FAQ

Q.1. What are the cut-off dates for payment for Online Application Fee?

The current schedule includes for the last date of Application till Mid Night 24:00 Hrs the portal will be automatically stop and not accept any of the payment.

Q.2. What are the different methods of making payment for Application Fee?

Only Through AXIS Bank Payment Gateway: Net Banking, Debit Card, Credit Card., and Ropey you can pay the fees.

Q.3.Can I pay application fee from ANY BANK?

Yes, Pay from Any Bank (PNB, CBI, UBI, AXIS, Canara, SBI etc.) through AXIS/ ICICI Bank Payment Gateway

Q.4 How many banks for Net Banking option in AXIS/ICICI Bank Payment Gateway?

ALL nationalized Banks and Private Banks (45 Banks approx.). View Bank list

Q.5 Is there any transaction charge when I am using 'Net Banking Option' through AXIS Bank Payment Gateway for fee payment?

Nothing i.e. No Transaction Charge in Net banking Option through AXIS Bank Payment Gateway for fee payment.

Q.6Which browser should I use for Application Fee Payment?

Best to use the following Browsers: FireFox / Mozilla with the latest version

Chrome +

Q.7 Can I press refresh or back button on browser during the online transaction time, in case if I get stuck?

Do not Refresh page and click Back link on your browser when yourtransaction is in process.

Q.8 My net banking account/debit card/credit card has been debited (money taken out) more than once. How do I get the money back?

If your bank account/debit card/credit card was used more than once or youpressed refresh or back/forward button of your internet browser then sendemail with Application Reference No, Transation ID, Bank Name, Payment Gateway Name, Pay Mode(Net Banking/Credit or Debit Card), Fee amount details to pingala@iitk.ac.in

Q.9. When I complete the online payment process but due to slow internet or otherproblem, I do not receive successful message then on this situation what do we do?

If your fee amount debited from bank account then send it will be automatically updated against your payment details, and it will be take T+2 working (T=Transaction Day) so please don't try to pay it again, till the T+2 time period. After deadline you may please share your Transaction details Transation ID, Bank Name, Payment Gateway Name, Pay Mode (Net Banking/Credit or Debit Card), Fee amount details to pingala@iitk.ac.in

Q.10. What can one do if online payment mode takes times or if the site hangs?

Due to unscheduled maintenance activity some Internet Banking Bank web-sites will not be accessible. You go to another Internet Banking Bank web-site.i.e. If AXIS and it is not accessible then you should wait for it till the gateway is accessible again start accessing.

Q.11. To whom I contact in case of problem during application fill up.

Ans: First you read the "How to Apply" and "User Manual" carefully, in most of the cases it will resolve your problem, but still if you have any issue you can write to rect_doad@iitk.ac.in and pingala@iitk.ac.in or contact on the phone no. 0512-2597705 or 0512-2596803. You will be entertained during the office hours only between 9.00 am to 5.00 pm from Monday to Friday.

Q.12. For which category the payment page will be displayed after submitting the application form.

Ans: Only General, EWS, Ex-Serviceman-General, OBC, Ex-Serviceman-OBC, Ex-Serviceman-EWS category applicant will have to pay the application fees. In case you have not paid the application fees then your application status will be shown as "Payment Pending". Please make sure the payment of application fee is successful before final submission. Without payment of application fee you cannot print the application pdf and your application will not be submitted.

Q.13. Do I need to send hard copy of the application alongwith relevant documents.

Ans: You need not send the hard copy of the application and relevant documents. It is for your reference only however, Regular Employees/Project Employees of IIT KANPUR and candidates applying through proper channel or desirous to send advance copy of the application, should send hard copy of filled application form along with all the relevant documents to the mailing address.

Q.14. In Percentage of marks field in Education and technical sections how many decimal are allowed.

Ans: Only one decimal is allowed in percentage field of Education /Technical section. If you don't have a percentage please put 0 in percentage section

Q.15. Is experience mandatory for all the types of posts?

Ans. No. It is optional, you can skip this section through the skip link If you do not have any experience.

Q.16. Can we update the application form?

Ans: Yes, Updating will be allowed only if your application status is partially submitted. Once you have finally submitted the filled application form the data cannot be changed under any circumstances.

Q.17. I have paid application fees multiple times for same post. Whether the fees will be refunded.

Ans: No, your fees will not be refunded if you have paid multiple times for same post. Only the last submitted application will be considered.

Q.18. How to check the Status of the Application.

Ans: Login with your User Id and Password and after successful login, Application status will be show in applied post details.

Q.19. How to apply for multiple posts.

with your User Id and Password and after successful login, apply for each post separately and with fees for each application. Application status will be show in on the website for the applied post details.

Q.20. In case the primary information is filled in wrong, than how can one correct it?

Ans: In such cases, create a fresh login id with a different mail id and then fill up the forms.