

GOVERNMENT OF ODISHA  
FINANCE DEPARTMENT

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No. 32192 /F,  
FIN-TRY-MISC-0010-2017

Dt. 21.11.2024

OFFICE MEMORANDUM

**Sub: Opening of a new "Deposit Account" for Government of Odisha in RBI for direct receipt of State Government dues and central assistance through NEFT/RTGS Mode**

Electronic receipt (i.e., online receipt) of State Government taxes and dues through different Agency Banks has been in operation since establishment of Cyber Treasury on 24.02.2010. In the online receipt system, money can be deposited with State Government in diverse modes of payment like Internet banking, Credit Card, Debit Card, UPI (ID-based and QR Code-based), Wallet, PoS (Point of Sale) and Over the Counter (Offline). For this purpose, IFMS portal has been integrated with 13 Public & Private Sector Banks and 4 Payment Gateways as well.

2. In existing system, the money collected from depositors is parked intermittently in a Pooling Account of a Payment Aggregator or/and of an Agency Bank before they are remitted to the State Receipt Account maintained with RBI. The periodicity of reporting is, therefore, T+1 Bank working day for direct Bank transactions and T+2 Bank working days for payment gateway transactions ("T" being the date of Transaction). This process not only causes delay in crediting of funds to State Exchequer but also delays the process of generation of e-Challan by a day or two, and sometimes more depending on the intervening Bank holidays. This leads to corresponding delay in rendering of required government service to the depositors, for which some depositors do not use e-Receipt platform and rather prefer physical mode of deposit. Further, for institutions who do not use internet banking, online remittance to State Government is difficult as the facility for NEFT and RTGS based remittance is not available in the extant process.

3. In order to address this problem, a new system of payment "**Direct Credit to State Government Account in RBI**" through NEFT/RTGS mode is being introduced now. By this, depositors can now credit the amount directly to State Government Account maintained with RBI.

4. For the aforesaid purpose, a **new** "Deposit Account" has been opened with the Reserve Bank of India bearing following details:

Account Number: 01625901004  
Account Name: Odisha State e-Receipt Account 2  
Bank Name: Reserve Bank of India  
IFS Code: RBIS0GOODER (Fifth character is to be read as "Zero")

5. Necessary changes have been made in IFMS Portal for this new mode of payment. The new process will utilize existing Banking Fund Transfer System of NEFT (National Electronic Fund Transfer) and RTGS (Real Time Gross Settlement) for transfer of funds directly to the aforesaid new Deposit Account of State Government with RBI.

6. Detailed procedure of deposit of taxes and dues, their reporting and accounting etc.. have been laid down in the **Standard Operating Procedure (SOP)** which is enclosed as **Annexure-I**. A sample copy of **NEFT Mandate** is enclosed at **Annexure-II** for reference and for adequate sensitization of individual as well as institutional remitters.

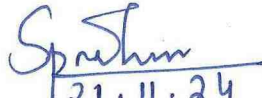
7. Further, the **User Manual** ([URL:https://www.odishatreasury.gov.in/echallan/usermanual-neft-rtgs](https://www.odishatreasury.gov.in/echallan/usermanual-neft-rtgs)) and **FAQs/ Clarifications** ([URL:https://www.odishatreasury.gov.in/echallan/faq-neft-rtgs](https://www.odishatreasury.gov.in/echallan/faq-neft-rtgs)) on operation of the new mode are uploaded in IFMS Portal for necessary guidance of depositors/users.

8. The **existing Deposit Account** bearing Account Number 01625901002; Account Name- Odisha State Receipt Account; Bank Name- Reserve Bank of India; IFS Code- RBIS0BBPA01 meant for credit of Central Assistance and State Government dues, notified vide Finance Department OM No. 32098/F, dated 29.11.2016, **shall cease to function** with operationalization of the aforesaid new deposit account.

  
21.11.2024  
Principal Secretary to Government

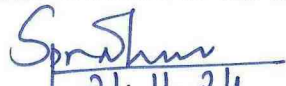
Memo No. 32193 /F, dated 21.11.2024

Copy forwarded to the Principal Accountant General (A&E), Odisha, Bhubaneswar/ Deputy Accountant General, Puri, Odisha for information and necessary action.

  
21.11.24  
Deputy Secretary to Government

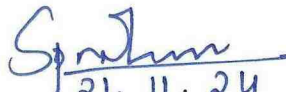
Memo No. 32194 /F, dt. 21.11.2024

Copy forwarded to All Departments of Government/ All Heads of Departments/All Revenue Divisional Commissioners/All Collectors for information and necessary action.

