



राष्ट्रीय परीक्षा एजेंसी  
National Testing Agency  
Excellence in Assessment



VACANCY CIRCULAR  
(No. NTA/NHAI/2021/1)  
Dated : 30<sup>th</sup> October, 2021

IMPORTANT DATES	
Starting date for submission of online applications	30.10.2021 (Saturday)
Last Date for receipt of Online applications	29.11.2021 (Monday)
Last date for payment of prescribed application fee online by concerned candidates	30.11.2021 (Tuesday)
Correction in Particulars of the Online Application Form	2 <sup>nd</sup> & 3 <sup>rd</sup> December, 2021

1. The National Testing Agency (NTA) invites Applications on behalf of National Highways Authority of India (NHAI) for the **following Post** in NHAI :

**DEPUTY MANAGER (FINANCE & ACCOUNTS) (Group-A)** in Level 10 of Pay Matrix of 7<sup>th</sup> CPC (Pre-revised : **Pay Band-3 : Rs. 56100-177500/- + Grade Pay of Rs. 5400/-**) as per the details mentioned below : -

Sl.No.	Post/ Pay / Pay Scale /Level	CATEGORY					TOTAL
		UR	SC	ST	OBC(NCL) Central List only	EWS	
1	Deputy Manager (Finance & Accounts)	06	03	01	05	02	17

**A. Details of Eligibility Criteria**

S. No.	Name of the Post	Age Limit	Educational qualification and experience required	Method of Recruitment
(1)	(2)	(3)	(4)	(5)
1.	Deputy Manager (Finance & Accounts)	Not exceeding <b>35 years</b> as on closing date of advertisement ( <i>relaxable as per Govt. of India rules applicable for different categories /groups, as mentioned subsequently</i> ).	(i) Bachelor in Commerce or Chartered Accountant or Certified Management Accountant or Master in Business Administration (Finance) (through regular course) from a recognized University or Institute;  OR Member of any organized Finance or Accounts related Service of the Central Government or the State Government;  AND (ii) Four years' experience in Financial Accounting or Budgeting or Internal Audit or Contract Management or Fund Management or Disbursement in an organization of repute which should include	<b>Direct Recruitment</b>

			<p>atleast <b>*prior experience of six months in Public Sector Undertaking or Government organization following 'Double Entry Accounting System'.</b></p> <p>(* Note : Experience Certificate in respect of aforesaid Core experience must be issued in the prescribed format by the HOD (at least in the equivalent rank of Deputy Secretary/ Director level of the Government of India) of that Public Sector Undertaking or Government Organization where the applicant worked or is working).</p>	
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### B. AGE RELAXATION\*

Age Relaxation for concerned Applicants would be as follows : -

Sl. No.	Category of Persons	Extent of age relaxation / concession
(a)	Scheduled Caste / Scheduled Tribe	<b>5 years</b>
(b)	Other Backward Classes	<b>3 years</b>
(c)	Candidates with 3 years continuous service in Central Govt. provided the posts are in same or allied cadres.	<b>5 years</b>
(d)	Persons ordinarily domiciled in the U.T of Jammu & Kashmir during 01.01.1980 to 31.12.1989	<b>5 years</b>
(e)	Persons with disabilities (including women) (i) SC/ST (ii) OBC (iii) General	<b>15 years</b> <b>13 years</b> <b>10 years</b>
(f)	<b>Ex-serviceman:</b> <b>Ex-servicemen ECO/SSCO :</b> Group A & B Posts Services/posts filled by direct recruitment otherwise than on a result of any open All India competitive examination held by UPSC subject to the condition that (i) the continuous service rendered in the Armed Forces by an ex-servicemen is not less than six months after attestation (ii) resultant age after deducting his age does not exceed the prescribed age limit by more than three years and (iii) condition prescribed in O.M. No. 39016/10/79- Esst.(C) dated 15.12.1979.	<b>Period of Military service plus 3 years</b>

(As per DoPT OM No 15012/2/2010-Estt.(D) dated 27th March 2012)

\*Note:

i. **Crucial date for determination of eligibility shall be the last date prescribed for the receipt of ONLINE applications.**

ii. The age relaxation for Ex-servicemen will be as per Govt. of India Rules.

iii. Ex-servicemen who have put in not less than six months continuous service in Armed Forces (Army, Navy and Air Force) shall be allowed to deduct the period of such service from his/her actual age and if the resultant age does not exceed maximum age limit prescribed for the post by more than three years, he/she shall be deemed to satisfy the condition regarding age limit.

iv. All the concessions mentioned above will be concurrent i.e. If a person is eligible for more than one concession, only one of the concessions of the highest permissible limit, will be granted.

