

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.

