

FREQUENTLY ASKED QUESTIONS (FAQs)

Question Can I apply for a ST/T Application Form for someone else ?

Answer The ST/T application form is non-transferable. The ST/T form is registered in the name of a person whose particulars have been submitted at the time of requesting the form. No other person can use the form. The 'Payment Confirmation Voucher' is essentially required to be printed from the internet and submitted with the application form. The name and address appear on the Payment Confirmation Voucher will be the name and address of the applicant. In addition to receiving the printed 'Payment Confirmation Voucher', the data is verified by IEI from the secure records in the Institution Server where it is recorded at the time of application.

Question Can I access the Application Form and/or Prospectus without making payment ?

Answer No. Even if a printout is obtained, it cannot be used without a 'Payment Confirmation Voucher'.

Question Can I obtain a copy of the ST/T application form from someone else and make the payment of Rs 375/- by demand draft ?

Answer No. If you pay by demand draft, the ST/T application form will be sent by post and the form sent by post will have to be used. In this process, the Institution will not be responsible if you miss the date for submitting the ST/T form.

Question Can I apply now, get an Application Reference Number, but pay later ?

Answer Yes, but you will have to pay online. Just mention the Application Reference Number and you will be taken directly to the payment gateway after your particulars have been displayed to you for verification.

Question Can I change my particulars after submitting the same ?

Answer Yes, but only as long as you have not made payment. An edit option has been provided on the final page before you proceed to the payment gateway. After payment by online, you will not be allowed to change any particulars and the 'Payment Confirmation Voucher' will be printed with the particulars as submitted by you.

Question Can I use the credit card of someone else ?

Answer We do not verify the particulars of the person making payment. In the event that the person, who has paid, applies for the payment being voided, your application will become void.

Question Can I edit particulars after making payment ?

Answer No. You will not even be provided the edit option. When you mention an Application Reference Number against which payment has already been made, you will be taken directly to the page for printing 'Payment Confirmation Voucher' and downloading the Application Form and Prospectus.

Question Can I print the 'Payment Confirmation Voucher' later if I do not have a printer available while making the payment ?

Answer Yes. You can print the 'Payment Confirmation Voucher' any time you like simply by quoting the Application Reference Number. You may print the 'Payment Confirmation Voucher' any number of times.

Question Can I download any number of ST/T Application Forms and Prospectus and at any time ?

Answer a) Yes. The actual verification of purchase will be done from our secure database. The 'Payment Confirmation Voucher' is printed from the secure database and cannot be fraud.

b) If you give a copy of the ST/T Application Form to your friend, he will still have to make payment to receive a 'Payment Confirmation Voucher' in his/her name. The 'Payment Confirmation Voucher' has to be attached with the application form downloaded online.

Question Can I make online payment for an application form that I have purchased offline by sending a draft ?

Answer This does not make sense as it amounts to double payment.

Question Can I still purchase an application form by sending a draft by post as in the past ?

Answer Yes. It is a time-taking process and the Institution does not take any responsibility for postal delay.

Question Is there any difference between the ST/T Application Form I purchase at the State/Local Centre and the one purchased Online?

Answer No. When you purchase a ST/T form online, your name is recorded in the secure database as a person who has purchased a form along with the date of purchase. You may use any option that you choose. With the online option, you get an immediate confirmation that ST/T form is a valid form as you can print a 'Payment Confirmation Voucher'.

Question If I have made payment but the payment has not been recorded, what can I do?

Answer a) Once you mention the Application Reference Number, you will be informed that payment has not been recorded. You will get an option to make the payment again or to record your grievance.

b) If you are confident that you have made the payment and received the payment confirmation from your bank, this information can be recorded on your complaint. The complaint will be looked into and reconciled with your bank after which you will be informed by email by the Membership Department of IEI.