## 2. **IMPORTANT CONDITIONS**

2.1. The Applicant should ensure the following:

- (i) **ESSENTIAL QUALIFICATION & EXPERIENCE :** The Applicant must fulfill the essential qualification & experience for the Post as mentioned above as well as other conditions stipulated in this Advertisement. The Applicant is advised to satisfy himself/ herself before applying that he/she possess at least the essential qualification / experience as laid down for the post. No inquiry asking for advice as to eligibility will be entertained.

(NOTE: The prescribed essential qualification(s)/experience are the minimum and the mere possession of the same does not entitle candidates to be considered for appointment or interview).

(ii) **ELIGIBILITY FOR AVAILING RESERVATION:**

- a) A candidate will be eligible to get the benefit of community reservation only in case the particular caste to which the candidate belongs is included in the list of reserved communities issued by the Central Government.
- b) The OBC candidates applying for this post must submit OBC (Non-Creamy Layer) certificate issued during the FY 2021 – 2022.
- c) Further the OBC certificate should also clearly indicate that the candidate does not belong to creamy layer as defined by the Government of India for applying to posts and services under the Central Government.
- d) A candidate will be eligible to get the benefit of the Economically Weaker Section (EWS) reservation only in case he/ she meets the criteria issued by the Central Government and is in possession of requisite Income & Asset Certificate based on the income for Financial Year (FY) 2020-2021 issued after 01.04.2021.
- e) Candidate's seeking reservation as SC/ST/OBC/EWS, shall have to produce/submit a certificate issued by Competent Authority in the prescribed proforma ONLY, meant for appointment to posts under the Government of India from the designated authority indicating clearly the candidate's caste, the Act/Order under which the caste is recognized as SC/ST/OBC. They must also ensure that the name of their caste/community and its spelling in their caste/community certificate should be exactly as mentioned in the respective lists notified by the Central Government from time to time (for OBC category list of castes recognized by the Govt. of India as OBC castes in the central list is available on the site [www.ncbc.nic.in](http://www.ncbc.nic.in), for ST category the list of castes for each state is available on the site [www.ncst.nic.in](http://www.ncst.nic.in) and for SC category the list of castes for each state is available on the site [www.socialjustice.nic.in](http://www.socialjustice.nic.in)). A certificate containing any variation in the caste name will not be accepted.
- f) Candidates seeking reservation/relaxation benefits available for SC/ST/OBC/EWS must ensure that they are entitled to such reservation/relaxation as per eligibility prescribed in the relevant Rules/instructions. They should also be in possession of all the requisite certificates in the prescribed format in support of their claim as stipulated in the relevant rules/instructions for such benefits and **these certificates should be dated earlier than the due date i.e. closing date of the online application.**
- g) No change in the community status already indicated in the on-line application by a candidate for this post will be allowed.
- h) The Candidature of an Applicant claiming reservation under one of these categories shall be summarily rejected in case it is found at any stage of the Application process or recruitment process that his/ her Application is not supported by valid certificates as above.

- (iii) **CITIES FOR EXAM CENTRES FOR CBT :** - Ahmedabad-Gandhinagar, Bengaluru, Bhopal, Bhubaneswar, Chandigarh, Chennai, Dehradun, Delhi & NCR, Guwahati, Hyderabad, Jaipur, Jammu, Kochi, Kolkata, Lucknow, Mumbai, Patna, Raipur, Siligudi and Vijayawada.

(Note: NTA reserves the right to change any of the above mentioned Cities that may have been opted by any candidate in his/ her Online Application Form, at a later stage due to logistic reasons)

*and may allot another City to him/her from his/ her choices of Cities, given in the Online Application Form.)*

