

### 1. What is the cost of on-line application form ?

On-line exam forms are free.

### 2. What is the cost of physical application form exam?

There is no provision for submission of OMR exam forms with demand draft henceforth. Consequently, there would be no sale of OMR exam forms across the counters of ICAI offices. Henceforth, all candidates Foundation examinations will be required to submit the examination application forms online only at <https://icaiaexam.icaai.org> and also pay the exam fee and applicable bank charges on-line. Online exam forms are free.

### 3. What are the student services available on the portal?

You can access the portal <https://icaiaexam.icaai.org> using your Student Registration number as your User ID and password chosen by you.

You can carry out the following transactions on the students portal:

- Apply for the exam and pay the exam fee online, during the specified period.
- Apply for change of centre, medium, group or syllabus through the Correction Window during the specified period
- View, download and print admit cards, relevant for a specific exam.
- View the status of exemptions in a paper/s valid for the forthcoming exams, during the specified period.
- View examination results.
- View, download and print your mark sheets ( applicable only to Foundation and Intermediate candidates) in respect of the immediately preceding examination.
- Apply for verification of marks or certified copies of answer books, after the declaration of results, during the specified period and also pay the applicable fee
- Apply for issue of duplicate mark sheets and pass certificates and also pay the applicable fee online.

## **Login related queries**

### 5. How do I register on-line?

The steps involved in on-line registration are detailed on the menu on the portal under "FAQ >> Help on Registrations & Help on applying for exam".

In case you had created login at [icaiaexam.icaai.org](https://icaiaexam.icaai.org) from November 2016 onwards there is no need to create the login again. You may just login using your SingleSignOn credentials (ie; LoginId & Password) and access all the activities under one umbrella.

Do take care of the following:

**DO NOT OPEN MORE THAN ONE SESSION AT THE SAME TIME ON THE SAME COMPUTER WHILE FILLING THE ONLINE FORM.** ie; do not fill more than one form at the same time on the same computer even if you are filling the two applications using different browsers or different tabs of the same browser.

Clear the temporary internet files and cookies before filling up each form.

Fill up the form at a suitable time and from a location where you have a good bandwidth available using browsers Internet Explorer versions (9.0 onwards), Mozilla Firefox(5.0 onwards), Google Chrome(41.0 onwards) or Safari(3.4 onwards). Do NOT fill the form using mobile phones.

### 6. Do I need an email address and Mobile Number for filling in an on-line application?

Yes, since the same is required for informing your user-id and password to you for filling up the online examination application form. It will also be useful for receiving e-mail updates/alerts relating to the exams from the Exam Department of ICAI. Make sure that you fill the correct and active e-mail ID(without any typographical errors), as all communications from ICAI including your user ID and password will be sent to the email ID that you enter.

7. Can I use my friend's email ID?

No.

8. Can I start filling in the on-line exam form and complete the same later?

Yes, you can do so, until you make successful payment, after which stage you cannot make changes.

9. I have not received any email or SMS indicating my log in ID or password?

Please check the bulk/spam mail folder for a recent mail with the subject "Application Registration for ICAI Exam Portal". Else you can contact the Help Desk at 18004192929 or 0120-3054851, 3054852, 3054853, 3054835, 4953751, 4953752, 4953753, 4953754 or send an email to [onlineexamforms@icai.in](mailto:onlineexamforms@icai.in). Do quote your Student Registration number, Name, Fathers Name and Date of Birth while seeking these details. As per new TRAI regulations SMS will not be delivered on the same day to those candidate who register after 7 PM. SMS related to their User ID / Password will be delivered to the mobile number next day morning after 7 AM.

10. I am already registered with ICAI in the on-line exam registration portal, when I applied for an earlier attempt. Can I use the same log in ID and password this time?

Yes. In case you have created login under this site <https://icaiaexam.icai.org> from November / December 2016 Exam onwards, there is no need to recreate the login even if you have converted to New Course. You may just login using your SingleSignOn credentials (ie; Login ID & Password) and avail of all the services under one umbrella. However, The login particulars are displayed on the screen when login is created.