  
21.11.24  
Deputy Secretary to Government


Memo No. 32195 /F, dated 21.11.2024

Copy forwarded to the General Manager, Reserve Bank of India, Regional Office, Banking Department, Pt. Jawaharlal Nehru Marg-751001 Bhubaneswar for information and necessary action.

  
21.11.24  
Deputy Secretary to Government

Memo No. 32196 /F, dated 21.11.2024


Copy forwarded to all Public Sector Undertakings/ Cooperative Institutions for information & necessary action.

  
21.11.24  
Deputy Secretary to Government

Memo No. 32197 /F, dated 21.11.2024

Copy forwarded to Director of Treasuries & Inspection, Odisha, Bhubaneswar for information and necessary action.

It is requested to share the Office Memorandum with all Stakeholders.

  
21.11.24  
Deputy Secretary to Government

Memo No. 32198 /F, dated 21.11.2024

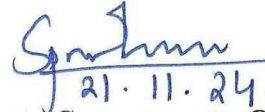
Copy forwarded to all Officers / all Branches of Finance Department for information & necessary action.

  
21.11.24

**Deputy Secretary to Government**

Memo No. 32199 /F, dated 21.11.2024

Copy forwarded to Sri Tapan Kumar Pattnaik, FID, Finance Department with a request to upload the copy of the Office Memorandum in Finance Department website ([www.odisha.gov.in/finance](http://www.odisha.gov.in/finance)) under IFMS.

  
21.11.24.

**Deputy Secretary to Government**

**Standard Operating Procedure for Electronic Remittance of Government Receipts through Odisha Treasury Portal (IFMS) using the New Mode of Payment for Direct Credit to State Government Account in RBI through NEFT/RTGS.**

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Upon introduction of the new mode of payment for direct remittance of Govt. receipts to RBI (at which State Government of Odisha Account is maintained) through NEFT/RTGS System of Payment , an additional mode of payment namely “**Direct Credit to State Government Account in RBI**” through NEFT/RTGS mode of payment shall be made available to the users in the payment option page of IFMS Portal.

The operating procedure for making payment through the aforesaid new mode of deposit is detailed below both for (A) Direct Payment from IFMS Portal & (B) Payment from integrated Departmental Applications.

**(A) Direct payment from IFMS Portal**

**Step-I**

**Log on to Odisha Treasury Portal**

The user may log on to the Odisha Treasury Portal (IFMS) using the URL (<https://www.odishatransaction.gov.in>) and then choose the link for e-payment. A mobile OTP based “User Registration” can be done by selecting the ‘Login’ option. However, an user can make payment as a “Guest User” without being registered.

**Step-II**

**Selection of Relevant Payment Icon and opting the Correct Purpose of Deposit**

The user has to select the relevant section based on the service/purpose for which payment is required from among the available sections. In the next page for “Challan Purpose”, a list of Head of Accounts along with descriptions shall be made available to the user. The user has to choose the correct Head of Account and then to click on ‘Next’ to proceed.

Under some specific sections, the user may be required to provide some additional information over and above the Head of Account. Further the type of information sought may vary from case to case, depending on the category of dues to be paid.

### **Step-III**

#### **Providing the Amount of Deposit and Depositor Details**

In the next page “Head of Account” & “Purpose” of the deposit shall appear auto-filled. The user has to provide the “Amount” to be deposited and depositor information as sought under “Depositor details”. Then the user has to click on the “Next” button to continue. For a Registered User, the “Depositor details” can be auto-filled using the option “Copy from logged in user details”. These auto-filled inputs can also be edited, if required..

On moving to the next page, the user has either to confirm the details of the deposit provided (by clicking “Next” button) or to modify the given information (by clicking “Previous” button ). In the next page, options to make payment will be available to the user.

### **Step-IV**

#### **Generation of Challan Reference Id and choosing the Mode of Payment**

In the Make Payment page, a Challan Reference Number is displayed which may be taken note of by the user for any future reference of the transaction. The Challan Reference Number is also shared by IFMS to the mobile number provided by the depositor. Out of the different modes of payment available, the user has to select the “NEFT/RTGS” mode of payment then to click on the “Reserve Bank of India” icon for “Direct Credit to State Govt Account in RBI”.

