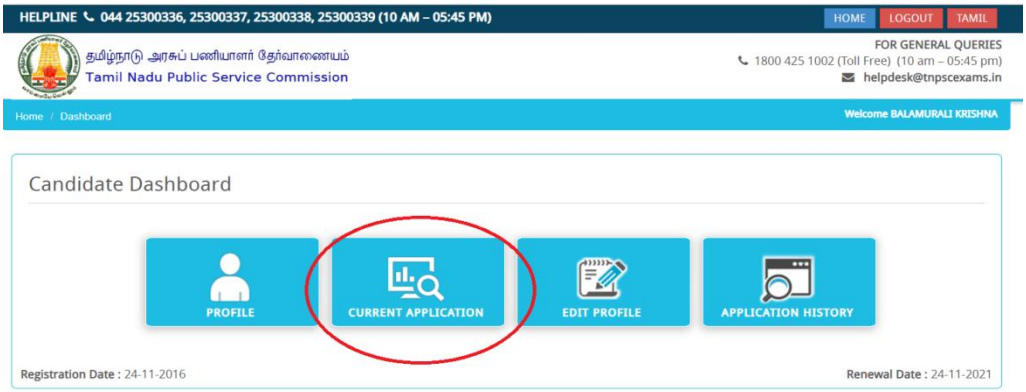
CHECK PAYMENT STATUS / TRANSACTION DETAILS

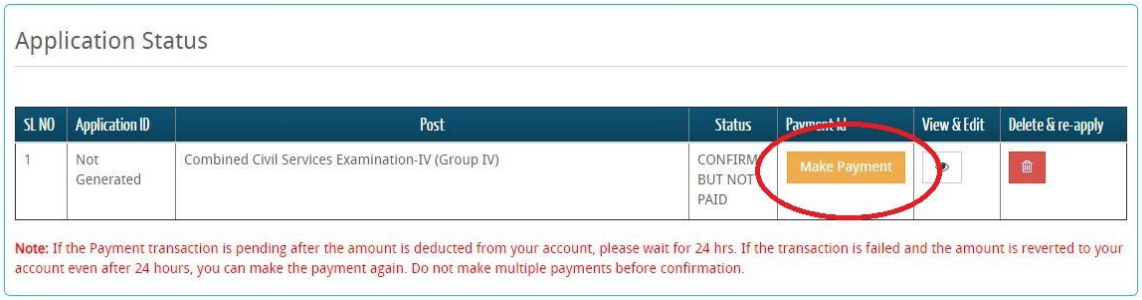
Dear Candidate,

Do you face any payment transaction problem? In other words, amount has been debited from your bank account but still application status displays as 'CONFIRMED BUT NOT PAID'? IF SO NO NEED TO GET TENSED! Please do the following steps to complete the payment process.

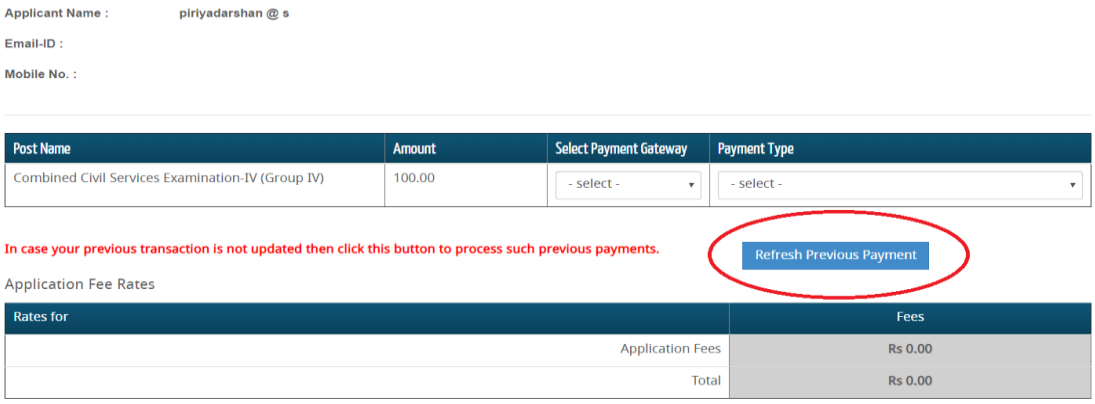
Step 1: Login to the candidate dashboard and click the **"Current Application"** button



Step 2: Click the **"Make Payment"** button



Step 3: Click the **"Refresh Previous Payment"** button. But please don't make any new payment until unless you verify your previous payment status.



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Step 4: You would notice the history of payment transactions that has been initiated by you.

