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No. D.32021/2/2023-DTE(TRP-IT)

Dated Aizawl, the 19th Nov, 2024

NOTICE

It is hereby notified to all concerned that frequent problems faced in eTransPGI (eTransport Payment Gateway Interface) will be solved as follows:

- A. **Issue of long pending transaction-** Time to Live (TTL) mechanism is already in place in SBlePay which is 30 minutes. There can be two scenarios in this case –
- While the total TTL for SBlePay transaction is 30 minutes, one mechanism is in place where the user has to complete his transaction after selecting the payment mode, a countdown is started which lasts usually for 5 minutes and the user completed his payment after the expiry of the countdown, in this scenario, the customer's account will be debited and the payment gateway must have been closed by then, hence no credit will happen on the Department's side. In such cases, the payment will be reverse credited to the payer's account within 5-7 working days.
 - The user completed the payment within the payment countdown period and transaction status is shown as "Pending" from the payer's side. The payer has to halt all transaction from his account for 30 minutes and wait for the TTL to expire. After the expiry of 30 minutes and no "Success" message is generated by the system, it then sends a 'Failure' status to the server and the user can retry the payment afterwards.
- B. **Issue of "Failure" status from Payment Gateways –** As stated earlier, since functionality of TTL is embedded, once "Failure" status is sent to the payment server, SBlePay is designed in such a way to treat "Failure" status as it is and not to change the same to "Success" status. If a user's transaction has failed but his account is debited, the same will be reversed to his account within 5-7 working days. In an unlikely event of automatic reversal not taking place within the stipulated time, the user may approach his home bank/ branch for reconciliation of the same.


(Er. R. LALRAMMAWIA)
Director
Transport Department
Mizoram, Aizawl.

Copy to:

- The Deputy Secretary to the Govt. of Mizoram, Transport Department for information with reference to his letter No.B.32011/6/2024-TRP dated 11th June, 2024.
- All District Transport Officers for information.
- The Transport Project Coordinator, NIC, Mizoram for information and necessary action.
- Office copy.