### **Step-V**

#### **Procedure for Payment using the new payment mode**

In case the depositor wants to provide additional information relating to the deposit, he/she may provide the descriptive details of the deposit under “Remarks” column (optional) and then ‘Proceed to Payment’ after accepting the IFMS Portal’s Terms and Conditions and providing the Captcha. Thereafter on clicking “OK”, the payment request details of the depositor are pushed to RBI server and on successful acknowledgement of the request at RBI end, one message is displayed on the screen of the IFMS portal that “NEFT transaction is initiated successfully”. The user gets the details of the transaction along with the option to “Download” the NEFT Mandate. The user may take a print out of the NEFT Mandate. The Mandate shall be available in duplicate i.e. one copy as “Bank’s Copy” and another as “Depositor’s Copy”.

A sample copy of the NEFT Mandate generated from IFMS Portal is attached along with at **Annexure- I(A)** for reference. Among other information, the Challan shall also contain (i) Account Number (*a dynamic , unique and virtual Account number which varies for every individual transaction*); (ii) IFSC Code (*RBIS0GOODER*) ; (iii) Beneficiary Name (*Odisha State Government Receipts*) and (iv) Branch Name (*RBI, Bhubaneswar*).

The NEFT Mandate, so generated remains valid for seven (07) days only, necessitating the desired remittance of fund within 7 days from generation of challan. Else, the generated mandate would stand invalid for use and to effectuate actual remittance, a fresh mandate needs to be generated.

The process of remittance through NEFT/RTGS can be made either Online or Offline - by exercising the "Net Banking" option (online mode) or through "Over The Counter (offline mode)" by physically visiting to the counter of a Bank branch along with the NEFT Mandate as generated in the aforesaid manner and remitting the fund/deposit through Cash /Draft/Cheque.

## **Step-VI**

### **(i) Remittance through Net Banking (Online Mode of Deposit)**

This option can be exercised by the user having the Net Banking login credentials of any Scheduled Bank.

Exercising this option, an user may login to his/her Bank site by using his/her Net Banking login credentials. Transfer of the required amount can be made from the Bank Account of the User to the designated "Account Number, IFSC Code and the Beneficiary Name" as mentioned in the NEFT mandate by filling up the relevant information in the Bank site and following the instructions of fund transfer of the Bank concerned. The transfer is made by using the standard Banking procedure for NEFT /RTGS. On successful remittance, the Bank Reference Number and UTR Number are generated and displayed on the screen. The user may take a note of this number for future reference and tracking of the transaction.

### **Limit of Fund Transfer**

For NEFT system, there is no limit imposed by the RBI for funds transfer. In case of the RTGS system, as it is primarily meant for large value transactions the minimum amount to be remitted through RTGS is ₹ 2,00,000/- with no upper or maximum ceiling.

### **Charges for Fund Transfer**

No charge is applicable for the fund transfer made through the Net Banking Mode.

### **(ii) Remittance through Over The Counter (Offline Mode of NEFT/RTGS Deposit) in a Bank Branch.**

This option can be exercised by the users having no facility for online transfer of the requisite fund.

In these cases, the user may take a print out of the NEFT mandate generated from IFMS Portal to any bank participating in NEFT/RTGS and deposit the due amount in the bank counter

either through Cash/ Draft or Cheque. In case of Cheque, it is preferable that the user chooses the Bank in which his/her account exists.

### **Limit of Fund Transfer**

Offline request for remittance of Fund through Cash/Draft will be limited to Rs.50,000/- per transaction as stipulated by RBI.

### **Charges for Fund Transfer**

For such offline outward transfers, Banks may charge a nominal amount as NEFT Commission which is to be paid over and above the amount required to be deposited towards Govt. receipts. The applicable NEFT Commission to be charged by the bank shall be within the ceiling as stipulated by RBI.

On successful remittance through NEFT process, the Bank shall issue an acknowledgement by embossing the seal of the bank branch with signature along with the bank transaction id and UTR Number on the Depositor's Copy of the NEFT mandate submitted by the user and returns the same to the user. The bank shall retain the Bank's Copy of mandate submitted by the depositor.

### **Step-VII**

#### **Generation of e-challan in Odisha Treasury Portal**

Any user, at any point of time, can get to know the information on the remittances made through the NEFT/RTGS Mode and its transaction status by accessing the "Reprint challan" link at IFMS portal and providing any of the reference ids (Challan Reference Id/Bank Reference Id /Department Reference Id).

