

# User Guide

# BharatKosh

(Government of India Non Tax Receipt Portal)

O/o Controller General of Accounts

**Department of Expenditure** 

Ministry of Finance Government of India

Version 4.0

# **Table of Content**

1		Δhhr	eviations:	2
2			view	
3		_	et Users	
	3.:		Home Page of BharatKosh	
	3.	2 F	Payment Procedures at BharatKosh:	4
4		Regis	stration at BharatKosh	5
	4.	1 l	Jser Registration in case of NEFT Transactions:	5
5		Hom	e Page of Non-Tax Receipt Portal	7
	5.	1 (	Options available on the screen for non-tax receipt payment:	7
	5.	2 L	ist of Receipt available for deposit:	7
	5.3	3 1	Non- Registered Users	7
	5.4	4 9	Steps to be followed for payment	8
		5.4.1	Offline (NEFT/ RTGS) Pay mode –	15
	5.	5 [	Donate to Swachh Bharat Kosh	16
	5.	6 (	Common Receipts to Gol	18
6		Tracl	k your payment	19
7		Publ	ication Division e-Store	21
	7.	1 9	Step-wise guide to payment for Publication Division e-Store	21
		7.1.1	Search	22
		7.1.2	Subscribe for Employment News	23
		7.1.3	Purchase Product Subscription	24
8		Forg	ot Password	31
9		Conc	rlusion	33

#### 1 Abbreviations:

Abbreviation	Full Form
Gol	Government of India
DoT	Department of Telecom
ОТР	One Time Password

## 2 Overview

This user guide provides detailed information on the usage of the BharatKosh portal. BharatKosh platform of the GoI mandated to receive all non-tax receipts pertaining to the Central Government ministries.

Users can make payment at BharatKosh portal with or without having login credentials and can make payment for the Swachh Bharat Kosh, common receipt to GoI and Non-Registered Users. BharatKosh comprise of a large bouquet of receipts, collected by individual departments/ministries. Primarily these receipts come from Dividends, Interest receipts, Spectrum charges, RTI application fee, purchase of forms/magazines by students and many other such payments by citizens / corporates/other users. Also it facilitates instant payment in a transparent environment using online payment technologies such as Internet Banking, Credit/Debit Cards.

# 3 Target Users

The scope of the document is for the below mentioned:

#### **Individuals**

- 1. These users will do Payment for various purposes, in return of any service provided by the Government.
- 2. Users will also utilize this portal to do donation for various agencies like "Swachh Bharat Kosh"
- 3. Users will also utilize this portal for Payment of various types of fees, to the Government. Like Exam fee.

#### **Corporate/ Commercial Undertaking**

- 4. These users will do Donation for various agencies like "Swachh BharatKosh" and contribute to their Corporate Social Responsibility.
- 5. These users will do Payment of various fees to Government, like Tender fee, Exhibition Fee, License Fee etc.

#### Ministry/Department of Payments

6. These users will utilize BharatKosh for doing ministry payments for any of the purposes.

#### 3.1 Home Page of BharatKosh

Users should refer below figure for clarity on registered and non-registered user's accessibility:

- Open the web browser and write the URL https://bharatkosh.gov.in and click enter.
- You will reach at the home page of BharatKosh portal.

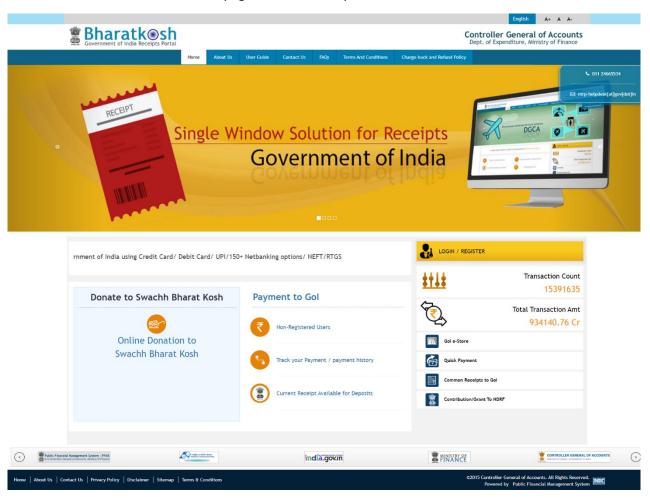


Figure 1: Home Page Screen

#### 3.2 Payment Procedures at BharatKosh:

Below mentioned are the payment procedures available at BharatKosh for registered and non-registered users:

- Donate to Swachh Bharat Kosh
- · Common Receipt to Gol
- Non-Registered Users

# 4 Registration at BharatKosh

To register at BharatKosh portal users will have to undertake the following steps:-

- 1. Click on 'Register as User' button.
- 2. Enter valid Mobile No. and E-mail ID; click on 'Send OTP' button.
- 3. Enter the OTP sent on the mobile no. provided by the user and click on 'Verify' button.
- 4. Enter all the details correctly and click on 'Submit' button. User is required to enter a valid Username and password.
- 5. Following fields are mandatory that are to be filled by the User:
  - o First Name,
  - o User Name,
  - Password and
  - o Confirm Password.
- 6. User will receive a pop up message "Successfully Registered!".
- 7. Once the registration is successful, User can make payment by clicking on 'Make payment' menu item or track payments by clicking on 'Track payment' menu item. User can also edit this/ her profile details by clicking on 'My profile' menu item.

## **4.1** User Registration in case of NEFT Transactions:

NEFT/ RTGS based transactions can be done at BharatKosh only if user registers himself as a NEFT based user. User will have to undertake following steps:

- 1. Click on 'Register as User' button.
- 2. Enter valid Mobile No. and E-mail ID; click on 'Send OTP' button.
- 3. Enter the OTP sent on the mobile no. provided by the user and click on 'Verify' button.
- 4. Enter all the details correctly and click on '**Submit**' button. User is required to enter a valid Username and password, as per the valid acceptable characters allowed for these fields.
- 5. Following fields are mandatory that are to be filled by the User to avail the NEFT transaction feature:
  - NEFT Based Transaction(Depositor will check this checkbox field)
  - o First Name
  - User Name
  - Password
  - o Confirm Password
  - Select Bank Name
  - o Bank Account Number
  - o IFSC Code
- 6. User will receive a pop up message "Successfully Registered".
- 7. Once the user is successfully registered as a NEFT based user, User will be able to do NEFT/ RTGS based transactions through BharatKosh.

