Non- Tax Receipt Portal(NTRP)
Frequently Asked Questions (FAQs) for PAO/PrAO users

1. **Question: Which type of login is required for using NTRP in PFMS?**
   Or
   NTRP receipt details not accessible at DH/AAO level.

   Answer: Only PAO login will be required for the use of NTRP in PFMS (the same login will apply as used for passing the bills and to view reports). No Dealing Hand (DH) and Asstt. Accounts Officer (AAO) user needed.

2. **Question:Is there any maker/checker provision in NTRP?**

   Answer: Yes. Maker will be the PAO user and checker will be Pr.AO user.

3. **Question:What are the basic steps for using NTRP in PFMS?**

   Answer:

   1) PAO user will enter their three types of Receipt Bank Accounts namely i) Physical Receipt Account, ii) e-FPB Receipt Account (Accredited Bank) and iii) RBI Receipt Account.

   2) PAO user will create a Purpose (Receipt) and mapped to the concerned DDO and Head of Accounts.

4. **Question: How to get an e-FPB Receipt Account & RBI Receipt Account?**

   Answer: Please refer the Letter No.S-11012/1(12)/Meeting/2012/RBD/1728-35 dated 30.09.2015 and OM No.S-11012/1(12)/HLM/2012/RBD/1281-1337 dated 09.08.2016 and even no.17/08/2016 issued by RBD Section of O/o the CGA.

5. **Question:How will a PAO user add their Receipt Bank Accounts in PFMS?**

   Answer: For this, PAO user will login in PFMS and go to the MASTERS – ADD PAO/CDDO BANK ACCOUNT Details. Each Bank accounts will be entered/saved one by one.

6. **Question:Is the Receipt Bank Accounts details editable?**

   Answer: No, it is not editable. One needs to write to ITD,O/o CGA along with approval of competent authority to have any changes made to account number.

7. **Question:** **How to create a new purpose (Receipt)?**

   Answer: After login from PAO id, the user will go to the BHARATKOSH – MANAGE RECEIPT PURPOSE – ADD NEW PURPOSE.

8. **Question:** **Where do I will find a link to get the list of DDOs and Head of Accounts for mapping with the purposes?**

   Answer: After adding the Receipt Bank Accounts details in the Masters from PAO login and then clicking on the link "Add New PAO Account" – Select the PAO Name – Click on the "Add PAO Account". There is a further hyperlink available named "Ministry Purpose Mapping", on click the same the details of DDOs pertaining to the PAOs and the list of Head of Accounts will be available for mapping.

9. **Question:** **What is "Payment Type" or Is "Payment Type" required?**

   Answer: Payment Type is further categorization of Purpose into further logical groups. PAO will have a choice of whether to create a Payment Type or not. For example, the main purpose may be "Dividend & Profits" and the payment type is Dividend from ONGC, Dividend from SAIL.If there is a Payment Type available for a purpose then the check box may be clicked.

10. **Question:** **How can we create a Payment Type?**

    Answer: To create a payment type PAO user shall select 'Manage Payment Type' under 'Bharatkosh' from main menu. User will be navigated to 'Manage Payment Type' screen and create payment type.

11. **Question:** **What is LOBA Purpose?**

    Answer: Some Department/Ministry have their own websites for collecting the Non Tax Receipts. In this case the purposes needs to be created as the integration part through LOBA (Line of Business Application) between the NTRP (Technical Team) and concerned website has to be taken care of with the approval of the competent authority.

12. **Question:** **What is "Offline" mode?**

    Answer: Offline means Mode of payment either through NEFT (National Electronic Fund Transfer) or RTGS (Real Time Gross Settlement).

13. **Question:** **What is "Online" mode?**

    Answer: Any mode of payment e.g. Net Banking, Credit Card, Debit Card or IMPS.

14. Question: What is "Bifurcation Rule"?

Answer: Bifurcation of Purpose to one or more head of accounts is a feature which will give PAO any additional facility to bifurcate a certain percentage of the purpose amount to another Head of Account (if required).

To Bifurcate Purpose payment for an existing Ministry Purpose Mapping, PAO user shall click on 'Bifurcate Purpose' link on right hand side in the grid under 'Ministry Purpose Mapping List' section.

User will be navigated to 'Bifurcation of Purpose' screen.

15. Question: Purposes so created can be edited or not?

Answer: Yes, to edit an existing Purpose, PAO user shall click on 'Edit' link on right hand side in the grid under 'Add New Purpose' section.

16. Question: Can the purposes mapped with the DDOs and Head of Account be edited?

Answer: Yes, to edit an existing Ministry Purpose Mapping, Logged in PAO user shall click on 'Edit" link on right hand side in the grid under 'Ministry Purpose Mapping List' section.

17. Question: Can the approved mapped purposes be edited?

Answer: Yes. In this case, the concerned PAO will request their Pr.AO to return the mapped purpose/purposes. But the purpose/purposes which received the payments cannot be edited.

18. Question: How can a purpose be mapped with a payment type?

Answer: PAO user shall click on 'Add/View/Edit Payment Type Mapping' link in the grid on right hand side under 'Purpose List' and map their payment type with Purpose.

19. Question: Who will approve the purposes and how?

Answer: Manage Purpose screen shall be available to **PrAO** type user only. After successful Login, PrAO user shall select 'Manage Purpose' under 'Bharatkosh' from main menu. User will be navigated to 'Approve/Return Purposes' screen.