In case of NEFT/RTGS remittances, the deposited amount is credited to a designated State Receipt Account maintained at RBI on completion of a scheduled NEFT cycle. Upon successful validation of the ekuber NEFT/RTGS inward receipts with the challan data as received from State Government IFMS portal, the credit is acknowledged at the level of RBI. Thereafter, RBI communicates the Credit Notification to the IFMS Portal acknowledging the credit of the deposited amount to the State Government Receipt Account. Further, on receipt of the relevant information at IFMS end, a system generated challan number is generated against the successful transactions denoting the credit of the amount to the State Government Account.

Under normal circumstances, the challan number would be generated within two to four hours of the successful remittance and validation by RBI. After generation of challan number, the same is reflected on the e-challan generated from Treasury portal. The user may then download the e-challan by accessing the "re-print challan" link at IFMS portal

The Bank transaction status of a payment remains at Pending (P) state until the Credit Notification for the same is received from RBI end. In case the deposited amount is not credited to the State Government Account for any reason through the NEFT/RTGS cycle, the status of the bank transaction will be updated to failed from the pending state.

## **(B) Payment from Departmental Applications**

Various Departmental Software applications, run by different Departments under Government of Odisha and meant for providing different types of services to the user, have also been integrated with e-Receipt Odisha for collection of Government receipts. The user is auto-migrated/re-directed to IFMS site to make payment. On being migrated to IFMS site, the user lands on the “Make Payment Page” of IFMS. From this step and onwards, the user may follow the process as elaborated at Step No. IV to VII under category- (A) i.e “Direct payment from IFMS Portal” in order to complete the process of payment and generation of challan thereafter.

### **Step-VIII**

#### **Addressing Issues for failed NEFT /RTGS Payments**

During the NEFT /RTGS payment process, if it is not possible to afford credit to the State Receipt Account for any reason, RBI shall return the transaction to the originating Bank in order to reverse-credit the Depositor’s Account. In case of NEFT transactions, the refund shall be generally processed within two hours of completion of the NEFT batch in which the transaction was processed and in case of RTGS generally within one hour of Receipt of payment. Transactions done in late hours in night or on global holidays (January 26, August 15, October 02, all 2<sup>nd</sup> and 4<sup>th</sup> Saturdays and all Sundays) are returned on Start of the next working day.

Nevertheless, if the depositor fails to get refund against a failed transaction within the stipulated timeline or fails to track status of the NEFT /RTGS transaction or get stuck anywhere in the payment process, he /she may seek the assistance of the IFMS Odisha Helpdesk (Contact – 18003456739 , mail id – [dticentrallocation@gmail.com](mailto:dticentrallocation@gmail.com) / [cybertreasury@orissatreasury.gov.in](mailto:cybertreasury@orissatreasury.gov.in) /[cybertreasury2023@gmail.com](mailto:cybertreasury2023@gmail.com)).

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# Annexure-II



## Government of Odisha Cyber Treasury NEFT Mandate Form Depositor's Copy



NEFT

NEFT

1. Challan Reference ID	: 381D1092FE
2. Department Reference ID	: NA
3. Amount Payable	: 1
4. Challan Generation Date & Time	: 05/10/2024 11:12:48 AM
5. Account Number*	: 381D1092FE
6. IFSC Code**	: RBIS0GOODER
7. Beneficiary Name	: Odisha State Government Receipts
8. Branch Name	: RBI, Bhubaneswar
9. Name of the Depositor	: Test
10. Mobile No.	: 9999999999
11. Head of Account	

NEFT

NEFT

Purpose	Head of Account	Amount
Excise Duty on Foreign Liquor & Spirit	0039-00-105-0043-01021	Rs. 1/-
	Total Amount	Rs. 1/-

Total Amount (In words) - One Only

### NB:-

- \* Beneficiary Account Number to which Bank needs to transfer fund through NEFT
- \*\* Beneficiary IFSC Code : RBIS0GOODER (Fifth Character is Zero)

### Guidelines:-

1. This mandate is valid for 7 days from the date of its generation. Banks should not accept the NEFT mandate if received after 7 days from the date at Sl. No. 4 above.
2. Payment can be made either by Online Mode (Internet Banking) or Offline Mode (Cheque/DD/Cash). Maximum limit for Cash/DD is Rs. 50,000/- per transaction.
3. Charges towards NEFT Commission may be applicable for offline mode of deposit within the ceiling as stipulated by RBI.
4. NEFT/RTGS charges, if any, need to be separately paid (i.e. over and above the amount at S.No 3 above) by the person/depositor to its bank while making NEFT/RTGS payment.
5. Bank to ensure timely refund to the customer in case any NEFT/RTGS transaction is returned by RBI including the offline cases where bank is making NEFT/RTGS transaction on behalf of customers who does not have account with the bank.