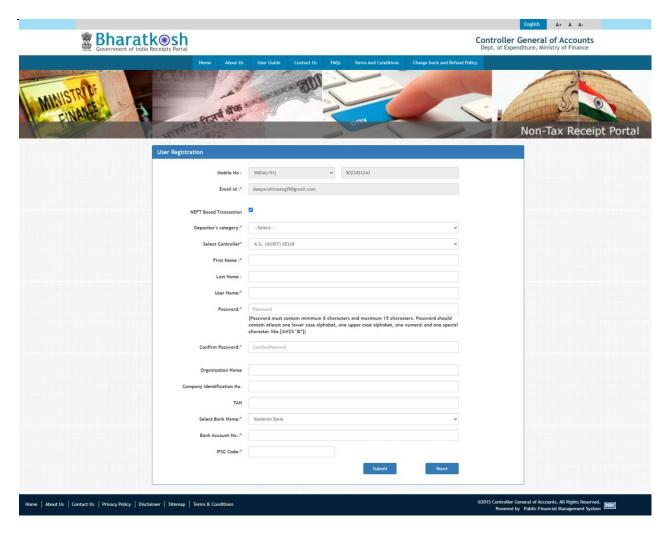


Figure 2 NEFT based transaction option at the Registration page



Figure 3: Home page after login

# 5 Home Page of Non-Tax Receipt Portal

At the home page, non-registered users will find the different types of options on BharatKosh home page, all the home page options are listed below: (refer figure 1. Above shown).

#### 5.1 Options available on the screen for non-tax receipt payment:

Point wise marking of different features available at BharatKosh home page is depicted in Figure 1, description of each point is given below:-

- 1. *List of Receipts*: select to view the list of receipts available for deposit, for more refer to section 5.2.
- 2. **Donate to Swachh Bharat Kosh:** select to donate to swachh bharat kosh, for more refer to section <u>5.4</u>.
- 3. **Common Receipts to Gol:** select to make non-tax receipt payment, for more refer to section 5.6
- 4. **Non- Registered Users:** select to make non-tax receipt payment as non-registered users or without login, for more refer to <u>section</u> 5.3
- 5. **Register as User:** select to register on BharatKosh Portal, follow steps mentioned under section 4.
- 6. **Publication division E-store:** select to purchase subscription(s) for a desired period of time directly from BharatKosh portal. Refer to main <u>section 7</u> for more details.
- 7. *Track your Payment:* Users can track their payment through the "Track your Payment", options. For more refer to detailed section 6.
- 8. *Login:* Existing users can login to their account using valid login credentials and make their non-tax receipt payment to the BharatKosh Portal Home page
- 9. **Forgot Password** Users can use this feature to recover forgotten password / user name section 8

Payment Procedure is similar for all the options of non-tax receipt payment.

# 5.2 List of Receipt available for deposit:

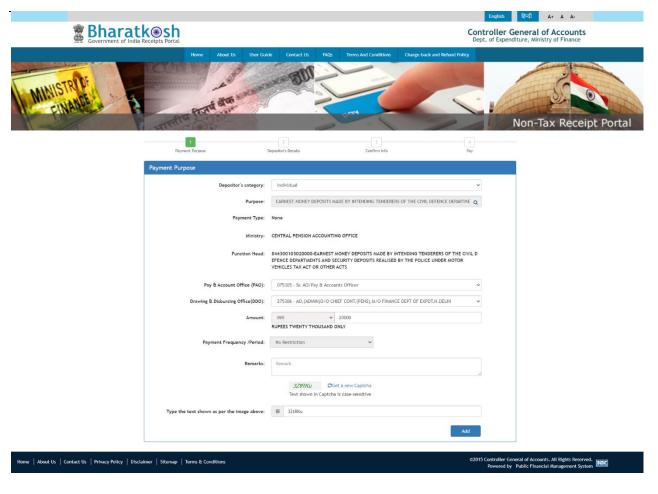
Upon clicking the link "Current Receipt available for deposit" users will be navigated to the screen "Receipt available for deposit", at this page user will be able to view a complete list of receipt purposes available at BharatKosh listed ministry wise.

# **5.3 Non-Registered Users**

All other purposes (i.e. which are not common across ministries) and for which user doesn't need to login are available for payment under this section.

Following are the steps to be followed by the Non-Registered users:

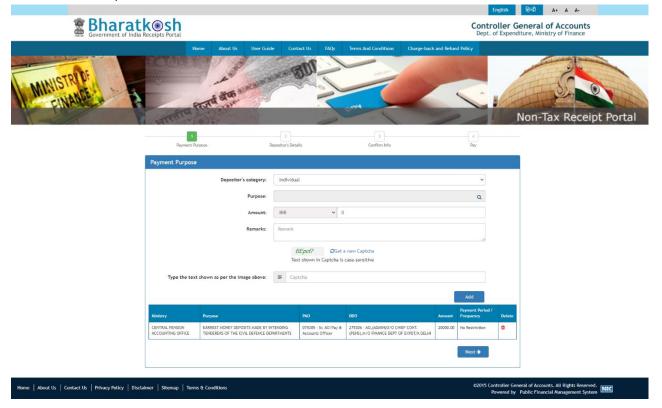
All Non-registered users who wish to pay without login can click on the links "Non-registered users" at the BharatKosh Home page. Depositor will be navigated to the Payment Purpose page as depicted below:-



# 5.4 Steps to be followed for payment

- 1. User will type few characters of the Purpose that he/she wants to search and clicks on Search icon adjacent to the textbox, a new pop up window will appear and the desired search results will be displayed at the bottom of the pop up window.
- 2. Upon selection of the purpose, corresponding PAO and DDO mapped to the selected purpose are retrieved in the respective dropdown.
- 3. Users will type the desired Amount, select the payment period/ frequency and type his/ her remarks.
- 4. For Purposes wherein; there is no limit for payment, user can enter the maximum allowed amount as per RBI guidelines for online payments. If the selected purpose requires you to enter an exact value (for ex. Tender fee, exam fee etc.), then system will only accept the exact

amount. Depositor Category, Purpose, Amount and Payment Period/ Frequency fields are mandatory.



