eChallan
Payment Gateway
Frequently Asked Questions

1. Do I have to register compulsorily to use e-challan PG?
No, you don't have to register compulsorily; you can use the Quick Pay option to make payments on the fly.

2. What is the benefit of registering?
Registered users can view the history of their payments; this is not available to Quick Pay users.

3. Is my payment transaction secure?
Yes, e-Challan PG is implemented on HTTPS, which is a secure protocol.

4. How do I keep track of my transaction status?
During your transaction, a unique e-Challan number will be generated. You can track your transaction status using this number using the "Check Payment Status" option.

5. What do I do if there is a power/ network/ computer failure after the e-Challan number is generated?
In such cases, once your system is up and running, you can visit e-Challan PG once again and use the "Have e-Challan Number" option to proceed with online payment.

6. What is the benefit of "Have e-Challan" option?
You can use this option in scenarios cited in point 5. You can also use this option to retry payment in case of a previous failure/pending status (please refer point 15).

7. Is it compulsory that I make online payment of e-Challan generated by a departmental application?
No, you have the option of paying it across the counter at the bank.

8. What do I do if my transaction was successful but no receipt was generated?
You can re-print your e-Receipt from this web site by clicking on **Quickpay/ Reprint e-Challan Receipt.**

9. My payment status is shown as "Pending", what does it mean?
It means the SBI payment gateway is still processing your transaction.

10. Can I re-try making online payment of a transaction with status "Pending"?

Please see point 15, ready reckoner.

11. Why does the system send me a One Time Password (OTP) when I change my registration details?

An OTP is sent to you in order to authenticate you. This is a security feature in e-Challan PG. **Note**: SMS feature is currently not available.

12. How will I know whether my payment transaction was successful once I have landed on the bank site?

If payment is successful, you will be re-directed to e-Challan PG from SBI portal, where you can print your receipt. You will also get an SMS alert on your mobile. In case re-direction fails, use the "Check Payment Status" option at any time to track your transaction. E-Receipts can be generated only for successful transactions. **Note**: SMS feature is currently not available.

13. Can e-Challan PG portal be used to generate physical challans payable at the bank?

Yes, that option can still be used.

14. What kind of user will use the above option?

The above option is used only by the department DDO's.

15. Payment Status ready reckoner

Payment Status	Bank Account debited	What to do
Success	Yes	Congratulations! You have successfully made a payment. No need to do anything more.
Failure	Yes	Money will be reverted back to your account within T+5 days. If this not happen, the matter has to be taken up with your respective bank.
Failure	No	You can try to make a payment again with the same e-Challan Number.
Pending	Yes	You will get a confirmed status (success/failure) within T+5 days. If this not happen, the matter has to be taken up with your respective banks. In case of failure, money will be reverted back to your account.
Pending	No	You can try to make a payment again with the same e-Challan Number.

16.Is it necessary to note e-Challan Number and Mobile Number when making a transaction?
Yes, since these two numbers are used in all the options.

17.What do I do in case I forget my e-Challan Number?
Click on **Quickpay/Search Echallan**. You can search for the e-Challan number based on your mobile number and amount.

18.How do I check my e-Challan payment status?
Click on **Quickpay/ Check Payment Status.**

19.How do I generate an e-Receipt?
Click on **Quickpay/ Reprint e-Challan Receipt**.

20.I see two payment gateways SBI-MOPS and SBI e-Pay when making a payment. Which one do I use?
You can use either.

21.If the status was failure/pending in one payment gateway, can I try to pay with another?
Yes, you can do that, but please go through point 15 first.

22.What happens if I have paid the e-Challan using both the payment gateways, and both transactions are successful?
Please go through point 15 carefully before making a repayment. In case both transactions are successful, you may apply for a refund for one transaction, with the department whose service you are paying for.

23.Will e-Challan Payment Gateway/ NIC/ DOA refund my money?
No. Refund has to be pursued with the respective department whose service you are paying for.

24.Can an online payment be made for an e-Challan generated by the DDO?
Yes.

25.**When do I resort to counter payment across the bank counter?**

You can go for counter payment if you do not have a debit/credit card or net banking account.

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