11. I forgot / did not get my password. What should I do?

Click on the "Forgot/ password" on the login screen and opt for any one out of three options to retrieve the same. If you continue to experience difficulties, you may contact the Help Desk at 18004192929 or 0120-3054851, 3054852, 3054853, 3054835, 4953751, 4953752, 4953753, 4953754 or send an email to [onlineexamforms@icai.in](mailto:onlineexamforms@icai.in) sufficiently well in time. Do quote your Student Registration number, Name, Fathers Name and Date of Birth while seeking these details.

We encourage you to change and remember the password once you log in and take control of your Log in for the exam related activities. The email should be sent Only through the same email ID that is registered under this site.

12. I am not able to login and fill up the form even after getting the login-ID and password.

- Check the opening page to see if there are messages or alerts that inform you that the on-line system is temporarily unavailable.
- Check that you are using the correct login-ID and password to access your account.
- Check your acknowledgement e-mail for your login-id and password to ensure that you are using the correct one.

13. While creating the user ID, I am directed to submit a provisional application? Why is it so?

Your identity as a student of ICAI is validated through your ten digit registration number ( like NRO0123456) , name of the course and your date of birth that you had entered while creating the User ID. If these fields do not match with those in the Institute's database, the system would not provide you User ID and password against the student registration number entered by you. Instead the system will allot a login against a system generated Pxxxxxxx number for submitting your on-line exam form.

Hence, please ensure that you fill in your student registration number as per the registration letter sent to you. You are advised to keep a copy of the letter from Board of Studies, ICAI registering you as a student of ICAI ready on hand so that you can fill your registration number correctly.

Also ensure that you fill in your date of birth, as per the documents submitted by you to the Institute at the time of registration.

In case your details do not match with our records, we shall still issue the User ID and password, you will be permitted to submit a provisional application, subject to verification of documentary evidence.

**Some of the errors committed by candidates while filling the on-line forms are as follows:**

- Your unique registration number typed on the on-line form may be different from the one that is communicated to you by the Board of Studies of the Institute.
- The date of birth you enter in the form may be different from the date of birth on the records of the Institute.

Those whose registration is under process and have not been allotted the registration number OR those who are still using the old registration numbers such as BB0123456, DD0123456, etc., may select OTHERS in the "Select Prefix". The submission will again be provisional in such cases.

**14. Who do I contact for technical support for my on-line application?**

If you have successfully logged into the on-line application and need technical support, you can contact the Help Desk numbers mentioned on the home page or send an email to [onlineexamforms@icai.in](mailto:onlineexamforms@icai.in). They will respond via email as soon as possible ( and within one business day). Please note that the Technical Help Desk can only answer technical questions; they cannot answer questions related to the exam, eligibility etc. Do quote your Student Registration number, Name, Fathers Name and Date of Birth while seeking these details.

**15. I logged into my application and find that in my dashboard Exam appearing is CPT and Not Foundation Or "Intermediate(IPC) / ATE" whereas I have now qualified and can apply for Final Exam or the Exam Appearing is Intermediate(IPC) whereas I am now a student of Intermediate. What should I do ?**

Candidates who have cleared converted from CPT to Foundation within due dates but in their dashboard CPT is appearing and no exam form is available may immediately write to [edpexam@icai.in](mailto:edpexam@icai.in) quoting their Registration Number at least two working days prior to the last date of the exam form. Alternately, you can create a provisional login for the relevant exam and apply. Please read "In my Dashboard, under my registration number, the level of the Exam is not appearing correctly. What should I do ?" on the home page of <https://icaiaexam.icai.org>

**In case you have converted to the New/Revised scheme of education as per cut off dates given in respective Guidance Notes ie; from CPT to Foundation, Intermediate(IPC)(Old) to Intermediate(New) or Final(Old) to Final(New) and find that the exam form of the Old scheme is appearing, you may create a provisional login under the desired exam and apply.**

Please read the steps for creating provisional login to address non authentication of data / incorrect course code in the exam dashboard given on the homepage of <https://icaiaexam.icai.org> under the link "In my Dashboard, under my registration number, the level of the Exam is not appearing correctly. What should I do ?"

