

Chargeback Policy

In light of successful transactions done through Debit Card / Credit Card gets disputed by the Payee following rules shall be followed by the Gateways connected with e-GRAS.

In case of Chargeback issues the Gateway shall inform the e-Treasury Officer of Cyber Treasury about the disputed amount along with the transaction details. e-Treasury officer has to confirm whether the disputed amount has been received in Government account or not. In case the amount has been received and the concerned remitter wishes a refund, the process of refund as laid down by Government shall be applicable.

Government shall not handle any fraudulent transactions which has arisen due to misuse of Debit/Credit Cards even though successful credit to Government account has occurred.

SBl ePAY/ e-FPB (Hatia Branch, Ranchi) shall not, under any circumstance, debit Government Account without prior permission of Department of Planning cum Finance.

All failed transactions in case of its occurrences i.e. those transactions which have not been settled/credited in Government account shall be handled by the Gateway and Remitter's Bank and Government will in no way handle such cases.



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