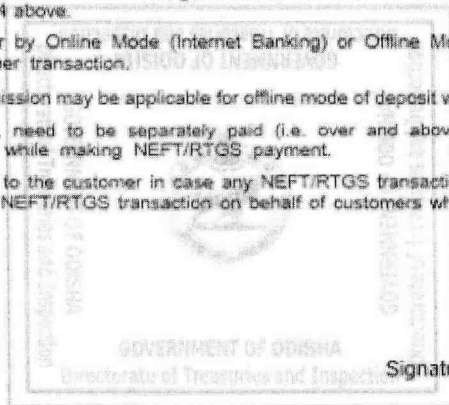
NEFT

NEFT

NEFT

NEFT

Signature of the Depositor



Signature of Bank Officer with Seal

**FAQs/ Clarifications Regarding Direct Remittance of Fund to RBI through NEFT/RTGS Payment System in Odisha Treasury Portal (IFMS)**

**1. What is NEFT payment system?**

**Ans:** NEFT is the acronym for National Electronic Funds Transfer. This is a centralized payment system owned and operated by the Reserve Bank of India (RBI) nation-wide.

**2. What is RTGS payment system?**

**Ans.** RTGS stands for Real Time Gross Settlement. 'Real Time' means the processing of instructions at the time they are received; 'Gross Settlement' means that the instructions for settlement of fund transfer occur individually. In this system of payment there is a continuous and real-time settlement of fund. Transfers of fund happen individually on a transaction-by-transaction basis without netting.

**3. How is the processing of RTGS different from that of NEFT System?**

**Ans.** NEFT is an electronic fund transfer system in which the transactions received up to a particular time are processed in batches. Contrary to this, in RTGS, the transactions are processed continuously on a transaction-by-transaction basis throughout the day.

**4. Who can avail NEFT system for fund transfer?**

**Ans:** Individuals, Firms and Corporates maintaining accounts with any member bank participating in the NEFT system, can electronically transfer funds to any individual, firm or corporate having an account with any other bank in the country participating in the NEFT system.

(The list of bank-wise branches participating in NEFT is available on the website of RBI at the link [https://rbi.org.in/Scripts/bs\\_viewcontent.aspx?Id=2009](https://rbi.org.in/Scripts/bs_viewcontent.aspx?Id=2009)).

**5. Do all bank branches in India provide RTGS service? How can a remitting customer know whether the bank branch of the beneficiary accepts remittance through RTGS?**

**Ans.** For any fund transfer to happen through RTGS, both the sending bank branch and the receiving bank branch need to be RTGS enabled.

At present, there are more than 1,60,000 RTGS enabled bank branches, the list of which is available on the website of RBI at the link [https://rbi.org.in/Scripts/Bs\\_viewRTGS.aspx?Category=5](https://rbi.org.in/Scripts/Bs_viewRTGS.aspx?Category=5). The list is updated on a fortnightly basis.

**6. Can the NEFT system be used for remitting funds even by those who do not have a bank account?**

**Ans:** Yes, a person who does not have a bank account can remit funds through NEFT to a beneficiary having a bank account with another NEFT member bank. It can be done by depositing cash at the nearest NEFT enabled branch of any bank by furnishing additional personal details such as complete address, telephone number, etc. **Such cash remittances will however, be restricted to a maximum of ₹50,000 per transaction.**

**7. What are the advantages of using NEFT system?**

**Ans:** NEFT offers the following advantages for funds transfer or receipt:

- Round the clock availability on all days of the year.
- Near-real-time funds transfer to the beneficiary account and settlement in a secure manner.
- Pan-India coverage through large network of branches of all types of banks.
- The beneficiary need not visit a bank branch for depositing the paper instruments. Remitter can initiate the remittances from his / her home / place of work using internet banking, if his / her bank offers such service.
- Positive confirmation to the remitter by SMS / e-mail on credit to beneficiary account.
- Penal interest provision for delay in credit or return of transactions.
- No levy of charges by RBI from banks.
- No charges to savings bank account customers for online NEFT transactions.
- The transaction charges have been capped by RBI.
- Besides funds transfer, NEFT system can be used for a variety of transactions including payment of credit card dues to the card issuing banks, payment of loan EMI, inward foreign exchange remittances, etc.
- The transaction has legal backing.

