Credit and Debit Cards issued by MasterCard, Maestro, VISA, RuPay based on their arrangements and thus they can add and drop such arrangements over a period of time it also facilitated transactions through Internet Banking and payment service of empanelled Banks.

Question 11. Is it possible to pay directly using Internet Banking account from my bank?

Answer: - This is possible for you by two ways:
(i) Non-Tax Receipt Portal has arrangement with your banker
(ii) You can remit amount using reference Challan no. through NEFT/RTGS of your bank.

Question 12. Are transactions on Aggregator service secure?

Answer: - Aggregators are certified with Payment Card Industry Data Security Standard (PCI DSS) ver. 2.0 certified, which reinforces our promise of security. It has also obtained the PADSS Certification. The payment system follows secured processes and also support 3D Secure - Verified by Visa and MasterCard Secure Code, and second factor authorization as facilitated by respective Banks for Internet Banking Service, wherever applicable. Further, aggregators use Secure Sockets Layer (SSL) encryption which ensures that payment information never sent over the Internet unencrypted and cannot be viewed by unauthorized intruders in network.

Question 13. How a customer/depositor can understand that payment has been made successfully?

Answer: - The depositor after filling details on Bharatkosh website and clicks "Pay", the depositor is redirected to selected aggregator's payment page and is presented with payment options like Debit Card, Credit Card, and Internet Banking. Depositor enters his details and clicks "Proceed". Then the depositor may see one of the two options:
i. For internet banking: User ID password page of Banks FAQs
ii. For cards: Fields to Enter Card details and 3D Secure page.
After successful completion of transaction, the depositor is redirected on to the website with a successful receipt of payment.

Question 14. How do I know that my Bank participates in 3D Secure transaction?

Answer: - If a depositor is presented with a 3D Secure page prompting to enter a password/OTP on aggregator page, this means the Card issuing Bank participates in 3D Secure transaction. This is mandatory in India for Card transactions.

Question 15. Subscription/payment made for the Yojana/Kurukshetra books/magazines but didn't receive the copy of the same.

Answer: - Please contact the concerned Department for providing the service.

Question 16. Request for Change of Address for supply of books/magazines.

Answer: - Please contact the concerned Department for providing the service.

Question 17. The user wanted to know by when he will receive his order since he couldn't figure out the order number and has attached the screenshot of transaction.

Answer: - For obtaining the service/order please contact the concerned Department. NTRP is just a payment gateway for receiving online payment on behalf of various Ministries.

Question 18. The user wants to make the payment through Corporate Net Banking but not able to do so.

Answer: - Currently PGAs do not permit Corporate Net Banking for all banks. User may change Payment Gateway to see which PGA support Corporate Net Banking for his/her bank.

Question 19. Unable to make payment on Bharatkosh

Answer: - You may change the browser and delete the cookies to overcome this issue. And also please follow the user guide, which is available on Bharatkosh website.

Question 20. On Bharatkosh Website payment to DoT option is not appearing.

Answer: - User has to create a login ID specifically for DoT, then only the receipt purpose will be visible for making payment.

Question 21. User by mistake made a payment for a FRTTO license renewal but this license is actually still valid. The amount paid was INR 2500. This was an error on user part. User requested to kindly reverse the transaction as this process needs to be done much later and also demanded a refund of the said amount.

Answer: - For any refund, user is requested to contact the concerned department along with receipt/Challan.

Question 22. User made a payment of Rs. 5000/- towards Pilot licensing (Mumbai) and receipt of transaction Id is also attached. User has requested to cancel this transaction as he was supposed to make two different transactions which he did later of 2500/- each.

Answer: - For any refund, user is requested to contact the concerned department along with receipt/Challan.

Question 23. User account is debited but transaction is shown failed

Answer: - In case the amount has been debited from your bank account/ credit card/ debit card, please do not make another payment and keep checking the status of your payment at the following URL: <https://bharatkosh.gov.in/VerifyUser.aspx>. Against the transaction ref. no. click on hyperlink "Know your current status" If transaction status is "FAIL OR REFUND IF SETTLED" then amount will be credited back in user's bank account within 7-10 working days. In every other status appearing on Bharatkosh, please Contact NTRP Helpdesk.

Question 24. User account has been debited but transaction status is not successful.

Answer: - If transaction status is "FAIL OR REFUND IF SETTLED" then amount will be credited back in user's bank account within 7-10 working days. In every other status appearing on Bharatkosh, please Contact NTRP Helpdesk.

Question 25. Online Payment NOT WORKING

Answer: - Try again after clicking different Payment gateway

Question 26. The user requires the services at Bangalore but inadvertently has selected the PAO and DDO of Delhi while making payment?

Answer:- Providing of service stands at the sole discretion of DDOs/PAOs, hence the DDO/PAO can either internally adjust the service fee between their DDOs or they can refund the fee amount to user where it has been wrongly paid with the instructions to pay it again to the DDO/PAO from where the services are required.

