



## THE BHAWANIPUR EDUCATION SOCIETY COLLEGE

A MINORITY RUN COLLEGE. AFFILIATED TO UNIVERSITY OF CALCUTTA

RECOGNISED UNDER SECTION 2(F) & 12 (B) OF THE UGC ACT, 1956

Helpline: 9831110762 / 9831116870 (10.00 AM – 01.00 PM & 02.00 PM – 04.00 PM)

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### Online Payment Transaction Failure

Sr. No.	Problem	Solution
1	An applicant chooses "Online Payment" option and clicks on Submit button but somehow the payment gateway page does not open or the applicant cancels it.	Applicant can go to <b>Make Payment</b> option, select the Challan for which online payment was selected and proceed. You can now choose your convenient mode of payment and proceed with your Application Form submission.
2	An applicant chooses "Online Payment" option, clicks on Submit button and is directed to payment gateway page but the transaction fails and the amount is not debited from bank account even after completing all the formalities required for online payment.	Applicant can go to <b>Make Payment</b> option, select the Challan for which online payment was selected and proceed. You can now choose your convenient mode of payment and proceed with your Application Form submission.
3	An applicant chooses "Online Payment" option and after completing all the formalities required for online payment, the amount gets debited from bank account but the same is not updated in the Application Status bar.	Applicant who has successfully made the Online Payment but the same is not reflected under <b>Application Payment Date</b> option in the Application Status bar, such applicants can mail their transaction details at <a href="mailto:dv@thebges.edu.in">dv@thebges.edu.in</a> *. Communication from college will be made within 7 working days.  *Please mention <b>Online Payment Error</b> in the subject line of the mail.