**8. What are the benefits of using RTGS?**

**Ans.** RTGS offers many advantages for funds transfer:

- It is a safe and secure system for funds transfer.
- RTGS transactions / transfers have no amount cap set by RBI.
- The system is available on all days on 24x7x365 basis. There is real time transfer of funds to the beneficiary account.
- The remitter need not use a physical cheque or a demand draft.
- The beneficiary need not visit a bank branch for depositing the paper instruments.
- The beneficiary need not be apprehensive about loss / theft of physical instruments or the likelihood of fraudulent encashment thereof.

- Remitter can initiate the remittances from his / her home / place of work using internet banking, if his / her bank offers such service.
- The transaction charges have been capped by RBI.
- The transaction has legal backing.

**9. What are the essential details required for remitting funds through NEFT system?**

**Ans:** The essential elements of beneficiary's identification are:

- a. Beneficiary's Name
- b. Beneficiary's Bank Name
- c. Beneficiary's Branch Name
- d. Beneficiary's Account Type
- e. Beneficiary's Account No.
- f. Beneficiary's Branch IFSC
- g. Sender and Beneficiary Legal Entity Identifier (for eligible transactions)

**10. What is the essential information that the remitting customer needs to furnish to the bank for making a remittance through RTGS?**

**Ans.** The remitting customer has to furnish the following information to a bank for initiating an RTGS remittance:

- i. Amount to be remitted
- ii. The account number to be debited
- iii. Name of the beneficiary bank and branch
- iv. The IFSC number of the receiving branch
- v. Name of the beneficiary customer
- vi. Account number of the beneficiary customer
- vii. Sender to receiver information, if any
- viii. Sender and Beneficiary Legal Entity Identifier (for eligible transactions)

**11. Is there any limit on funds / amount to be remitted through NEFT system?**

**Ans:** No, there is no limit imposed by the RBI for funds transfer through NEFT system. However, a member bank may place amount limits based on its own risk perception with the approval of its Board. **Cash remittances will, however, be restricted to a maximum of ₹50,000 per transaction.**

**12. Is there any minimum / maximum amount stipulation for RTGS transactions?**

**Ans.** The RTGS system is primarily meant for large value transactions. **The minimum amount to be remitted through RTGS is ₹ 2,00,000/- with no upper or maximum ceiling.**

**13. How can a depositor transfer fund through NEFT/RTGS mode in general?**

**What the depositor is expected to do while using the NEFT/RTGS fund transfer option in IFMS Portal?**

**Ans:** An individual / firm / corporate willing to transfer funds through NEFT can use the internet / mobile banking facility offered by his / her bank for initiating the request of online fund transfer. The remitter has to provide details of beneficiary such as name of the beneficiary; name of the bank branch where the beneficiary has an account; IFSC of the beneficiary bank branch; account type and account number; etc. for addition of the beneficiary to his / her internet / mobile banking module. Upon successful beneficiary addition, the remitter can initiate online NEFT fund transfer by authorizing debit to his / her account.

Alternatively, the remitter can also visit his / her bank branch for initiating NEFT funds transfer through branch / off-line mode. The customer has to fill-in the beneficiary details in NEFT application form available at the bank branch and authorize the branch to debit to his / her account to the extent of the amount requested in NEFT application form. Such cash remittances will, however, be restricted to a maximum of ₹50,000 per transaction.

The aforesaid general process of fund transfer through NEFT/RTGS mode would be the same for NEFT/RTGS mode of fund transfer for direct credit to State Government Account in RBI through IFMS Portal except for the use of an NEFT Mandate Form .

The NEFT Mandate, in such cases, needs to be generated by the depositor in the IFMS Portal (e-payment menu) by filling-up the beneficiary details (here the beneficiary name is Odisha State Government Receipts) and the deposit details.

Thereafter, the depositor may choose the online fund transfer option either by using the internet / mobile banking facility offered by his / her bank or may visit his / her bank branch for initiating NEFT fund transfer through Branch / Offline mode.

**14. What is a mandate form for NEFT/RTGS remittance? Is it necessary that a depositor need to furnish a mandate form while remitting Government?**

**Ans.** NEFT Mandate Form is the form available at the bank branch which is required to be filled-in by the depositor with the beneficiary details for necessary remittance through NEFT/RTGS mode.