5. User will click on Add button to add another purpose, or move to Next button to proceed with the next steps. Upon click 'Next' users will be navigated to Depositor details page.

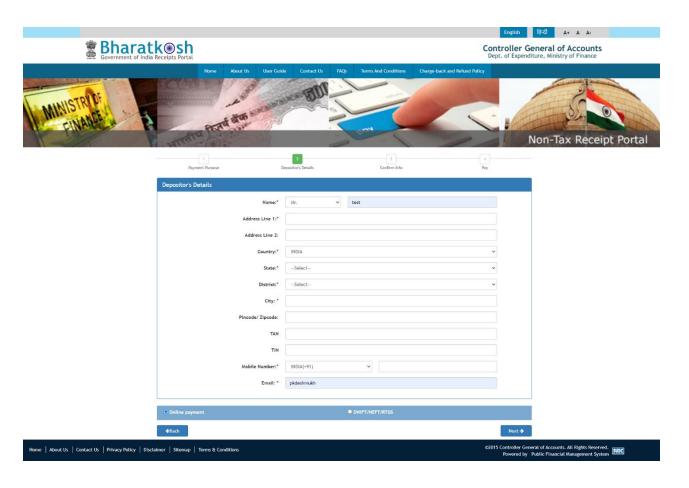


Figure 6: Depositors Details for Non-Registered Users

- 6. User will enter his/her details at the Depositor details page. Depositor Name, Address 1, Address 2, Country, State, District, City, Pin code/Zip code, TAN, TIN, PAN, Aadhaar Mobile No. and Email id are mandatory fields.
- 7. User will have to select the payment mode which is defined by a department (PAO) for the purpose. Payment modes currently available are:
  - a) Online
  - b) Offline (Swift/NEFT/RTGS)
- 8. If Offline (NEFT/ RTGS) payment mode is available for a purpose,
- 9. User will click on "Next" button, and he/she will be navigated to Payment Page.
- 10. At the Payment page, user will click on any of the desired payment channels, these options are displayed on the page as tabs, and users can select either "Net Banking, Debit Card or Credit Card, UPI.

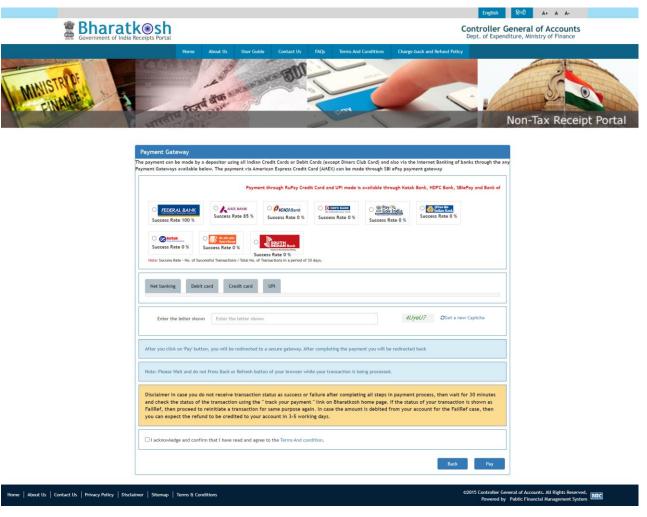


Figure 7 Payment Page

- 11. If User clicks on "Net Banking" tab, user will have an option to select SBIepay radio button, user will select SBIepay, and all banks mapped with SBIepay will get populated in "Select your bank" dropdown. User should select his bank of choice from the drop down list.
- 12. User then types the Word verification as per the words displayed in the image shown at the bottom of this page. User will then click on "Pay" button.
- 13. User will be navigated to the Payment gateway page; in this case it will be the screen of the Aggregator. User will further select the Pay mode and will be redirected to the Bank's site.
- 14. User will type his/ her login credentials, enter into the bank's website and type the amount and click on Pay button.
- 15. If payment is successfully received by the bank, user will be redirected back to BharatKosh portal at the Success page.



# We have received your payment.



Figure 9: Success Page

16. User can download his GAR 6 (Receipt) from this Success Page. User can also click on "Track your payment" button to track the status of his / her payment, "Make another payment" button (to do another payment at this portal).



#### RECEIPT

Transaction Ref.No. 2810150000011 Dated: 28/10/2015

Received from M/S. TELECOM with Transaction Ref.No. 2810150000011 dated

<u>28/10/2015</u> the sum of INR <u>5 (Five Only )</u> through Internet based online payment in the account of <u>Unified license for all services</u>.

Disclaimer:- This is a system generated electronic receipt, hence no physical signature is required for the purpose of authentication

Printed On: 28-10-2015 03:18:25

#### Figure 10: GAR 6(Receipt) displayed on screen

- 17. User will also receive an SMS, at the mobile no. provided by him/ her at the Depositor details page. SMS will inform users to download his/ her Transaction Receipt (GAR 6) from BharatKosh portal.
- 18. If Payment is not received by the Bank, user will be redirected to the portal, a failure page will be displayed. U ser can click on any of the following buttons at this page "Track your Payment", "Retry Payment", "Make another Payment".

