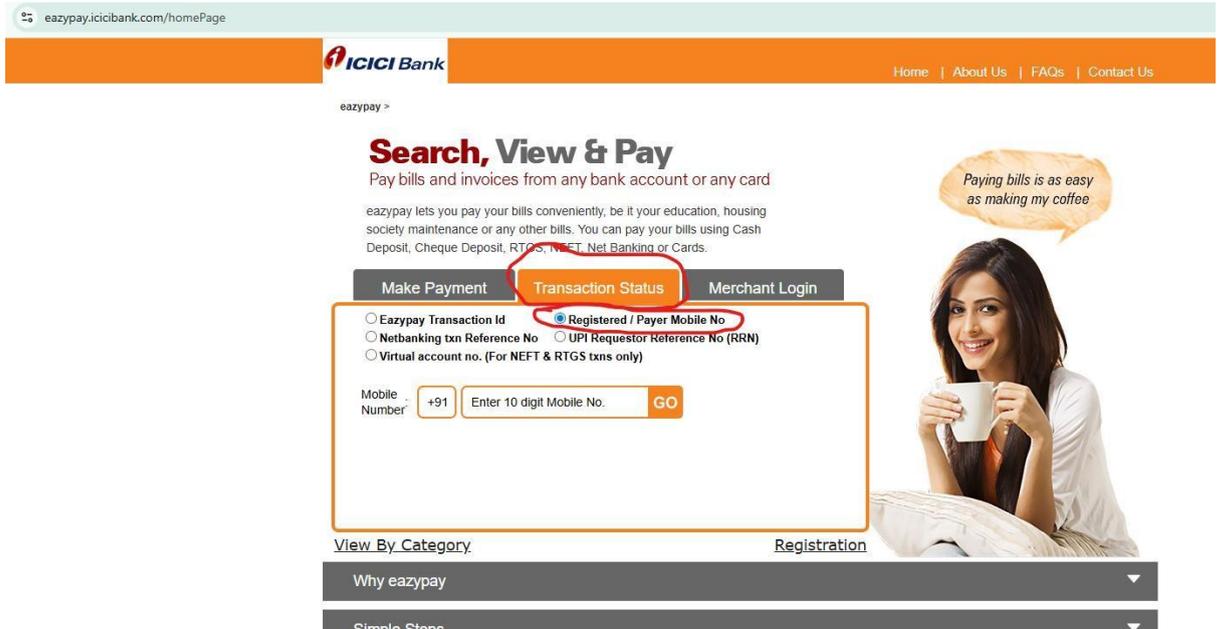


## Payment Issue: Money got debited from the Bank Account, but the same is not reflecting on the Admission Portal

Steps to be followed by the candidate:

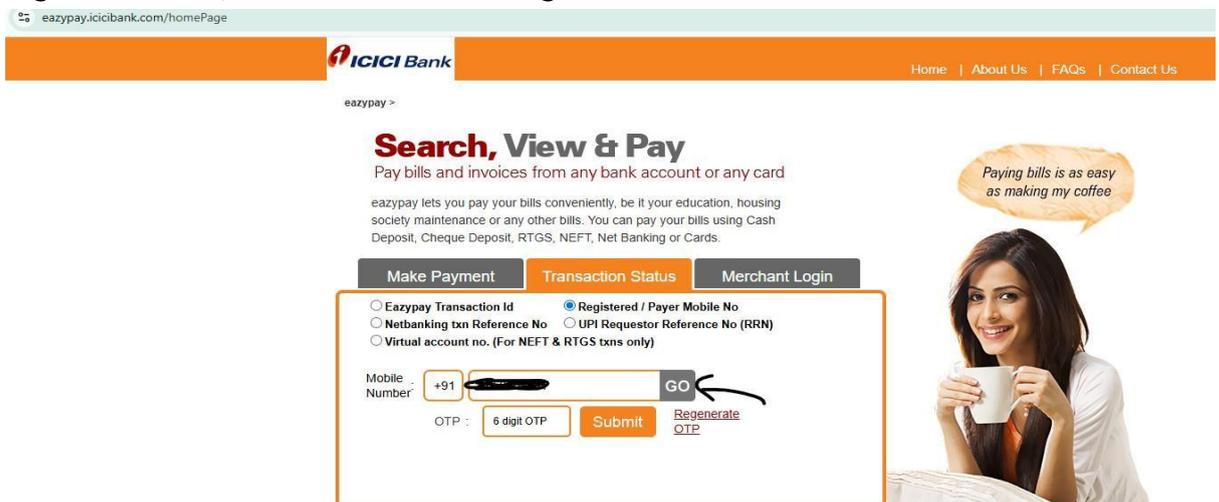
1. Visit ICICI Eazypay site <https://eazypay.icicibank.com> . The bank page shall get displayed as under:



The screenshot shows the ICICI Eazypay website interface. At the top, there is a navigation bar with the ICICI Bank logo and links for Home, About Us, FAQs, and Contact Us. Below the navigation bar, the main heading is "Search, View & Pay" with the subtext "Pay bills and invoices from any bank account or any card". A secondary heading reads "eazypay lets you pay your bills conveniently, be it your education, housing society maintenance or any other bills. You can pay your bills using Cash Deposit, Cheque Deposit, RTGS, NEFT, Net Banking or Cards." To the right, there is a promotional image of a woman holding a coffee cup with a speech bubble that says "Paying bills is as easy as making my coffee".

The main content area features three tabs: "Make Payment", "Transaction Status", and "Merchant Login". The "Transaction Status" tab is highlighted in orange. Below the tabs, there are three radio button options: "Eazypay Transaction Id", "Registered / Payer Mobile No.", and "Virtual account no. (For NEFT & RTGS txns only)". The "Registered / Payer Mobile No." option is selected. Below these options, there is a form with a "Mobile Number" field containing "+91" and "Enter 10 digit Mobile No.", and a "GO" button. At the bottom of the form area, there are two dropdown menus: "View By Category" and "Registration".

2. Change default tab from Make Payment to Transaction Status as highlighted above. (Ensure Transaction Status tab is highlighted as Orange)
3. Choose the option Registered/Payer Mobile No.
4. The page will ask you to enter your 10 digit Mobile No (the one you have provided during registration at the Admission Portal). After submission of 10 digit Mobile No, Click the Go button against the same.



This screenshot shows the same ICICI Eazypay website interface as the previous one, but with the "GO" button highlighted by a black arrow. The "Registered / Payer Mobile No." option is still selected. The "Mobile Number" field now contains a blacked-out 10-digit number. Below the "GO" button, there is an "OTP" field with "6 digit OTP" and a "Submit" button. To the right of the "Submit" button is a "Regenerate OTP" link. The rest of the page layout, including the navigation bar, heading, and promotional image, remains the same.

- The user is then supposed to enter the 6 digit OTP as received on his/her mobile number. After submission of OTP, user can download the receipts of all the transactions carried out by him/her as below:

The screenshot shows the ICICI Bank eazypay interface. At the top, there are navigation links for Home, About Us, FAQs, and Contact Us. Below the header, there's a search bar and a main heading 'Search, View & Pay' with a sub-heading 'Pay bills and invoices from any bank account or any card'. A woman's face is visible on the right side of the page. Below the heading, there are three buttons: 'Make Payment', 'Transaction Status', and 'Merchant Login'. Under 'Transaction Status', there are radio buttons for 'Eazypay Transaction Id', 'Registered / Payer Mobile No', 'Netbanking txn Reference No', 'UPI Requestor Reference No (RRN)', and 'Virtual account no. (For NEFT & RTGS txns only)'. A red-bordered box titled 'Transaction Status of your bills ( Last 45 days )' contains a table with the following data:

Merchant Name	Transaction Date	Transaction Amount	Transaction Status	Payer Registered Mobile Number	Interface / Payment Option Name	Virtual account number	Third party txn id/ref no	Settlement Date	Refund Date	Refund APN	Download Challan
FACULTY OF MEDICAL SCIENCES	17 Sep 2025 03:50	1	Paid	[REDACTED]	UPI_ICICI	NA	500177275626	2025-09-17	NA	NA	<a href="#">Paid</a>

Below the table, there are links for 'View By Category' and 'Registration'. At the bottom, there's a link for 'Why eazypay'. A red circle highlights the 'Paid' link in the 'Download Challan' column, with a red arrow pointing to it.

- Click the **Paid** link against the carried-out transaction in order to download the Transaction Status as a PDF file (Unsuccessful Transaction shall have the Download Challan as FAILED, instead of Paid).
- Once the Transaction Status is downloaded on to your device (mobile/laptop), the user is supposed to **mail the Transaction Status (PDF file)** as file attachment through his/her registered email to the Official mail [office@fmsc.du.ac.in](mailto:office@fmsc.du.ac.in)
- At last, wish you Good luck and all the best for your admission.