In case of NEFT/RTGS mode of fund transfer for direct credit to State Government Account in RBI through IFMS Portal, **no** such mandate form as available at the bank shall be used.

Instead, one NEFT Mandate shall be generated by the depositor in IFMS Portal (e-payment menu) which would contain the details of the deposit and beneficiary details.

Subsequently, using this NEFT Mandate, the depositor is required to transfer the fund either by online/offline mode.

**15. Whether Cash and Draft are allowed in case of Over-The-Counter (of a Bank Branch) remittance through NEFT/RTGS mode?**

Yes, cash remittances are allowed but it is restricted to a maximum of ₹50,000 per transaction. In such cases, the remitter has to visit his / her bank branch for initiating NEFT funds transfer through branch / off-line mode. The depositor has to generate the NEFT Challan Form from IFMS e-payment Menu by filling-up the deposit details, visit the bank and deposit the amount due in Cash /DD or through Cheque by authorizing the branch to debit his / her account to the extent of the amount requested in NEFT challan plus applicable NEFT charges.

**16. What are the customer charges levied by bank for NEFT transactions?**

**Ans:** There are no charges to be levied for inward transactions at destination bank branches for giving credit to beneficiary accounts. For outward transactions undertaken using the NEFT system, RBI stopped levying processing charges on member banks from July 01, 2019. Also, in order to give further impetus to digital retail payments, banks have been advised to not levy any charges from their savings bank account holders for NEFT funds transfers initiated online with effect from January 01, 2020.

The maximum charges which originating bank can levy from its customers for other outward transactions, if they so desire, are given below: –

- For transactions up to ₹10,000: not exceeding ₹2.50 (+ Applicable GST)
- For transactions above ₹10,000 up to ₹1 lakh: not exceeding ₹5 (+ Applicable GST)
- For transactions above ₹1 lakh and up to ₹2 lakhs: not exceeding ₹15 (+ Applicable GST)
- For transactions above ₹2 lakhs: not exceeding ₹25 (+ Applicable GST)

**17. What are the processing charges / service charges for RTGS transactions?**

**Ans.** With effect from July 01, 2019, RBI has waived the processing charges levied by it for RTGS transactions. Banks may pass on the benefit to its customers.

With a view to rationalize the service charges levied by banks for offering funds transfer through RTGS system, a broad framework of charges has been mandated as under:

- a) Inward transactions – Free, no charge to be levied.
- b) Outward transactions – ₹ 2,00,000/- to 5,00,000/-: not exceeding ₹ 25/- (exclusive of tax, if any)
- c) Above ₹ 5,00,000/-: not exceeding ₹ 50 (exclusive of tax, if any)

Banks may decide to charge a lower rate but cannot charge more than the rates prescribed by RBI.

The applicable charges may be verified from the website of RBI using the URL (<https://www.rbi.org.in/commonman/English/Scripts/FAQs.aspx?Id=274>) & (<https://www.rbi.org.in/commonman/English/Scripts/FAQs.aspx?Id=275>) for NEFT & RTGS respectively.

**18. Whether the commission /charge levied by the bank shall be included in the Cheque/Draft/Cash amount to be deposited for Govt. receipts?**

**Ans.** Yes, the commission/charges are over and above the amount due to be deposited towards Govt. receipts and these amount need to be included in the cheque/draft/cash amount.

For instance, one depositor wants to deposit Rs.1000/- to Govt. account through offline/Over- The-Counter mode of NEFT. For this purpose, the depositor has to generate an NEFT Mandate of Rs1000/- in IFMS Portal; then visit his/her bank and deposit the amount i.e Rs.1000/-plus the applicable NEFT charges plus applicable GST in shape of Cash /DD.

**19. Whether a depositor can remit the cheque from the Branch where he/she does not have an account but has an account in another branch of the same Bank?**

**Ans.** Acceptance of deposit through cheque in respect of the account maintained in another branch of the same bank, may depend on the policy decision of the bank concerned depending upon their risk perception.

**20. What is UTR No in NEFT/RTGS?**

**Ans.** Unique Transaction Reference (UTR) number is a 22-character code used to uniquely identify a transaction in NEFT/ RTGS system.

**21. How much time should I expect for receipt of funds by beneficiary under NEFT?**

**Ans:** A timeline of two hours from the batch settlement can be expected, within which beneficiary's account should be credited.