### **3. SELECTION PROCESS**

#### **3.1 FOR THE POST OF DEPUTY MANAGER (FINANCE & ACCOUNTS)**

- a. Only those Candidates who fulfill the prescribed eligibility criteria (essential qualification, experience, age) will be permitted to appear in a **Computer Based Test (CBT)**. The Admit Card will be issued online only to the eligible Candidates along with the date & time, exam centre and necessary instructions through the NTA Recruitment Portal (<https://recruitment.nta.nic.in/>). The Candidates will be informed through Public Notice /automated email / SMS, atleast 07 days before the CBT, for downloading their respective Admit Cards.
- b. The CBT test will be conducted in two parts, i.e. Part-I and Part-II. Both parts will carry 100 questions. Qualifying marks of Part II of CBT will be 30% for General/OBC/EWS candidates, whereas it would be 20% for SC, ST and PWD candidates. There will be negative marks at the ratio of 1:4, i.e. 1 mark to be deducted for 4 incorrect answers.
- c. The qualified shortlisted candidates on merit basis after CBT will be called for Interview at the ratio of 1:5 in New Delhi. The date & time and venue for the interview will be communicated in the Call Letter, which will be issued online through the above-mentioned recruitment portal of NTA. The shortlisted Candidates for Interview will be informed through Public Notice /automated email / SMS, at least 07 days before the interview date, for downloading their respective Call Letters.
- d. The final **Merit List** for selection to the Post(s) will be prepared at the ratio of 1: 3, on the basis of the following criteria :
  - (I) 80 % of the marks obtained in CBT,
  - (II) Maximum 10 marks weightage to the Educational Qualification(s) as follows : -
    - i. Only B.Com – **2 Marks**
    - ii. Only Chartered Accountant or Certified Management Account or Master in Business Administration (Finance) – **5 Marks**
    - iii. B.Com + Chartered Accountant or Certified Management Account or Master in Business Administration (Finance) (only Regular Course) – **7 Marks**
    - iv. B.Com + Any of two degree from Chartered Accountant or Certified Management Account or Master in Business Administration (Finance) (only Regular Course) – **10 Marks**
  - (III) 10 marks for interview. \
- e. For final merit list, if there are two or more candidates in same category having equal marks, the following shall be considered:
  - i. Candidates who have secured higher marks in CBT Part-II examination shall be placed higher in merit.
  - ii. In case where the marks in CBT Part-II examination are same, the candidates who will have higher qualification will be placed higher in the merit list.
  - iii. In case, where the marks in CBT Part-II examination and qualification are also same, the candidate who had secured higher marks in higher qualification shall be placed higher in the merit list.

4. **SCHEME OF EXAMINATION / SYLLABUS**

4.1 **FOR THE POST OF DEPUTY MANAGER (FINANCE & ACCOUNTS)**

**Part I (100 MCQs at Degree Level, 1 mark for each question, 100 Minutes Duration)**

- a. General English
- b. General Math
- c. General Knowledge
- d. Reasoning & Mental Ability

**Part II (100 MCQs at Degree Level, 1 mark for each question, 100 Minutes Duration)**

- i. Corporate Accounting
- ii. Income Tax & Corporate Tax
- iii. Cost Accounting
- iv. Practice of Auditing
- v. Management Accounting
- vi. Financial Accounting
- vii. Accrual Accounting
- viii. Budgeting

4.2 **QUESTION PAPER(S) MEDIUM :** The Question Paper(s) will be in English and Hindi.

5. **DOCUMENT VERIFICATION**

- i. The documents/testimonials as submitted through online by the shortlisted candidates will be physically scrutinized before the time of interview.
- ii. The documents/testimonials as submitted through online by the selected candidates will also be physically verified by the NHAI.
- iii. The offer of appointment shall be issued only after successful verification of the required documents by NHAI.
- iv. **If it is found at any stage of the recruitment process or even after appointment that a successful candidate has furnished incorrect information/document(s) as mentioned/claimed in his/her online application form in support of eligibility criteria [(essential qualification(s), experience, category certificate/PwD certificate, etc. (wherever applicable)], his/her candidature/appointment (as the case may be) shall be forfeited and he/she shall be liable for penal actions as per law.**

6. **GENERAL CONDITIONS FOR THE APPLICANTS:**

- 6.1 Applicants should possess the prescribed qualification and experience for the respective post as on the closing date of application. Shortlisted candidates would be required to produce specific certificates in Original as per eligibility conditions.
- 6.2 Those who are in employment with State/Central Govt./PSU/Autonomous Bodies, etc. must submit a "NO OBJECTION CERTIFICATE" from their respective employers at the time of verification of documents. Failure to submit by due date will lead to cancellation of candidature.
- 6.3 Canvassing in any form will be a disqualification.

