

FAQ's

Q. I have generated the challan now and how to proceed with payment?

A. There are two options as below:

By visiting your bank's branch to initiate an outward NEFT/RTGS from his bank account.

By Login in your Net banking/Mobile Banking interface and adding Beneficiary Account Number as a beneficiary in NEFT/RTGS Fund Transfer and After beneficiary is activated, initiate fund Transfer.

Q. Where do I get Beneficiary Account No, IFSC Code & Beneficiary Bank Details?

A. The desired fund transfer information is on the Challan itself. Refer to the "Fund Transfer Details" section where in Beneficiary Account Number and Beneficiary IFSC Code and other details for making payment are printed.

Q. How to save my generated challan?

A. Accept the terms and conditions. You can save challan receipt with the help of option 'Save As PDF' available on challan.

Q. How to send challan on my mail id?

A. Accept the terms and conditions. Post that you can write your Email ID in the 'Email Address' column and click on 'Send Email' Button.

Q. Can I Press back button of browser after generating challan?

A. No. Do not press back button of browser or back button on mobile phone after generating Challan.

Q. How to print the challan?

A. Accept the terms and conditions. Post that click on Print Button.

Q. If I misplace the challan, is there any option for regeneration of challan?

A. No. However, you can retrieve it from your Email Inbox in case you have provided Email ID while generating the challan.

Alternatively, you can re-initiate a new transaction from Merchant's website.

Q. Can I pay partial amount of challan?

A. No. Please ensure to initiate the NEFT/RTGS of the exact amount printed on the challan.

Q. I had made the payment but subsequently I received the money back in my remitting bank account.

A. Please check if you have made payment with all the details correctly as per the information present on challan. In case all the information was correctly used for the payment, you may contact the merchant for further queries.

Q. I have made the payment but still service is not provided by Merchant?

A. Please check if the amount was refunded back to your remitting bank account. If not, then kindly contact the merchant.

Q. Can I make multiple payments on the same Beneficiary Account No without creating multiple challans.

A. No. One challan is valid for only one successful payment.

Q. Will there be any charges on initiating the payment through NEFT/RTGS?

A. Charges may be applicable as per the Merchant's or Remitting Bank (Your Bank) charge policy for effecting payment via NEFT/RTGS fund transfer mode.

Q. What is maximum validity of challan?

A. The validity period for a generated challan shall be as per the Merchant's policy and will be mentioned in Terms and Conditions in the generated challan.

Q. How do I get the status of the Transaction?

A. Please scan QR code printed on Challan to get the status of the Transaction.

Q. Funds have been returned on NEFT/RTGS Transaction. Can I re-initiate NEFT/RTGS on same Beneficiary Account Number

A. Yes. If the challan validity is not expired.

Please cross check Beneficiary Account Number and Amount with Challan before resending NEFT/RTGS.

Q. If Merchant has cancelled my order. When will I receive my refund?

A. It usually takes upto 3 working days to process the refund by the Bank, once the Bank receives the refund instructions.