Pr.AO user will have to click on the **(+)** link which is provided adjacent to the Purpose Name, this link will further open the mapping details which also needs to be approved by Pr.AO individually. Hence user will have to approve the Purpose and also each mapping individually. The Receipt Purpose will be visible at NTRP only when the

Purposes and its mapping are approved and the Merchant Key is configured for that PAO from back end by the NTRP Technical team.

20. Question: How an approved purpose can be returned?

Answer: To return a concerned Purpose, Pr.AO user shall click on 'Return' link available in the grid in 'Action Item' column at Manage Purpose.

21. Question: What is Additional Charges and how it will be created?

Answer: To manage additional charges, PAO user shall select 'Manage Additional Charges' under 'Bharatkosh' from main menu. The functionality for managing additional charges will be available to PAO user only.

For example: Delivery charges/CGST/SGST/Swachh Bharat Cess/Krishi Kalyan Cessif applicable in a scenario, PAO can apply the charges (in Percentage/Fixed) and can map those charges with the Purpose under the functionality ' Ministry Purpose Mapping'. Whenever user will do the transaction for that Purpose then the entire additional charge amount will be applicable and charged as a part of payment.

User will be navigated to 'Add/Edit Additional Charges' screen. At this screen, user may perform any of the following actions:

- Add Additional Charges- To add new Additional Charges
- Edit Additional Charges- To edit existing Additional Charges

22. Question: How can a scroll and a Challan be downloaded in NTRP (PFMS)?

Answer: The ministries which are not on board with PFMS for accounting may download the Bharatkosh Scrolls / Challans from PFMS portal and incorporate into COMPACT. PAO user shall login the PFMS portal with valid credentials and select 'Download Bharatkosh Scrolls'/ Challans from under 'Bharatkosh' from main menu.

For the Ministries which are on board with PFMS, their General Ledger (GL) posting will automatically be done on PFMS.

23. Question: What is the reason for the purposes not appearing for approval on Pr.AO login?

Answer: Please check whether the DDO and Head of Accounts mapping is done or not, if not, then map the same.

24. Question: Receipt Bank Accounts have been entered by the PAOs but not appearing for mapping. Why?

Answer: As far as E-FPB Receipt Bank Account Concerned Accredited Banks takes some time for Account validation. It is an automated process. When the bank accounts status is shown as Approved, the same can be mapped. For validation of RBI Receipt Account, PAO has to mail the Sr.AO, ITD on the mail address sys@nic.in and kvhamza@gmail.com.

25. Question:Can the Salary related recoveries/contributions to be taken in NTRP?

Answer: No. Right now no such recoveries/contributions to be taken.

26. Question:What is Charge Back Policy or Refund?

Answer: Chargeback claims simply means a transaction disputed by the credit/debit cardholder. There are many reasons for chargebacks, the most common being: 'service (for which online payment has already been made) not rendered'; 'fraud' or; 'errors (in transaction processing)'. In other words, a chargeback occurs when a cardholder decides to formally dispute a charge on his/her Card bill, usually because someone else fraudulently used that card or he/she has not received the service for the payment already made by him through the card.

NTRP provides common interface for all central ministries and departments for collection of non-tax payments and provides link between payer and department for payment, accounting and reconciliation. In other words, NTRP provides first level User Interface and payment gateway functionalities to the user and accounting functionality to the respective government department/ministry. It also provides MIS support to the ministry/department. However, designated officials/DDO in the department concerned are to provide purpose linked services and will be officials who will entertain any request of refund.

This refund policy applies to those cases where a genuine reason for refund exists on specific grounds, subject to a proof of debit to user account; GAR-6 beingavailable and amount having been credited to PAO'saccount.

27. Question:What is the process of claiming Refund?

Answer: User will write to the Concerned DDO in Ministry within 45 days from the date of the transaction. DDO in return will acknowledge the receipt of such request to user and NTRP. DDO shall carry out the due diligence for necessary evidences/proof from the user and will check the merit of the claim and a decision on refund claim will be taken.

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.

In following cases refund Claims shall not be entertained:-

i) If Services sought by the User in lieu of payment done, has already been provided to user.
ii) User no longer wants to avail services where payment has already been credited to PAO account.
iii) Failed/aborted/refunded transactions where Receipt (GAR 6) has not been generated and government account has not been credited.

28. Question: PAO has mapped the purpose in PFMS but still it is not displayed at Bharatkosh?

Or

When PAO will be live on Bharat Kosh?

Answer: The purpose should be created & mapped by the PAO and approved by Pr. AO, thereafter only it will be visible to the users at Bharatkosh.

29. Question: The purpose has already been approved by Pr. AO but still it is not being displayed to the Non-Registered User?

Answer: The PAO while creating the Purpose might have ticked the box of "Is Login Required", hence it will only be visible to the Registered Users.

30. Question: How to ascertain date of credit into PAO account for NTRP receipt?

Answer: Date of credit into PAO account for each receipt/Challan can be viewed under "NTRP Challan Summary" under Bharatkosh Reports in PFMS.

31. Question: How to view which head of account to which the purpose of payment displayed in NTRP is mapped.

Answer: This can be viewed in PAO login under 'Bharatkosh Report-> NTRP purpose Mapping Report'.

32. Question: What is the role of PAO after on-boarding on Bharatkosh?

Answer: PAO should sensitize the DDOs/Users about Bharatkosh website and making payment electronically. Apart from this, PAO should keep a close watch and track of failed transactions (online and offline) through Bharatkosh scroll reports in PFMS.

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

Answer: The user has to apply for refund with the respective DDO alongwith receipt/challan thereafter 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.

34. **Question: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.

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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