

## FREQUENTLY ASKED QUESTIONS(FAQs) BY USERS ON HELPDESK OF BHARATKOSH

**1 Question:** The user while making the payment through NEFT/RTGS has filled in 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.

**2 Question:** 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.

**3 Question:** The user has entered the UTR Number at Bharatkosh against the payment made through NEFT/RTGS but still he is not able to print GAR6?

**Answer:** The user should check first that the UTR number entered is correct or not. After checking its accuracy the user should approach DDO from where he/she requires services who in turn will check from their end that “UTR has been verified” from the bank or not. If the message displays that “UTR has been verified by the system” then DDO can provide the service on production of “Provisional Receipt” by the user which envisage that the amount has been credited to the Government Account.

**4 Question:** 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.

**5 Question:** 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:** Please follow the guidelines regarding NEFT user guide, which is available on Bharatkosh website under user guides tab.

**6 Question:**User has made the payment on Bharatkosh and the payment was successful but the User didn't 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."

**7Question:** How to find online receipt on Bharatkosh Login Account.

**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."

**8Question:** 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."

**9 Question:**Subscription/payment made for the Yojana/ Kuruksheetra books/magazines but didn't received the copy of the same.

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

**10 Question:**Request for Change of Address for supply of books/magazines.

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

**11Question:** The user wants to make the payment through Corporate Net Banking from IDBI Bank but not able to do so.

**Answer:** Currently PGAs do not permit IDBI Corporate Net Banking or any other corporate net banking not available on NTRP website.

**12 Question:**User is 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.

**13 Question:**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.

**14 Question:**User by mistake made a payment for a FRTTO licence renewal but this licence 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.

**15 Question:**"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.

**16Question:** 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>

**17Question:** The user is not able to download the receipt.

**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 upto date. For transaction receipt click on blue color hyperlink (transaction ref. no.) to get transaction receipt and challan."

**18 Question:**Online Payment NOT WORKING.

**Answer:** Try again after clicking different Payment gateway.

**19Question:** "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.

**20Question:** The user require the services at Bangalore but inadvertently have 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.

**21Question:** 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."

**22Question:** 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.

**23 Question:**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 is not available.

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

**24Question:** AtMake 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".

**25Question:** 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- Corporates. User can request for update those purposes for PSU also.

**26Question:** In NTRP Track Your Payment page user not able to see transactions details for which deposit slip created in Feb, 17 and March 17.

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

**27Question:** 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.

**DISCLAIMER:** - These FAQs are meant to provide general guidance to the users working on various modules of PFMS. The information provided in FAQs is subject to change and modifications at any time. Though utmost care have been taken to provide accurate information (accurate at the time of uploading), users are requested to bring into our notice the error, if they encounter any, so that the same can be rectified instantly. For detailed guidance, users may refer to the User Manuals, and also contact help desk staff.

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