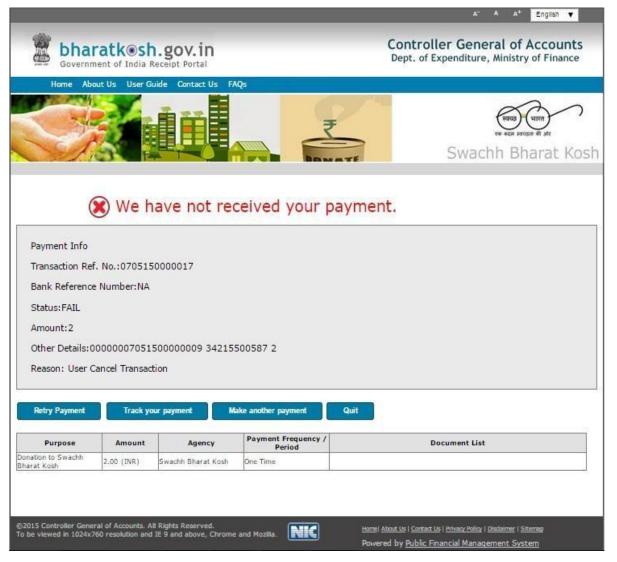


Figure 11: Payment Failure Page

- 19. If user clicks on the button" Track your Payment", user will be navigated to the "Verify Mobile No" page, user will have to type his/ her mobile no. and security code displayed at this page. User will have to then click on "Send OTP" button; user will receive a 6 digit OTP at his/ her mobile no. User will have to type the OTP code at the portal and click on "Verify" button.
- 20. If OTP code is correctly typed, then user will be navigated to the "Track your payment "page with his/her mobile no. as non-editable and all transactions done through this mobile no. will be listed in a tabular format. User can view the status of each transaction, under the Status column.
- 21. User can click on the Transaction Reference number, and a new pop up window will appear. This pop up window will have all details pertaining to that specific transaction.
- 22. User can download his GAR 6 (receipt), GAR 7 (Challan), Letter of Thanks and all other documents pertaining to that transaction, from this pop up window.

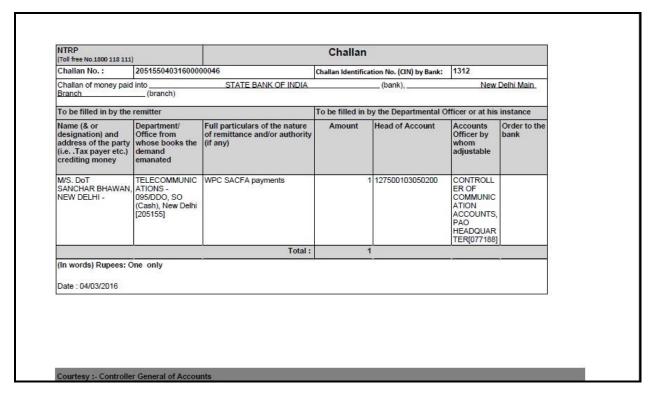


Figure 12: Challan (GAR 7)

- 23. At the Pay page, if user clicks on "Debit Card" tab, user will have an option to select the Aggregator, which is SBI-ePay in this case. User will select the radio button SBI e-pay, followed by the choice of Card Merchant's i.e. VISA, Master, Maestro and RuPay. User will be navigated to the SBI e-pay page; user can again choose the pay mode (i.e. Net Banking, Debit Card. Credit Card). If user selects Debit/ Credit Card, he/she will have to enter his card details and will have to complete the transaction activity at the VISA/ MASTER/ Rupay page. If the transaction is successful user will be navigated to BharatKosh success page.
- 24. After two days from the day of transaction, user can login at Track your payment page and download their Challan generated for that transaction.
- 25. In case user is navigated back to Failure page, whereas Amount has been deducted from his/her bank account then user should not re-initiate payment for the same purpose. In all such cases amount will be credited to Govt. Account for sure and user need to just check the status of the transaction by next day.

# 5.4.1 Offline (NEFT/RTGS) Pay mode -

User has an option to select Offline pay mode at BharatKosh. If user has to do an offline payment for a purpose through then the below given steps have to be followed by user:-

• User selects pay mode (Swift/ NEFT/ RTGS) radio button at the depositor details page.

- At the selection of this pay mode radio button, a pop up page will be visible and user will be prompted to login as a NEFT/RTGS based user, if user has not registered as a NEFT based user, then user will have to enter his valid Bank account no and IFSC Code at the pop up page.
- Once user has provided valid Bank account details, user will click on next button and will be navigated to Confirm Info page.
- User will have to click next button and he will reach the final page of offline pay mode transaction cycle. At this page user can download the Deposit slip.
- User is will have to carry this Deposit slip generated at BharatKosh to his Bank branch (to the bank branch as he has provided while initiating the transaction) and ask the bank counter official to initiate NEFT into the PAO's Bank Account as mentioned in the deposit slip.
- User will also have to ask the bank official to write down the UTR No. at the Deposit slip.
- User will have to login at BharatKosh>>Track your transaction page and enter the UTR No. for each such transaction done at BharatKosh.

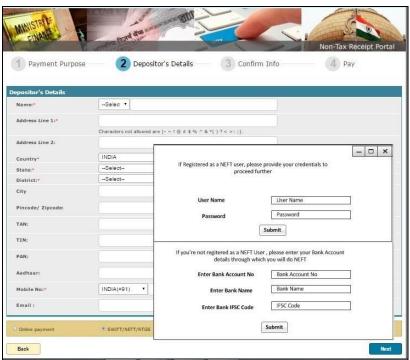


Figure 13: NEFT / RTGS based login pop up for un-registered user

#### 6 Donate to Swachh Bharat Kosh

Upon clicking on "Donate to Swachh Bharat Kosh", users will be redirected to Payment Purpose Page as shown in Figure given below.

• At Payment purpose page, select the Depositor type. i.e. either Individual, Corporate/ Commercial Undertaking, Govt. Employees, PAO/ DDO.

