



₹ 49,990

Requested by  
Flipkart

Collect request from Flipkart for  
PZT1910101444WLL



Paid ₹ 49,990

10 Oct 2019 • 2:45 pm



₹ 49,990



Payment started



Share receipt



- ✓ Payment started
- ✓ Payment received by Flipkart
- ✓ Purchase confirmed

UPI Transaction ID  
[REDACTED] 9654

To: Flipkart  
fkrt@ybl

From: MOHAMMAD MUDASSIR AH (Canara Bank)  
ahmadmudassir66@okhdfcbank

Google Transaction ID  
CICAgKCmgoi\_Xw

Payments may take up to 3 working days  
to be reflected in your account



Share receipt



# Passbook



**Bal:** 13033.59

**Rem:**

**14-Oct-19**

UPI/928754232333/YBL7a033ad625824f5  
8b7c0ae53d58a4dc9/14/10/2019 18:20:08  
/9063@ybl/8968016405@ybl/Debit

**Cr :** 0.00                      **Dr :** 1000.00

**Bal:** 13233.59

**Rem:**

**10-Oct-19**

UPI/9654/  
YBL3106661432b24ed8b6e84312d09b460f/  
10/10/2019 14:46:55  
/ahmadr@okhdfcbank/fkrt@ybl/Debit

**Cr :** 0.00                      **Dr :** 49990.00

**Bal:** 14233.59

**Rem:**

**08-Oct-19**

UPI/928180827394/  
YBL986f2477efab41978ae8758409f2039c/  
08/10/2019 20:18:31/9063@ybl  
9063@ybl/Credit

**Cr :** 49500.00                      **Dr :** 0.00

**Bal:** 64223.59

**Rem:**



## Complaints Details

**Grievance Number: 1681963**

Grievance Reg Date: 2019-10-18 16:27:07

**Grievance Type :** Complaint

**Grievance Details :** Consumer Calling [REDACTED] 9063 Name of the Bank\* : Canara Bank Type of Account : Saving account Home Branch : Qadian , Gurdaspur, Punjab Branch Code: CNRB0006615 Account no\* [REDACTED] 0241 App Name: Google Pay Registered Mail id : ahmadmudassir66@gmail.com Registered Phone: [REDACTED] 9063 Reference /Transaction ID: CICAgKCmgoi\_Xw UPI/Transaction ID: [REDACTED] 9654 Date of transaction : 10 Oct 2019 Amount: 49990/- Service Name: Online Shopping Issue: Money Transfer but found a technical issue amount not processed to Flipkart Beneficiary/Receiver Details: Flipkart Problem Details: According to the consumer he said that he ordered laptop from flipkart as COD but after some days he paid laptop amount online by google pay and he has UPI id for this but flipkart not delivered this product yet and flipkart said that we did not received your amount yet.

**Agent Remark :** Advised him to send the mail to bank nodal officer and wait for response. Email id- pdwing@canarabank.com , hocss@canarabank.com

**Final Status :** In Process

**Company Remark :** dbs

**Remark Date** 2019-11-05 14:42:13

**Status :** In Process

**Company Remark :** As per NPCI Portal, Transaction was successful and the amount was credited to PAYEE VPA : fkrty@ybl on 10/10/2019 for RRN [REDACTED] 9654. As per UPI gateway i.e. NPCI portal transaction is successful. However, based on customer request we had raised chargeback(claim for refund) for the transaction on 28/10/2019 But beneficiary had rejected thecharge back on 28/09/2019 stating Goods & Services provided order ID PZT1910101444WLLMG01, Hence Kindly take up the matter with merchant only.

**Remark Date** 2019-11-05 17:49:50

**Status :** Closed

**Uploaded Files:** File1 | File2 | File3



Print



Back to Home Page



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## Regarding Payment Issue

1 message

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**Qadian Brnach** <cb6615@canarabank.com>

Sat, 7 Dec 2019 at 2:41 pm

To: Mohammad Mudassir Ahmad <ahmadmudassir66@gmail.com>

Cc: MIPD Regional Office Amritsar <mipdroasr@canarabank.com>, General Administration Section Regional Office Amritsar <garoasr@canarabank.com>

Dear Sir,

We have received following communication from our back end team.

"Transaction is successful amount got credited to fkrt@ybl on 10-10-2019 IFSC : fkrt@ybl AC NO: 00226110000025. We have raised the charge back on 10-10-2019 but same has been rejected by them mean fkrt@ybl on 28/10/2019. Kindly take up with merchant FOR THIS Reason : Goods & Services provided order ID:PZT1910101444WLLMG01 "

Kindly follow up as detailed above.

Regards,

Qadian

01872-220080

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**From:** Mohammad Mudassir Ahmad <ahmadmudassir66@gmail.com>

**Sent:** Saturday, December 7, 2019 2:37 PM

**To:** Qadian Brnach <cb6615@canarabank.com>

**Subject:** Regarding Payment Issue

**CAUTION:** This email is originated from outside Canara Bank. Do not click any links or open attachments unless you recognize the sender and know that the content is safe.

[Quoted text hidden]

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