**16. Can I change my profile details after I started applying for an exam?**

No. You will have to ensure that you have made all changes in the profile before you apply for the exam. Once you clicked on "Apply Now", your profile information will be updated against your application form. Hence any change done to your profile, after you started applying for an exam will not be reflected in the application.

**17. My photo and signature are displayed on the screen, while I apply for the exam on-line. I want to change my photograph and signature. Can I do so? How do I do it?**

No. You cannot change it during this exam cycle.

### 18. Can I apply for an exam without verifying email ID and/or mobile no?

Yes. There is a declaration in the “Apply & Track Your Application” section for email ID and mobile number. You can agree to it and proceed to apply for the exam by clicking “Not Now”. But we strongly recommend that you verify both your primary email ID and mobile number against your registration before you proceed. This will ensure that all electronic communications from ICAI exams reach you.

## Payment related queries

### 19. What is the exam fees?

The fee details are given in the Guidance Notes and also at [Fee Structure](#)

For candidates who applied for May2020 exams but did not apply for Nov2020 exams and have not sought refund of this fee, the fees paid for the exam of May2020 or fee paid for any changes applied thru correction window(s) for May2020 exams have been brought forward and will be adjusted for June2021 exams when the candidate applies for the same however, the candidates have to fill the exam form for June2021.

The fee for candidates who applied for Nov2020 exams and have opted out for May2021 exams has been brought forward alongwith any fee paid for corrections sought through the correction window. This will be adjusted for the June2021 exams when the candidate applies for the same.

If the brought forward fee is less than the fee payable for June2021 exams, then the system will charge differential fee.

If the brought forward fee is more than the fee payable for June2021 exams, then the system will not charge any fee but the candidate has to press “Final Submit” button to complete the process. There is no provision to refund any fee / part fee.

The fee portion paid as bank commission and GST will not be brought forward.

### 20. Apart from the applicable examination/verification/certified copies or other fee payable to the Institute towards exam related services, are there any other charges to be paid by the candidate?

Yes. In addition to the applicable fee payable to the Institute by the candidate towards exam related services, they will be required to pay bank charges at the following rates, while paying the said fee, online through the payment gateway. These are charges payable by the candidate to the bank and will be recovered along with the applicable fee payable to the Institute:-

Domestic Credit Cards: 0.50% + GST

Domestic Debit Cards / Rupay Cards:-

Upto Rs. 2000 : 0.4% + GST

Greater than Rs. 2000 : 0.9% + GST

Rupay Cards : Nil

International Cards: 2.75% + GST

Net Banking: Nil

BHIM UPI : Nil

### 21. I do not have credit/debit cards. What do I do?

Someone else can pay your exam fees, as long as you have their permission to do so.

Take care to give your details when filling in the on-line form. When paying for your exam, we will ask you for the cardholder's details.

22. Can I use internet banking? How do I pay the exam fees on-line?

Yes. You can make payment of exam fees by using master/visa/maestro/Rupay credit/debit cards or Net Banking or BHIM UPI.

23. Can I make payment of exam fees by DD along with on-line forms?

No. Payment of exam fees by DD is not permitted along with on-line forms. You have to make on-line payment by using master/visa/maestro/Rupay credit/debit cards only. Payment through Net Banking or BHIM UPI are accepted.

24. What is the late fee?

In addition to the exam fee as mentioned above, you will have to pay a late fee of Rs 600/- (USD 10/- as the case may be), if the form is submitted during the period from 05-05-2021 to 07-05-2021.

25. I filled in the on-line form and also paid the exam fees. However, when I saw the credit card/bank statement, I realized that the amount of the exam fees has been debited more than once in my account. It appears that I might have paid the exam fees more than once. Can I get a refund of the excess amount paid by me? What is the procedure for claiming the excess exam fee payment arising on account of multiple payments/lost transactions etc?

Multiple payments received by us, if any, for a single student (with same registration number), will be identified by the system and are refunded for the credit of the respective accounts from where they originated, by the office, within 21 days of the last date for submission of forms. In case you have made payment of exam fees more than once and that is received by us for the same student registration number and you do not get a refund within 30 days from the last date for submission of forms, you can claim a refund of the excess amount paid by you, by writing to us within 45 days from the last date for submission of forms, along with documentary evidence, such as bank/credit card statement, of having paid the exam fees more than once. ICAI will verify the same and refund the excess amount, if any, paid by you.