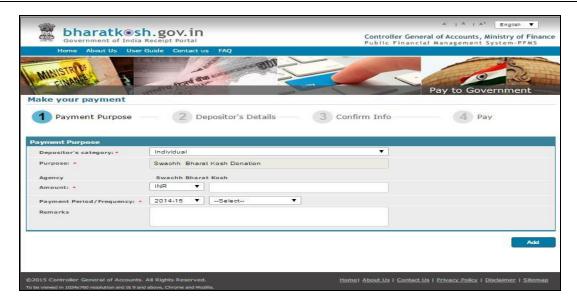


Figure 14: Payment Purpose Page

• At the Purpose textbox, user will type few characters of the Purpose that he/she wants to search and clicks on Search icon adjacent to the textbox, a new pop up window will appear and the desired search results will be displayed at the bottom of the pop up window.

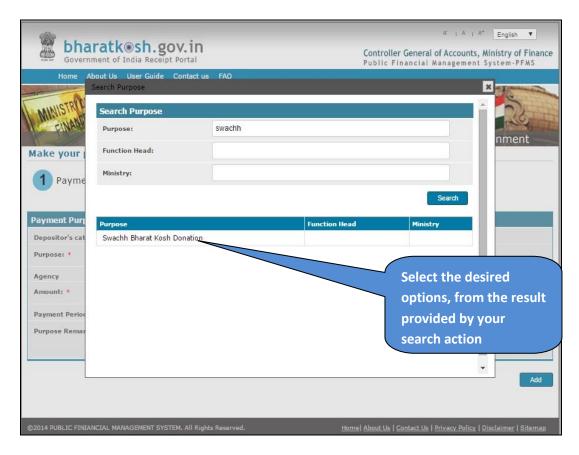


Figure 15: Payment Purpose page- Purpose search option

- User will select the desired purpose from the search results displayed.
- Agency text box will be auto-filled as Swachh BharatKosh; user will type the desired Amount, select the payment period/ frequency and type of his/ her remarks.
- For Purposes wherein; there is no limit for payment, user can enter the maximum allowed amount as per RBI guidelines for online payments. If the selected purpose requires you to enter an exact value (for ex. Tender fee, exam fee etc.), then system will only accept the exact amount.
- Depositor Category, Purpose, Amount and Payment Period/ Frequency fields are mandatory.

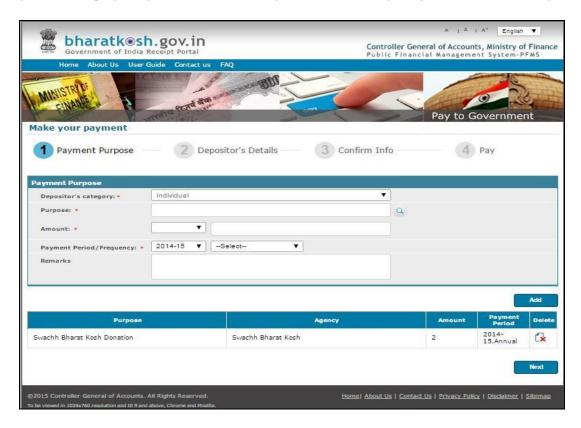


Figure 16: Payment Purpose page- Add Purpose

User will click on Add button, followed by Next button and will be navigated to Depositor details page.

All further Payment steps should remain similar to section 5.4.

## 6.1 Common Receipts to GoI

This section provides common receipts of GoI which are common across all the ministries, having same head of accounts for the same purpose, for ex. RTI. The payment steps are similar to the one explained in the above section, only change here is that the purpose search selection will list only Common Purposes listed out along with the ministries which has mapped itself to receive payments to these common purposes through BharatKosh

# 7 Track your payment

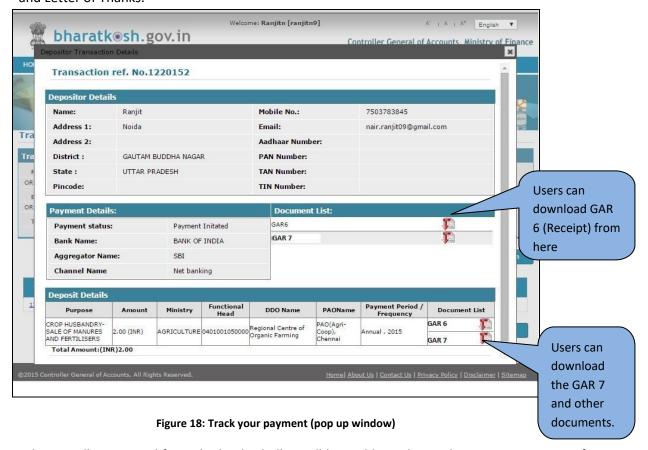
Payment Status		To be sent to user
Transaction Success		Email/ SMS both
Challan generate		Email/ SMS both
ОТР	Events	
	Generate	Email/ SMS both
	Registration	Email/SMS both
	Guest User track payment	Email/SMS both
Session interrupted		Email/SMS both.

- i. Registered user can click on the top menu bar option "Track your payment "and the user will be navigated to Track your payment page.
- ii. User can view the Status of the transactions, under the Status column of the table depicted at the bottom of the page.



Figure 17: Track your transaction page

iii. User can click on the Transaction Ref. No link, a pop up window will appear; users can view the transaction details and download all relevant documents like *GAR 6(Receipt)*, *GAR 7 (Challan)* and Letter of Thanks.



- iv. When scroll is received from the bank, challan will be visible at the track your payment page for the depositor.
- v. Un-registered user can view the track your payment page, by clicking on the "track your payment" link at the home page. User will be prompted to enter his / her mobile number to receive the OTP code.



Figure 19: Verify mobile no. (Track your payment)

vi. Once user has verified the OTP received on his mobile number, he/ she can view the 'track your payment' page.

