

**Appendix –II****Procedure for Online Payment of Fees and Helpline for Payment-Related Queries**

After completing Step 2 of the **Online** Application Form, the candidate may remit the examination fee (**Step 3**) in the following manner:

- Check the validity of the Debit/ Credit Card and keep it ready with you while logging on to the website for submitting the Application Form. The candidates should enter the information asked for and make payment through a Debit/ Credit Card.
- Through Net Banking, check the balance in your account and keep all credentials ready with you while logging on to the website for making payments. The candidates should log in with his/her credentials of net banking and make payments accordingly.
- For payment through a UPI Service, check whether there is a requisite balance in the Bank Account / Wallet to which the concerned UPI is linked.

**The prescribed Examination Fee (please see the Information at a Glance) can be paid through any Bank/Payment Gateway in any Payment Mode [service/processing charges per transaction and GST applicable thereon @ 18 % are to be borne by the candidate]**

S. No	Mode of Payment	ICICI BANK			HDFC BANK			CANARA BANK			STATE BANK OF INDIA	
1	Net Banking	ICICI Other Banks	NIL Charge 4.00 + GST		HDFC Other Banks	NIL Charge 4.00 + GST		Canara Bank Other Banks		NIL Charge 5.00 + GST	SBI Other Banks	Rs 5.00+GST
2	All Debit Card	ICICI or Other Banks	Transact ion upto Rs 2000/-	0 %	HDFC or Other Banks	Transaction upto Rs 2000/-	0 %	Canara Bank or Other Banks	Nil Charge	Nil		
			Transact ion above Rs 2000/-	0.5 % + GST			Transaction above Rs 2000/-			0 %		
3	Credit Card	Domesti c	0.40%of value	Transaction	Domesti c	0.40% of Fee + GST		Domestic		0.80% of Fee + GST	Domestic	0.80% of Fee+ GST (Minimum Rs 11/-)
		Internati onal	2.35%of value	Transaction	Internati onal	Nil Charge		International		2.35% of Fee+ GST	International	3.50% of Fee+ GST (Minimum Rs 11/-)
4	Unified Payment Interface (UPI)	ICICI or other banks	Transact ion upto Rs 2000/-	0 %	Nil Charge							Transaction upto Rs 2000/-
			Transact ion above Rs 2000/-	5.0 % + GST								

**Note:** In case, the fee payment status is not 'OK', or the Confirmation Page of the Online Application is not generated after fee payment (completion of Step 3) of the candidate is advised to contact the helpline number/email of the concerned Bank/Payment Gateway Integrator, as mentioned below:-



**(a) If Paying through the State Bank of India (SBI):**

Level	Name	Email ID	Contact Number
1	Helpdesk	dgmcs.cc@sbi.co.in	18004253800
2	Helpdesk3	sbi.05222@sbi.co.in	08026599990
3	Customer Care	agmcustomer.lhodel@sbi.co.in	1800112211
4	Through SMS	UNHAPPY (add text)	8008202020

**(b) If Paying through Canara Bank:**

Level	Name	Email ID	Contact Number
1	Helpdesk	pgsupport@billdesk.com	01202400850/1 9971262371
2	Complaint Management Services	genadmnrnoida@canarabank.com	01202400850/1
3	Customer Care	genadmnrnoida@canarabank.com	9971262371
4	Through SMS	genadmnrnoida@canarabank.com	01202400850/1

**(c) If Paying through HDFC Bank:**

Level	Name	Email ID	Contact Number
1	Shri Vikram Singh	vikram.singh4@hdfcbank.com	9799810080
2.	Amit Singh	amit.singh26@hdfcbank.com	7428869770
3	Shri Ripon Bhattacharjee	ripon.bhattacharjee@hdfcbank.com	9625031697

**(d) If Paying through ICICI Bank:**

S. No.	Name	Contact Number
1.	Helpdesk	1800222884
2.	Deepak Kumar	8882892218
3.	Rakesh Bhatnagar	9953972004