

# Challan Payment Process

To pay for your challan, you can select either of these two payment modes:

## 1. Fund Transfer via Internet and Mobile Banking



Login to your bank account via Net/Mobile Banking



Add NEFT/RTGS beneficiary as per the challan details



Post beneficiary addition, initiate Fund Transfer for the exact amount as mentioned in the challan

## 2. Fund Transfer via Your Bank Branch



Visit the nearest NEFT/ RTGS enabled branch of your bank



Fill the NEFT/ RTGS request form with beneficiary details and submit along with a Cheque/Mandate




Collect the Acknowledgement receipt from the bank official

## To know the Fund Transfer Status

Scan the QR on challan using any QR code scanner app.

Merchant  
Logo

**Test Merchant**  
Test Merchant address,  
Test City 400001

Fund Transfer Details		Transaction Status
Beneficiary Name	Test Merchant	 Scan QR code to check status
Transaction Amount	100.00	
Beneficiary Account Number	1234500077552	
Beneficiary IFSC Code	UTIB000PAYU	

Customer Details	
Challan Creation Date	18-06-2021
Customer Name	Sameer Shetty

Terms & Conditions
<ol style="list-style-type: none"><li>1. This challan is valid for 30 days from the date of generation, subject to merchant's acceptance.</li><li>2. The Beneficiary Bank Account Number generated is applicable for this challan only. For branch induced NEFT/RTGS, only Person to Person mode (R41) to be used. Any other mode of transfer may be treated as invalid.</li><li>3. The exact amount (upto 2nd decimal) appearing in this challan should be transferred to the beneficiary bank account. Bank charges (if any) to be paid separately to the bank.</li><li>4. Do not make multiple payments against this challan by splitting the amount into more than one NEFT/RTGS transactions.</li><li>5. To ensure credit of reversal / refund, NEFT/RTGS must be executed from the customer's bank account. Customer's bank account should be enabled for incoming NEFT/RTGS credits.</li><li>6. Axis Bank Customers:<ol style="list-style-type: none"><li>a. Net/Mobile Banking Users - Register beneficiary as "Other Bank Payee" and initiate transaction through NEFT/RTGS payment mode only.</li><li>b. Branch Visitors - Branch's Maker to login into "Saksham" utility &amp; select "Ultralite". Click on NEFT/RTGS and enter the "Debit Account number of remitter/sender". On new window enter Fund Transfer details and Submit. Next step is Branch's Checker to Login and verify the transaction.</li></ol></li></ol>

I hereby accept and adhere to above terms & conditions

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Mobile Number

Email Address

Send Email

PayU

# 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. 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 contact customer care of the Merchant.

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.