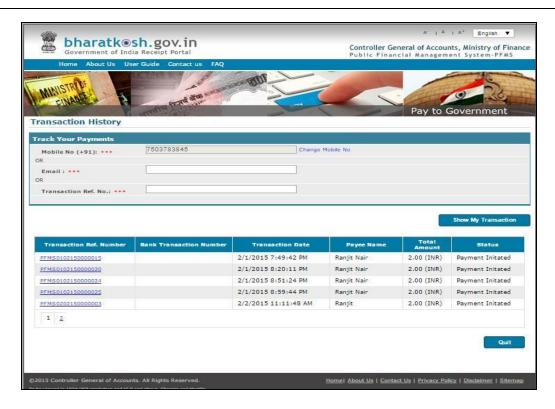


Figure 20: Track your transaction page for unregistered user

- vii. To download GAR 6(Receipt) and other documents, refer step no. iii.
- viii. If the Session terminates while doing payment, then user needs to track the status of the transaction at the track your payment page, if the payment initiated is debited from the Depositor's account, then no need to repeat the payment process, wait for payment success message. If it is not debited from the depositor's account then he/she needs to login and initiate the payment again.

#### 8 Publication Division e-Store

Ministry of Information & Broadcasting has listed out its magazines and journals for user subscription at BharatKosh portal under 'Publication Division e-Store'. The e-store will enable users to purchase subscription(s) for a desired period of time directly from BharatKosh portal. Depositor's subscription and billing address details are captured so as to facilitate payment and delivery of publication product orders.

## 8.1 Step-wise guide to payment for Publication Division e-Store

- I. Open the web browser and write the URL https://bharatkosh.gov.in and click enter.
- II. You will reach at the home page of BharatKosh portal.
- III. At BharatKosh portal, select 'Publication Division e-Store' link to proceed and arrive at publication product category page.

- IV. At the product category page, user may perform any of the following activities
  - Search
  - Subscribe for Employment News
  - Purchase Product Subscription
  - Purchase Subscription

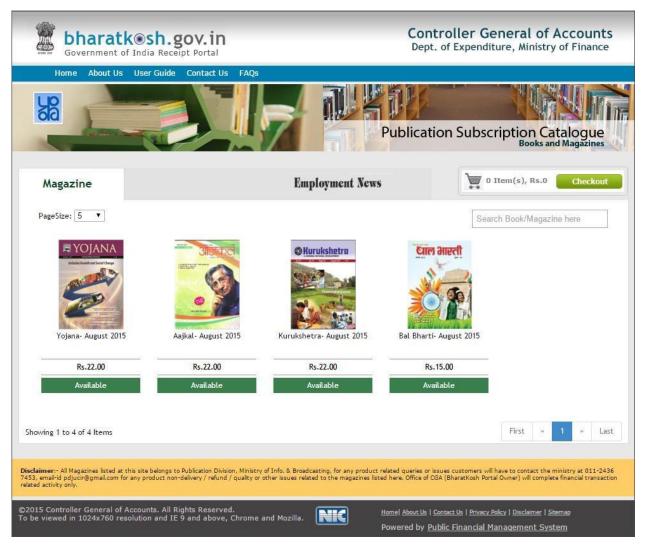


Figure 21: Publication Division e-Store- Product Category Page

#### **8.1.1** Search

User may search for desired magazine/journal at product category page using live search bar available at the upper right hand side of the page.

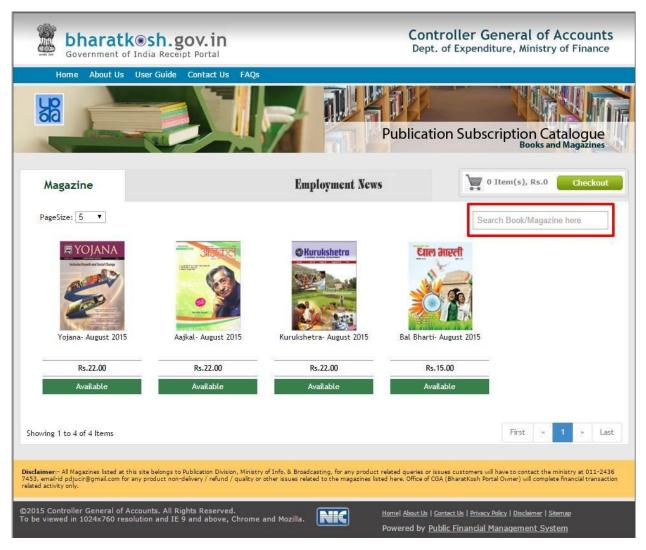


Figure 22: Search Product

#### 8.1.2 Subscribe for Employment News

User may also subscribe for employment news by clicking 'Employment News' tab available at the Product Category Page. By clicking 'Employment News' tab, user shall be directed to employment news subscription page.

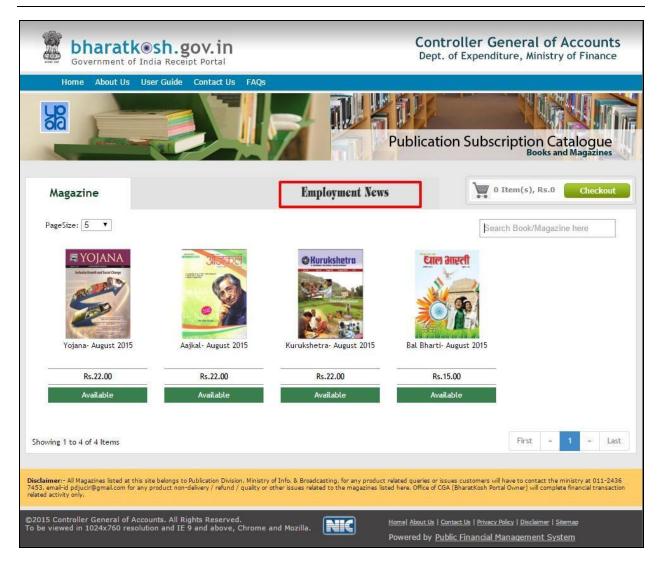


Figure 23: Subscribe for Employment News

#### 8.1.3 Purchase Product Subscription

To purchase product subscription and view details of a listed product at the Publication Division e-Store, click on the product image presented at the page.