Question 27. The user has selected wrong purpose while making payment at NTRP

Answer: - The user has to apply for refund with the respective DDO along with receipt/Challan and PAO will refund the amount to the user. User will write to the Concerned DDO in Ministry (e-Mail address will be available on NTRP) within 15 days of the transaction. DDO in return will acknowledge the receipt of such request through mail to user and NTRP. DDO shall carry out the due diligence for necessary evidences/proof from the user regarding the fraudulent use of the card and will check the merit of the claim and a decision on refund claim will be taken. It shall be the discretion and decision of the DDO to involve any other authority on law and order in this regard. If Refund claim is accepted by concerned DDO in the service department (Ministry), refund as per Government Financial Rules (GFR), through generation of financial sanction will be initiated. Concerned DDO will generate a sanction and respective PAO will make the payment to the user on sanction. Refund would be sole discretion of respective service department (DDO in Ministry) and NTRP shall not be held responsible for any refund claims. The user has to again make the payment on NTRP by selecting the correct purpose.

Question 28. The user has selected wrong PAO/DDO while making payment at NTRP

Answer: - It is at the sole discretion of the concerned PAO to either adjust the amount within its PAOs or refund the amount to the user. The refund process will be same as mentioned above.

Question 29. User has registered himself/herself in NTRP. However, at the time of making payment, purposes of Department of Telecom not listed even under ministry list TELECOMMUNICATION not available.

Answer: - For making payment towards purposes of Department of Telecom, users must have to select Controller name - Telecommunication" during registration in NTRP.

Question 30. At Make your payment page, some purposes of DoT such as Basic Services, CMRTS, UASL,USALS-DT and Unified license for Access Services are not available.

Answer: - For these purposes user has to validate. For validation click on "My Account" --> "Validation for DoT".

Question 31. User has registered himself/herself in NTRP as user category PSU/Individual for DoT. Some purposes are not visible in NTRP -Make Your Payment page.

Answer: - User is requested to contact concern department/PAO. May be these purposes are mapped only for User category- Corporate. User can request for update those purposes for PSU also.

Question 32. In NTRP Track Your Payment page user not able to see transactions details for which deposit slip created in previous F.Y.

Answer: - Now, at Track Your Payment page of NTRP, information of transactions are automatically show for current financial year. If depositor needs to see the transactions made during previous financial year they have to select F/Y accordingly.

Question 33. Details of the transactions not available in Track Your Payment initiated by the person other than registered user.

Answer: - In Track Your Payment page transactions filtered by the system by default as per the mobile no and email id updated by the registered user. When other person initiated transaction with updating his mobile no and email id than transaction not visible at track your payment page by default. Hence, user can find out this transaction by clicking on clear filter. Or the transaction might have been archived.

Question 34. Depositor pays an amount extra than supposed payment, the process for refund

Answer: - The refunds for NTRP payment are totally the prerogative of the concerned DDO / Department who owns the non tax collected, upon receipt of the request for a refund the concerned PD/Dept. would take a decision based on merits of the individual case and in case they approve refund the due process for payment out of Consolidated Fund of India vide a sanction, a bill, pre-check process and e-payment into beneficiary's bank account follows.

Question 35. A wrong entry in depositor details page is made by depositor, what is process to rectify that

Answer: - In case of a registered NTRP user, the depositors can himself/herself log in and change the details for all subsequent payments. For a non-registered user or a retrospective change, the depositor needs to contact the NTRP helpdesk (via phone /e-mail) to make the changes.

Question 36. How to generate receipt on Bharatkosh.

Answer: - Please follow the link given below. <https://bharatkosh.gov.in/VerifyUser.aspx>. Fill in your details and enter OTP received on your email/Mobile and click verify. Now you can see your all transactions made up to date. For transaction receipt click on blue color hyperlink (transaction ref. no.) to get transaction receipt and Challan.

Question 37. User has made the payment on Bharatkosh and the payment was successful but the User did not get any Transaction Ref. number.

Answer: - Please follow the link given below. <https://bharatkosh.gov.in/VerifyUser.aspx>. Fill in your details and enter OTP received on your email/Mobile and click verify. Now you can see your all transactions made up to date. For transaction receipt click on blue color hyperlink (transaction ref. no.) to get transaction receipt and Challan.

Question 38. The user while making Online payment (Credit Card/Debit Card/Net banking) has inadvertently make the payment more than once due to lag of system/network issues and now the user wants refund for the same?

Answer: - As per the "Terms and Conditions" and "Charge-back and Refund Policy" at Bharatkosh the user should first contact the respective DDO from where he/she was to require the services and provide the details of double/more than one payment transaction who will then in-turn after confirmation from NTRP for the same can process the refund at their end for the transactions for which the services have not been rendered.

Question 39. Can International payments be processed?

Answer: - This service will be launched soon.

Question 40. What is the support available for the depositors?

Answer: - Bharatkosh is supported by technical support for all deposits related transactions. Email us at [ntrp\[dot\]helpdesk\[at\]gmail\[dot\]com](mailto:ntrp[dot]helpdesk[at]gmail[dot]com), [helpdesk\[dash\]pfms\[at\]gov\[dot\]in](mailto:helpdesk[dash]pfms[at]gov[dot]in) for any queries, transaction details or any other issues.

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