## Important dates

26. What is the last date for physical submission of forms?

Last date for receipt of the on-line PDF document – 11-05-2021

**It may be noted that candidates whose photographs and signatures are printed on the PDF form need NOT submit physical copies of their exam forms(PDF) at the office/s of ICAI . However it is advised that they keep a printout or softcopy of the form for their records**

Before submission of the PDF, candidates are advised to check that the BarCode is appearing on the PDF. In some cases, it may not get printed. This may arise due to low bandwidth etc at that point in time. Hence candidates should login later to download and print the PDF. Please note that your on-line application is recognized and processed through the bar code. Hence, if the bar code does not get printed on the PDF, your application will not be processed.

27. Does on-line registration close at 5.30 P.M. on the last date or at midnight on the last date?

The online registration and payment continues till 23:59 hrs (IST) of 07-05-2021. It is however advised to register any pay early to avoid any last minute technical glitches or difficulty in reaching the helpdesks for guidance required in filling the form.

In absence of guidance in registering etc. you may register as provisional candidate as prompted by the system. Be sure that you meet the eligibility criteria for appearing in the test as given in the respective guidance notes before applying for the exam.

As the payment is an automated process, in case the payment gets deducted and the pdf is not generated and you are not able to reach the helpdesk, please do not panic, make another payment to generate the pdf in time. As given in guidance notes, the extra payments made will be reversed at the end of the application process as per timelines indicated therein.

## Generation of PDF

### 28. The word PROVISIONAL is appearing on the PDF. Why is it so?

The word provisional is appearing because while creating your login-id the date of birth did not match with particulars in our database. for now, you just need to attach the copy of latest registration letter with the PDF for us to verify your registration number. Do get in touch with ssp helpdesk team to confirm and get your particulars corrected in the database so that you do not face this issue next time

### 29. How do I know that my on-line registration is successful? Do I get any acknowledgement upon submission of on-line form?

Upon successful completion of on-line registration, a message appears on the computer screen stating that your transaction is successful and giving further instructions on how to take a print out of your on-line application and send us. You can take a print out of the same and keep on your record. You can also check the status of your application on-line.

Submission of examination application forms online is complete when you:

- Fill the profile form;
  - Fill the examination application form;
  - Upload the scanned copy of the certificate of service, wherever applicable; and
  - Make payment of exam fee through Master/Visa/Maestro/Rupay debit/credit cards/ Net Banking / BHIM UPI.
- and check that it is successfully captured through link on <https://icaiaexam.icaai.org> "May/June2021 Exam Details > Check Your Payment/Exam Application Status".

Final candidates and Direct Entry through graduate/post graduate route candidates of Intermediate (IPC) are required to upload a scanned copy of their certificate of service, duly signed by their Principals.

Foundation Course candidates are required to upload the scanned copy of declaration

**Unless scanned copy of the certificate of service (wherever applicable) is uploaded, the examination form will be deemed to be incomplete.**

Formats of the certificate of service are available on the said portal. You are advised to get the same duly signed by your Principals (if applicable) and keep it handy, before you start filling the examination application form online.

### 30. I have filled the on-line form and paid the exam fee on-line. Do I still have to take a print out and send it to ICAI and if yes, where should I submit it?

**Those candidates whose photographs and signatures are printed on the PDF form need NOT submit physical copies of their exam forms(PDF) at the office/s of ICAI .**

Candidates whose photographs and signatures are not in examination data base, i.e. those whose photographs and **signatures are not displayed on the screen**, are **REQUIRED** to take a print out of the exam form, affix their photographs and signatures at the designated place, get the form attested by a Chartered Accountant or Gazetted officer or Head of an Educational Institution and send the same to Examination Department at the following address, by Speed Post or Registered Post only, on or before the last date for submission of exam forms with late fees stated above in Q26.

**Submission by Hand** : You may submit the print out of the application (PDF) within the given dates as above at any of the following offices on working days between 10am to 5:00pm.

