Important Instructions for Submitting the Online Form

Candidates are advised to carefully read the below given instructions prior to filling out the online form or making online payment:

Filling the Online Form:

1. Please avoid using the mobile 'phone to enter data in the online form. Use your desktop or a laptop.

2. Go through the online form carefully before hitting the 'submit' button. Please ensure that all information asked in the form is duly submitted.

3. Please carefully scan the form for any 'red inked' error/warning or caution.

4. Avoid use of special characters like $, £, # etc. as these are not accepted by the system.

5. Please do not exceed the character input limit. In such cases the online form will not allow you to proceed with the fee payment.

Making Online Payment

6. Please double check your Debit/Credit/Bank account information before keying in the details for initiating online payment. Submitting incorrect authentication details like OTP or Incorrect Pin or Card number can lead to failed payment. Please ensure you verify the stated information before moving ahead.

5. Payment may be declined if your card type (VISA/MASTERCARD/RUPAYA, etc.) is not indicated. When this information is asked for and you fail to indicate, or indicate incorrectly you will not be able to make the payment.

6. The Payment Gateway advises you not to 'refresh' the browser, or hit the refresh button once you have initiated the process. If you do so the process stops midway and your pay attempt is stalled.

6. If you are twice unsuccessful at a particular time the reason could be a network failure. In such cases it is advisable to return later so that the network may have regained it's proper speed.

7. Browser Issues- Some anti-virus or firewall software can affect your card payment. Please make sure that any antivirus or firewall software that you have installed allows pop ups.

8. Network issues-Poor internet connection. Please use a fast internet connection for your online transaction.

5. User behaviour-User making wrong clicks on the browser button, or refreshing the page in terms of delay in processing. The payment page strongly advises you against doing so.

6. Please use your laptop or desktop and not your mobile phone while making online transaction.

7. If your transactions repeatedly fail at a particular time choose a different time to attempt the transfer. You may also try using a different network.

8. If your bank debits you and the debited amount is not forwarded to the receiving bank do not panic. In all such instances your bank will credit you the amount with 5-7 days.

8. If you are still unsuccessful in making payment please contact Ms. Tasneem Fatima/Mr. Gorakh Sharma on 011 2604 8848 Ext. 255