- 6.4 In case of any dispute/ambiguity that may occur in the process of selection, the decision of the NHAI shall be final. Applicants are advised to satisfy themselves before applying that they possess the essential qualifications laid down in the advertisement.
- 6.5 Any dispute in regard to any matter referred to herein shall be subject to the jurisdiction of Delhi Courts only.
- 6.6 Intimation to the concerned candidates regarding admit card, date/time/place of CBT, Result/ Score Card/ Interview shall be online through the Websites:- <https://recruitment.nta.nic.in/> and/or through e-mail in the address provided by the applicant in the application form.
- 6.7 The number/category/recruitment mode of posts advertised may increase/decrease/change, and the NHAI reserves the right not to fill up some or all posts advertised, if the circumstances so warrant.
- 6.8 The NHAI reserves the right to offer the post at a level lower than that advertised/applied, or on contract/deputation basis, depending upon the qualifications, experience and performance of the candidate, wherever applicable.
- 6.9 In case of any inadvertent mistake in the process of selection, which may be detected at any stage even after issuing an appointment letter, the NHAI reserves the right to modify/withdraw/cancel any communication made to the applicant.
- 6.10 In anticipation of the huge number of applicants, scrutiny of the eligibility criteria etc. could not be undertaken at the time of Recruitment Examination. Therefore, the applications shall be accepted provisionally. The candidates are advised to go through the requirements of educational qualification, age etc. and satisfy themselves that they are eligible as per advertisement to be published/uploaded by NTA on the aforesaid portal, before applying. Otherwise their candidature will be cancelled at any stage if any information or claim is not found substantiated including when the scrutiny/verification of documents is undertaken by the NHAI.
- 6.11 Applicants must NOT furnish any particulars that are false, tampered or fabricated, or suppress any material / information while submitting the application and self-certified copies/testimonials.
- 6.12 Based on the declaration made by the candidate in their Online Registration Form/Application Form, they will be provisionally declared eligible to appear in the Recruitment Examination in Computer Based Test (CBT) mode. All Selection will be made in order of merit. Qualified/selected candidates are subject to multi stage document verification. If anyone is found not fulfilling the prescribed qualification/experience etc. claimed and any other eligibility criteria as per the advertisement published/uploaded, at any stage of process, his/her candidature will be treated as cancelled without any further notice.
- 6.13 Candidates will be allowed to appear in the test provisionally. Mere appearing in the CBT/Interview (as the case may be) and qualifying the test is not the criteria for calling for Interview. It will be subject to fulfillment of all eligibility qualification/conditions and verification of documents. Further, in case it is found that the documents/information submitted by the candidate are false or the candidate has suppressed relevant information, the services/candidature of the candidate shall be terminated without prejudice to any other action initiated by the NHAI.
- 6.14 No TA/DA will be paid to the Candidate(s) by NHAI or NTA for appearing in the CBT/ Interview / Physical Document Verification/ Joining (post selection).

- 6.15 All selected Candidates shall have to get their original documents as claimed in the online application form verified at NHAJ with submission of two sets of photocopies of the same.
- 6.16 The offer of appointment shall be issued only after successful verification of the requisite documents by NHAJ.
- 6.17 If it is found at any stage of the recruitment process or even after appointment that a successful Candidate has furnished incorrect information/ document(s) as mentioned/ claimed in his / her online application form in support of eligibility criteria [(essential qualification(s), experience, category certificate /PwD certificate, etc. (wherever applicable)], his / her candidature / appointment (as the case may be) shall be forfeited and he / she shall be liable for penal actions as per law.

7. **APPLICATION FEE:**

- 7.1 As per the extant instructions of DoPT, application fee has not to be charged from SC/ST/PwD / Women candidates. Therefore, only male candidates from the following categories have to pay the application fee online, as mentioned below: -

NAME OF THE POST	CATEGORY	FEES
DEPUTY MANAGER (F&A)	GENERAL/ OBC (NCL)	RS. 500/-
	EWS	RS. 300/-

- 7.2 The application fees as mentioned above will be received into the Bank Account of NTA through the Payment Gateway(s) of concerned Bank(s) to be integrated with the online application form for the purpose.

8. **ONLINE APPLICATION PROCEDURE:**

- 8.1 Applicants can apply ONLINE only. The procedure to be followed for filling up the application is given below: -
- 8.2 Visit Websites: <https://recruitment.nta.nic.in> / <http://www.nhai.gov.in> for applying Online (Applications received through any other mode would not be accepted and summarily rejected).
- 8.3 Carefully go through this Vacancy Circular as well as the Replica of Online Application Form and to see whether you are eligible for the post for which you intend to apply.
- 8.4 Keep the relevant information / documents ready before filling up the Online Application Form.
- 8.5 Follow the steps given below:

**Step-1:** Apply for Online Registration using own Email Id and Mobile No

**Step-2:** Fill in the Online Application Form and note down the system generated Application Number.

**Step-3:** Upload scanned images of: (i) the recent photograph (file size 10Kb – 200Kb) should be either in colour or black & white with 80% face (without mask) visible including ears against white background in jpg format; (ii) candidate's signature (file size: 4kb - 30kb) in jpg/jpeg format; (iii) Class X Certificate for date of birth proof (file size: 50kb to 300kb); (iv) Certificate in support of essential qualification(s) (file size : 50kb to 300 kb); (v) experience certificate(s) (file size : 50 kb to 300 kb) (vi) Category / Sub-Category Certificate (SC/ST/OBC/EWS/PwD /Ex-Serviceman) wherever applicable (file size: 50kb to 300KB) ; in PDF.

**Step-4:** Pay Fee using the Payment Gateway of SBI/Paytm through Debit Card/Credit Card/Net Banking/UPI and keep proof of fee paid safely for future reference.

- 8.6 In case the Confirmation Page is not generated after payment of prescribed Fee, then the candidate should approach the concerned Bank/Payment Gateway integrator (the helpline number and email given in **Annexure - 1**), for ensuring the successful payment.
- 8.7 In spite of above, if successful transaction is not reflected on the Portal, the candidate may contact NTA Helpline. If the payment issue is still not resolved, the candidate may pay second time.
- 8.8 However, any duplicate payment received from the candidate by NTA in the course of said transactions will be refunded through the same payment mode through which the duplicate payment is received, after fee reconciliation by NTA.
- 8.9 Download and print a copy of Confirmation Page of the Application Form for future reference.
- 8.10 All the 4 Steps can be done together or at separate timings. The submission of Application of a candidate could be considered as successful only when Confirmation Page is generated by you.

**(Note:- The applicant is required to keep a copy of Confirmation Page of the Application in safe custody for producing / submitting the same to NHAI later along with a copy of the Admit Card and Score Card as well as the supporting documents in respect of entries made by him/her with regard to his / her date of birth / educational qualification / SC/ST/OBC/EWS certificate (if applicable) /experience certificate/ NOC from the employer (wherever applicable), etc. The applicant must ensure that the supporting documents uploaded with the online application are clearly legible and visible for reading.)**

- 8.11 The Applicants are advised to fill the ONLINE application form carefully in accordance with the eligibility criteria and experience mentioned above. It may be noted that the entire selection process shall be carried out on the basis of the entries made by the applicant in his / her application form and no request shall be entertained under any circumstances for any alteration / modification / change in the entries made by the applicant in the application form.

**Note:**

- i. The candidates are advised to submit the Online Recruitment Application well in advance without waiting for the closing date.
- ii. Crucial date for determination of eligibility shall be the last date prescribed for the receipt of ONLINE applications.
- iii. Candidates must ensure that their email address and mobile number to be registered in their online Application Form are their own, as relevant/important information/ communication will be sent through e-mail on the registered e-mail address and / or through SMS on registered mobile number only. NTA shall not be responsible for any non-communication / mis-communication with a candidate in the email address or mobile number given by him/her other than his/her own.
- iv. NTA does not edit /modify/alter any information entered by the candidates after completion of application process under any circumstances. Any request for change in information thereafter will not be entertained. Therefore, candidates are advised to exercise utmost caution before filling up correct details in the Application Form.
- v. NTA disclaims any liability that may arise to a candidate(s) due to incorrect information provided by him/her in his/her online Application Form.
- vi. Canvassing or bringing influence in any form will disqualify the candidature.
- vii. Corrigendum or Addendum or cancellation to this advertisement, if any, shall be published only on the websites of NTA and/or NHAI. Therefore, the Applicants are advised to check the websites of NTA and/or NHAI regularly.
- viii. Candidates shall appear at their own cost at the Examination Centre on the date, shift and time indicated on their Admit Cards issued by the NTA online through its Website in due course.
- ix. The final submission of Online Application Form will remain incomplete if Step-3 is not complete. Such forms will stand rejected and no correspondence on this account will be entertained.



- x. The entire application process for this recruitment is online, including uploading of scanned images, printing of Confirmation Page and Admit Card, etc. Therefore, candidates are not required to send/submit any document(s) including Confirmation Page to NTA through Post/ Fax/WhatsApp/Email/by Hand.
- xi. Usage of Data and Information: NTA/NHAI shall use the data provided by the Candidate for the purpose of this Recruitment

**Brief Advisory regarding COVID-19 Pandemic:**

Candidates are advised to carry only the following with them into the examination venue:

- a) Admit Card along with Self Declaration (Undertaking) downloaded from the NTA Website (a clear printout on A4 size paper) duly filled in.
- b) Additional photograph, to be pasted on attendance sheet.
- c) Personal hand sanitizer (50 ml).
- d) Personal transparent water bottle.
- e) Sugar tablets/fruits (like banana/apple/orange) in case the candidate is diabetic.