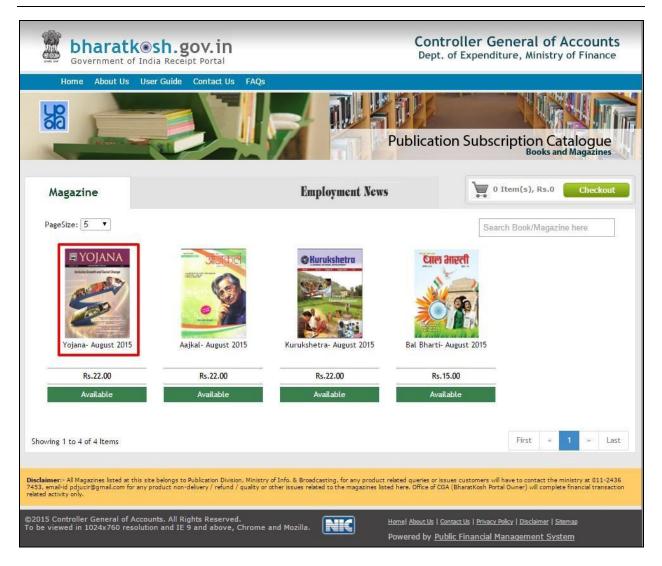


Figure 24: Select Product page

After selecting desired product, user will be navigated to following product details page.

Clicking 'Continue Shopping' will navigate user to Publication product category page i.e. Fig. 23.

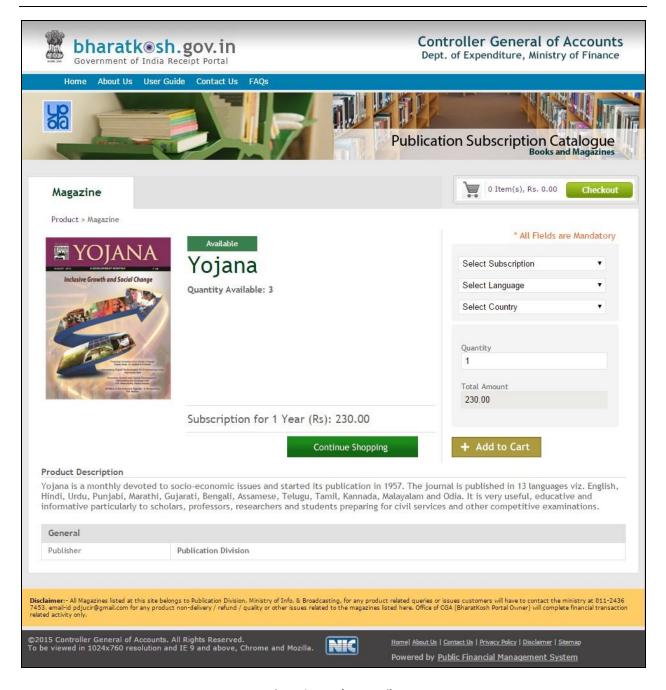


Figure 25: Product Details

To order subscription for selected product, user shall provide subscription details and click '+Add to Cart' button available at the bottom.

Input	Details
Select Subscription	Select from dropdown list.

Select Language	Select from dropdown list.
Select Country	Select from dropdown list. By default, India will be selected.
Quantity	Enter in input field.

Total amount for subscription will be presented under 'Total Amount' field at the end. The calculated amount presented will be system generated.

Clicking 'Continue Shopping' will navigate user to Publication product category page i.e. Fig. 23.

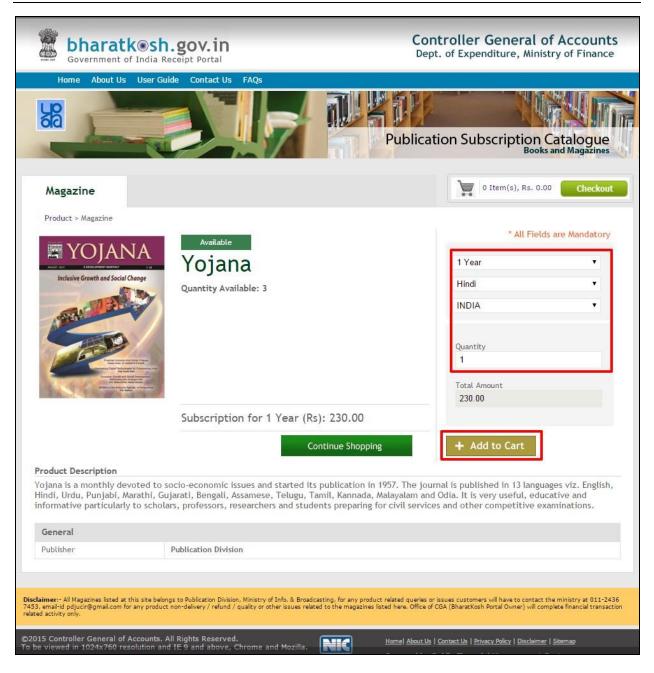


Figure 26: Order Subscription

Selected product will be added to user's cart and will be reflect at cart at right side of the page.

Click 'Checkout' button available next to cart to proceed to 'Your Basket' page.