Post Name	Amount	Select Payment Gateway	Payment Type
Combined Civil Services Examination-IV (Group IV)	100.00	- select -	- select -

In case your previous transaction is not updated then click this button to process such previous payments. View Previous Payment

SL. No	Payment Gateway	Application Id	Process Time	Order Id	Amount	Status	Action
1	SBI	9190047147	2019-06-18 14:30:55	FRM5d08a847990f9	0	Failure	
2	SBI	9190303388	2019-06-24 14:37:25	FRM5d1092cdbd302	100.00	Failure	
3	PAYMENTGATEWAY	9190047147	2019-06-23 13:15:30	FRM5d0f2e1a65362	0	Unsuccessful	
4	PAYMENTGATEWAY	9190047147	2019-06-23 13:17:22	FRM5d0f2e8ab67f5	0	Initiated	
5	PAYMENTGATEWAY	9190047147	2019-06-23 13:18:49	FRM5d0f2ee1c0524	0	Aborted	
6	PAYMENTGATEWAY	9190303388	2019-06-24 14:33:27	FRM5d1091df2a277	100.00	Unsuccessful	

Note: In the above transaction status, a candidate has initiated the payment six times and all the transactions were failure/unsuccessful/aborted. However, money has been debited from the candidate's bank account (two times) because this candidate has made multiple payments WITHOUT Checking Previous Payment. Hence if the payment transaction is still pending after the money is deducted from your bank account, please wait for 24 hrs. If the transaction shows as failure and still the money is NOT yet reverted to your bank account EVEN AFTER 24 HRS by your bank, then please MAKE A PAYMENT ONCE AGAIN. Money debited previously will be automatically refunded back to your bank account. So kindly, do not make multiple payments before you check the payment confirmation status.

Step 5: If your transaction becomes successful after sometime, then payment status will be displayed either as Success (or) Shipped. Further you would notice a link **"Click Here to Update Your FORM Payment Status"**. Please click that link to complete your payment process.

Post Name	Amount	Select Payment Gateway	Payment Type
Combined Civil Services Examination-IV (Group IV)	100.00	- select -	- select -

In case your previous transaction is not updated then click this button to process such previous payments. View Previous Payment

SL. No	Payment Gateway	Application Id	Process Time	Order Id	Amount	Status	Action
1	PAYMENTGATEWAY	9190671170	2019-07-03 18:52:06	FRM5d1cabfea5660	100.00	Shipped	Click Here To Update Your FORM Payment Status

Note: *Please remember that without the completion of fee payment process, Application ID will not be generated for payment category candidates (In other words, for those who don't fall under reservation category and those who don't claim exam fee concession).*

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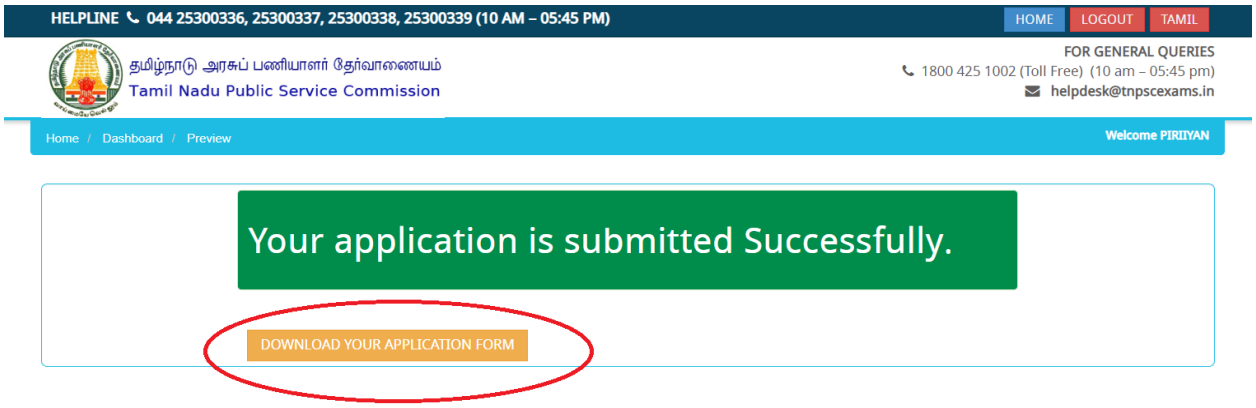
Step 6: After you click that link, your payment process will be completed. **You will then be able to download your application form.**



Tips for Successful Payment:

- ✓ Please ensure you have good internet connectivity
- ✓ Do not refresh the page while payment transaction is being carried out
- ✓ Do not press backspace button in the keyboard/browser while payment transaction is being carried out
- ✓ Do not make multiple payments before you check the payment confirmation status
- ✓ Try to complete the online payment process within 3 minutes in order to avoid time out
- ✓ Always keep the transaction id safe as it may be used for future reconciliation purpose

Amount debited from your bank account due to transaction(s) failure will be automatically refunded back to your bank account. In case, if you don't get refund after few days, then please contact your bank and submit the transaction id which you might have received as SMS to your mobile during debit alert message.

All the best for your Examination!

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