**22. How can one track status of NEFT transactions initiated? Who should be approached to know status of the NEFT transaction?**

**Ans:** The remitter and the beneficiary can track status of NEFT transaction by contacting NEFT Customer Facilitation Centre (CFC) of their bank, respectively. Details of NEFT CFCs of banks are available on the websites of the respective banks. The details of CFC of

member banks are also available on the website of RBI at [https://www.rbi.org.in/Scripts/bs\\_viewcontent.aspx?Id=2070](https://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=2070).

- 23. Can an RTGS transaction be tracked? Would the remitting customer receive an acknowledgement of money credited to the beneficiary's account?**

**Ans.** While the customers do not have the facility to track the transaction, the RBI has implemented the feature of positive confirmation in an RTGS transaction. Under this, the remitting bank would receive a message from RBI (through the beneficiary bank) that the money has been credited to the beneficiary bank / customer account. Based on this, the remitting bank should advise the remitting customer that money has been credited to the receiving bank's beneficiary account.

- 24. What happens in case NEFT funds are not credited to the beneficiary? Or Does one get the money back, if funds are not credited to the beneficiary due to various reasons?**

**Ans.** If it is not possible to afford credit to the account of the beneficiary for any reason, destination banks are required to return the transaction (to the originating branch) within two hours of completion of the batch in which the transaction was processed. Once the money is received back by the remitting bank, the amount will be reverse-credited to the customer's account as per the banking procedure.

- 25. Would the remitting customer get back the RTGS money if it is not credited to the beneficiary's account? Is there any time frame prescribed for it?**

**Ans.** Yes, if it is not possible to credit the funds to the beneficiary customer's account for any reason, the funds received by the RTGS member bank will be returned to the originating bank within one hour of receipt of the payment at the Payment Interface (PI) or before the end of the RTGS Business Day, whichever is earlier. Once the money is received back by the remitting bank, the amount will be reverse-credited to the customer's account as per the banking procedure.

- 26. Whom can a customer contact, in case of non-credit or delay in credit to the beneficiary account in case of an RTGS transaction?**

**Ans.** The customer can contact his / her bank / branch if there is an issue of delay / non-credit to the beneficiary account. The details of Customer Facilitation Centre of member banks are also available on the website of RBI at [https://www.rbi.org.in/Scripts/bs\\_viewcontent.aspx?Id=2070](https://www.rbi.org.in/Scripts/bs_viewcontent.aspx?Id=2070).

- 27. Which details of the reverse-credit of one NEFT transaction should be provided by a bank to its customer?**

**Ans:** In case, the beneficiary specified in the sender's payment instruction fails to get payment through the NEFT system for some valid reasons, the originating bank shall provide the description "NEFT-Return" in the pass book / account statement of the originator whose NEFT transaction is returned.

**28. What happens if one writes wrong account number of beneficiary?**

**Ans:** The credit is given to the account number written / given by remitter in his / her application / instruction. Credit to beneficiary account is released solely based on account number. It is the responsibility of remitting customer to write correct account number. The originator / sender should exercise due care in providing **the correct account number of the beneficiary**, in the NEFT remittance instruction / application.

**29. Whom should one approach for raising dispute / complaint related to NEFT/RTGS transaction?**

**Ans:** One may approach grievance redressal cell of the remitting bank with details of the disputed transaction. In case the grievance is not resolved within 30 days, one may make a complaint under "The Reserve Bank-Integrated Ombudsman Scheme (RB-IOS 2021)". The RB-IOS 2021 provides a single reference point for customers to file complaints against the RBI regulated entities specified therein. The RB-IOS, 2021 is available at the following path on the RBI website: [https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021\\_121121.pdf](https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121.pdf).

**30. How can one file complaint under the RB-IOS 2021?**

**Ans:** Complaints can be filed online on <https://cms.rbi.org.in>, or through the dedicated e-mail or sent in physical mode to the 'Centralised Receipt and Processing Centre' set up at RBI, 4th Floor, Sector 17, Chandigarh – 160 017 in the format given at the following path - [https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021\\_121121\\_A.pdf](https://rbidocs.rbi.org.in/rdocs/content/pdfs/RBIOS2021_121121_A.pdf). A toll-free number -14448 (9:30 am to 5:15 pm) – is also available for customers to seek assistance in filing complaints and information on grievance redressal, with multi-lingual support.