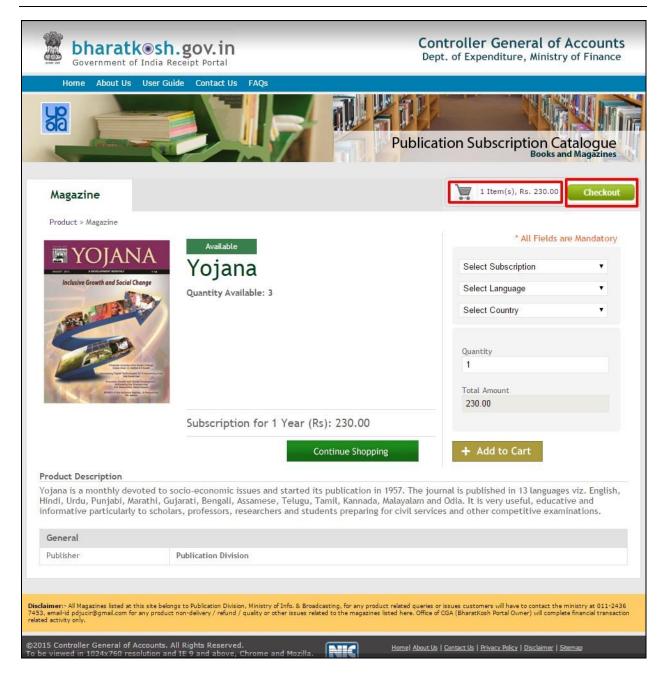


Figure 27: Items added to cart

After clicking 'Checkout' button, user shall arrive at 'Your basket' page containing order details as provided by user (refer Fig. 27).

Clicking 'Continue Shopping' will navigate user to Publication category page i.e. Fig. 23.

Clicking 'x' button in the available grid will delete the items added to cart.

Click 'Place Order' will navigate user to 'Subscriber's Details' page.



Figure 28: Place Order page

At Subscriber's Details page, user shall provide details under 'Subscriber's Details' and 'Billing Address' section of the page.

In case Billing Address is same as provided in Subscriber's Details, then user may select check box i.e. 'Same as Billing Address'.

Click 'Next' to proceed to 'Confirm Info' page and make payment.

Clicking 'Back' will navigate user to 'Your Basket' page (refer Fig. 27).

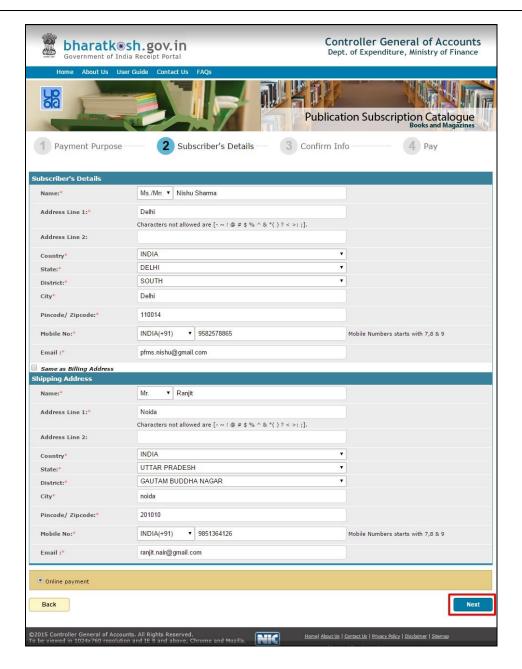


Figure 29: Subscriber's Details

At Confirm Info page, details provided by user in previous step (refer Fig. 28) shall be presented. Proceeding steps to payment at BharatKosh remains same as it is mentioned in the section 5.4.

# 9 Forgot Password

Step 1:- User clicks on Forgot Password link at the home page just below the user credentials entry section and reaches the Forgot password page. User enters the email id and the security code and click on Continue button

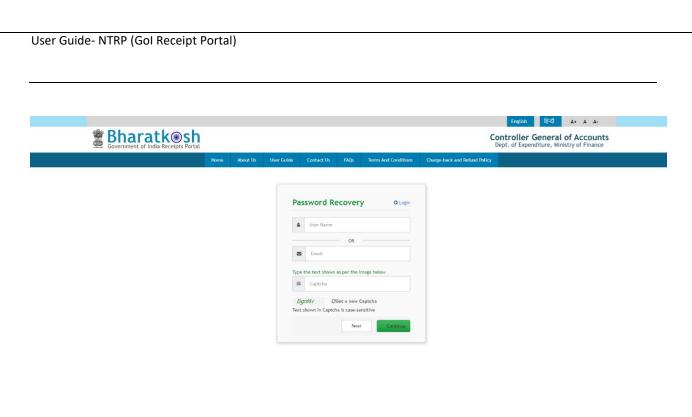




Figure 30: Forgot Password screen 1

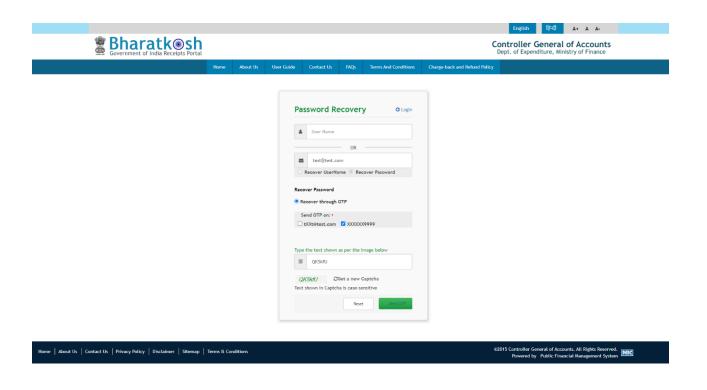


Figure 31: Forgot Password screen 2

Step 3:- User will have to click on the radio button, whether he/she wants to recover username or password. User will click on the radio button recover through OTP

Step 5:-User will have to select that he/she wants to receive password via email of mobile no, if user has not done any transaction using mobile no. then only email id option will be available. User will have to select the option and click on Send OTP button.

Step 6:-User will enter the OTP received on his /her mobile / email id and click on Verify button.

Step 7:-User will have to click on Send Password button, at this event, a temporary password will be sent at user's email/ mobile no. User will have to go to BharatKosh home page and login using this temporary password and in this way user will be able to recover his/her password

#### 10 Conclusion

This document provides a detailed description of all major features and functionalities available at BharatKosh. Users can contact the concerned Department officials, as well as PFMS / BharatKosh Officials in case of any issues pertaining to the usage of the portal.