



**बिहार स्टेट पावर (होल्डिंग) कंपनी लिमिटेड**  
**BIHAR STATE POWER (HOLDING) COMPANY LIMITED**  
(A Govt. of Bihar Undertaking)  
Reg. Office : Vidyut Bhawan, Bailey Road, Patna – 800 021  
[www.bsphcl.bih.nic.in](http://www.bsphcl.bih.nic.in)

### 1. What to do in case of broken Transactions:

If your payment got deducted but unable to move to registration slip, please re-login and click on “[Check payment status](#)” as shown in below screenshots before making duplicate payment. If payment found successful it will automatically redirect to registration slip. If payment found unsuccessful, you can proceed new payment by clicking “[Click to pay](#)” button.

Payment is deducted and user re-logs below screen will show:

The screenshot shows a navigation bar with steps 2 (Personal and Edu Details), 3 (Upload Photograph and Signature), 4 (Preview Details), and 5 (Payment). Below the navigation bar is a 'PAYMENT INFORMATION' section. It displays 'Amount To Pay' as 375. There is a checkbox with the text: 'I confirm that the information provided by me is true in all respects and if any information is found to be false, I understand that my registration / candidature will stand cancelled and no refund of fee will be claimed'. Below this is a green 'Click to Pay' button. At the bottom, there is a red box around the text 'Check payment status' with the instruction: 'In case of broken transaction , please click [Check payment status](#) to check real time status.' A red warning message at the bottom reads: 'PLEASE CLICK CHECK PAYMENT STATUS BEFORE MAKING PAYMENT AGAIN'.

If Payment is deducted and it failed, when user clicking “[Check payment status](#)” and below screen shows , please pay freshly by clicking “[Click to Pay](#)” button.:

The screenshot shows the same navigation bar as the previous screenshot. Below the navigation bar is a 'PAYMENT INFORMATION' section. It displays 'Amount To Pay' as 375. At the top of the section, there is a red error message: 'Sorry Your Last Transaction Got Failed. Please Try Again'. Below this is a checkbox with the text: 'I confirm that the information provided by me is true in all respects and if any information is found to be false, I understand that my registration / candidature will stand cancelled and no refund of fee will be claimed'. Below this is a green 'Click to Pay' button. At the bottom, there is a red box around the text 'Check payment status' with the instruction: 'In case of broken transaction , please click [Check payment status](#) to check real time status.'

### 2. Refund Process and refund time

If you have already done more than 1 **successful** payment, only one payment will be considered for application fee and all other duplicate payments will be refunded back to your source account (Net Banking/Credit card/Debit Card) from where you had initiated/made your payment. **Refund amount will be credited to your account within 7-10 working days from the date of payment.**