Reception Counter,  
Annexe Building,  
The Institute of Chartered Accountants of India,  
ICAI Bhawan,  
Indraprastha Marg,  
**New Delhi** - 110002  
(Telephone-011-3989 3989).

Reception Counter,  
Northern Regional Office,  
The Institute of Chartered Accountants of India,  
52-54 Institutional Area,  
Vishwas Nagar,  
Shahdara,  
Near Karkardooma Court Complex,  
**Delhi** – 110032  
(Telephone-011-3989 3990).

Reception Counter,  
The Institute of Chartered Accountants of India,  
ICAI Tower,  
Plot No. C-40, G-Block,  
Bandra Kurla Complex,  
Bandra East,  
**Mumbai** – 400051  
(Telephone-022-33671400, 33671500).

Reception Counter,  
The Institute of Chartered Accountants of India,  
ICAI Bhawan,  
122, Mahatma Gandhi Road,  
Nungambakkam,  
**Chennai** - 600034  
(Telephone-044-3989 3989).

Reception Counter,  
The Institute of Chartered Accountants of India,  
ICAI Bhawan,  
382/A, Prantik Pally, Rajdanga, Kasba  
(Near Acropolis Mall and Garden High School),  
**Kolkata** - 700107  
(Telephone- 033- 30840203 / 30840210).

Reception Counter,  
The Institute of Chartered Accountants of India,  
ICAI Bhawan,  
16/77-B, Civil Lines (Behind Reserve Bank of India),

**Kanpur** - 208001  
(Telephone-0512-3989 398).

Reception Counter,  
Ahmedabad DCO\* of the Institute of Chartered Accountants of India, v ICAI Bhawan,  
123, Sardar Patel Colony,  
Near Usmanpura Under Bridge,  
Navjivan PO,  
Naranpura,  
**Ahmedabad** - 380014  
(Telephone-079-2768 0946, 2768 0537, 39893989).

Reception Counter,  
Bangalore DCO\* of the Institute of Chartered Accountants of India, ICAI Bhawan,  
No. 16/0, Millers Tank Bed Area,  
Vasanthnagar,  
**Bangalore** - 560 052  
(Telephone-080-30563500).

Reception Counter,  
The Institute of Chartered Accountants of India, ICAI Bhawan,  
11-5-398/C Red Hills,  
**Hyderabad** - 500 004  
(Telephone-040-233 17026, 233 17027, 233 17028, 23393182, 30638600).

Reception Counter,  
Jaipur DCO\* of the Institute of Chartered Accountants of India,  
ICAI Bhawan,  
D-1, Institutional Area,  
Jhalana Doongri,  
**Jaipur** - 302004  
(Telephone-0141-3044200, 3044214, 3989398).

Reception Counter,  
Pune DCO\* of the Institute of Chartered Accountants of India, 'ICAI Bhawan',  
Plot No. 8, Parshwanath Nagar,  
CTS No. 333, Sr. No. 573,  
Munjari, Opp. KaleHospital,  
Near Mahavir Electronics, Bibrewadi,  
PUNE 411 037 (Telephone-020- 24212251/52,32335306).

Reception Counter,  
Nagpur DCO\* of the Institute of Chartered Accountants of India, 'ICAI Bhawan'  
201, Behind Vijayanand Society,  
Dhantoli, NAGPUR-440012  
(Telephone – 0712- 2443 968, 2441 196).

Reception Counter,  
Surat DCO\* of the Institute of Chartered Accountants of India,  
2nd Floor, Saifee Building,  
Opp. Dutch Garden, Near Makkaipul,  
Nanpura, SURAT - 395 001 (Telephone – 0261- 2472 932, 2464413).

Reception Counter,  
Baroda DCO \* of the Institute of Chartered Accountants of India, 'ICAI Bhawan',  
Kalali-Tandalja Road, Atladara,  
VADODARA - 390 012. (Telephone-0265-2681 115,2680593).