**Note:**

- i. Candidates are advised to read the Vacancy Circular carefully and go through the Instructions therein, especially regarding filling of Online Application Form available on : <https://recruitment.nta.nic.in/>, before starting online registration.
- ii. Candidates should ensure that all information entered during the online registration process is correct.
- iii. Online information provided by candidates, like, name of candidate, date of birth, contact/ address details and Category status, educational qualifications and experience details, etc will be treated as correct/final. Any request for changes in such information after the closure of correction period will not be considered under any circumstances. Any candidate found to mislead by providing inaccurate information will be debarred from taking this recruitment examination and his / her candidature for any post shall be automatically treated as forfeited.
- iv. In case it is found at any time in future that the Candidate has used / uploaded the photograph, signature and certificate(s) of someone else in his/ her Application Form / Admit Card or he/she has tampered his/her Admit Card, these acts of the candidate shall be treated as Unfair Means (UFM) Practices on his/her part and he/she shall be proceeded with the actions as contemplated under the provisions relating to Unfair Means Practices prescribed by NTA/NHAI.
- v. Candidates are NOT allowed to carry Instruments, Geometry or Pencil box, Handbag, Purse, any kind of Paper/ Stationery/ Textual material (printed or written material), Eatables and Water (loose or packed), Mobile Phone/ Earphone/ Microphone/ Pager, Calculator, DocuPen, Slide Rules, Log Tables, Camera, Tape Recorder, Electronic Watches with facilities of calculator, any metallic item or electronic gadgets/ devices in the Examination Hall/Room.

**Procedure to raise payment related Grievance:**

1. After (successful completion of Step-4, Confirmation Page of the Application Form, should be downloaded and a printout of the same may be retained for future reference. The Confirmation Page of the online Application Form could be generated **only after successful payment by the Candidate.**
2. In case the Confirmation Page is not generated after payment of prescribed Fee, then the candidate should approach the concerned Bank/Payment Gateway integrator (in the helpline number and email given below), for ensuring the successful payment.
3. In spite of above, if successful transaction is not reflected on the Portal, the candidate may contact NTA Helpline. If the payment issue is still not resolved, the candidate may pay second time.
4. However, any duplicate payment received from the candidate in course of said transaction will be refunded (in the same payment mode through which the duplicate payment is received) after fee reconciliation, approximately within 30 (thirty) days from the last date for the submission of application fee online.
5. Any grievance/ query relating to payment of application fee or refund of duplicate application fee, as received through QRS / Email / Helplines, could be addressed, if the following information are made available by the candidate concerned in his/her query through QRS / Email / Call at Helplines: -
  - i. *Name of the Bank and /or payment Gateway.*
  - ii. *Date and time of the transaction*
  - iii. *Transaction Number*
  - iv. *Bank Reference Number*
  - v. *Proof of transaction*
6. Helpdesks/ Helplines for attending the Payment Related Queries/ Grievances:

If paying through State Bank of India (SBI) :

S. No.	Name	Email ID	Contact Number
1	CMS Team	<a href="mailto:merchant@sbi.co.in">merchant@sbi.co.in</a>	
2	Helpdesk1	<a href="mailto:dgmcs.cc@sbi.co.in">dgmcs.cc@sbi.co.in</a>	18004253800
3	Customer Care	<a href="mailto:agmcustomer.lhodel@sbi.co.in">agmcustomer.lhodel@sbi.co.in</a>	1800112211
4	Helpdesk2	<a href="mailto:sbi.05222@sbi.co.in">sbi.05222@sbi.co.in</a>	08026599990/0120-2497771
5	Through SMS	UNHAPPY (add text)	8008202020

If paying through PAYTM :

S. No.	Email ID	Contact Number
1	<a href="mailto:education.support@paytm.com">education.support@paytm.com</a>	0120-4789525 0120-4789526

**National Testing Agency (NTA)**  
(In case a payment related issue could not be resolved through the abovementioned helplines of the SBI)

Email : [nhai@nta.ac.in](mailto:nhai@nta.ac.in)  
Phone No. 011-40759000/69227700