Reception Counter,  
Thane DCO\* of the Institute of Chartered Accountants of India,  
Flat No. 1 & 2, Ground Floor,  
Monica Society, Dandekar Colony,  
Opp. Gurukul Soc., Dharmaveer Marg, Cross Road,  
Near Yashwant Tower, Panchpakhadi, Thane (W) 400602

Reception Counter,  
Ernakulam DCO\* of the Institute of Chartered Accountants of India, 'ICAI Bhawan',  
57/3146, Diwan's Road, Ernakulam,  
KOCHI - 682 016 (Telephone- 0484- 2369 238, 2372 953, 2369 258).

Reception Counter,  
Indore DCO\* of the Institute of Chartered Accountants of India,  
'ICAI Bhawan',  
Plot No. 19-B, Scheme No. 78,  
Part-II, (Near M. P. Pollution Control Board),  
**INDORE** - 452 010  
(Telephone- 0731- 2570 052, 2570 053, 4298 198).

Reception Counter,  
ICAI Bhawan,  
Opp. Community Centre,  
Sector 35 B,  
Near Gurudwara,  
**CHANDIGARH** - 160 036  
(Telephone- 0172- 5067 756)

\* Decentralised Office

**Submission by Post :** You may send printout of the form by SpeedPost/Registered Post (not courier) without folding and Superscribing the envelope as "Exam Application Form for Foundation – June2021" so as to reach us before the cut-off dates given above. The address for posting is as under:

Additional Secretary (Exams)  
The Institute of Chartered Accountants of India  
ICAI Bhawan, Indraprastha Marg,  
New Delhi - 110 002.

### 31. Incorrect particulars are appearing in the PDF. What do I do ?

The PDF reflects what is filled up. We request you to be careful while filling and saving the form. If you have made the successful payment you can seek correction of the same. You can highlight the area wrongly entered/appearing in the PDF and mark the correction without disturbing any other area. Also ATTACH a signed application quoting the registration number and control number intimating the correction required. Superscribe the envelope with as ""Request for Correction Foundation June,2021. This is only for such case where centre/medium are not wrongly entered hence please do not take it as general correction procedure. The corrections/changes in Centre/Medium have to be applied online thru the Correction Window ONLY.

### 32. Myself and my friend were applying from the same computer and now my details are also appearing in my friend's PDF

You have been advised on the portal, in the registration email and in the guidance notes to not open more than one session at the same time on the same computer. Though abundant precaution is taken to avoid such mishaps, you will now have to get in touch at 0120-3054851,

3054852, 3054853, 3054835, 4953751, 4953752, 4953753, 4953754 to have this resolved before you send the corrected and signed PDFs to the Institute.

33. My payment was successful. But I am not able to generate the PDF document? What should I do now?

In the internet payment channel loss of payment happens for a small number of cases due to many issues like bandwidth, response time from bank, students refreshing the page frequently etc. Eventhough the amount may have got deducted from your account, due to above reasons it has not got reflected in our account.

Please pay again and successfully get the PDF. You can send the email for the refund of fees. However, any multiple payments received by us for the same student (applying more than once with the same Registration Number) will be refunded by the office on its own at the end of the online forms process.

You can check the status of your application on the link given on <https://icaiaexam.icaai.org> Mere deduction of fee from your account does not mean successful form submission.

34. What does submitting a provisional application mean to me, as a candidate? Will I be able to sit for the exam?

In case you have submitted a provisional form, you will still be permitted to sit for the exam, provided you are eligible otherwise to write the exam. In case you are ineligible, ICAI will send you a separate communication.

35. What happens if I forget/omit to send the print out and the annexures required through oversight?

Absence of your photograph and signature, will create difficulties in issue of your admit card, statement of marks and pass certificates.

In case, your photo & signature are not appearing in your PDF, you are advised to send us the PDF affixing your photograph & signature duly attested. This will help us to create your full profile with photo & signature.

36. Can I change the particulars ( such as centre opted or medium opted) after submission of the on-line form?

Yes. The change of centre/medium can be applied thru Correction Window after the close of exam forms process from 08-05-2021 to 10-05-2021 or as per dates given under the Important Dates at [www.icaiaexam.icaai.org](http://www.icaiaexam.icaai.org)

37. Is it alright if the print out of the on-line form is attested by any member of the Institute?

Your photo and signature and data on the on-line form submitted by you have to be attested by a member of the Institute or Head of Educational Institute or a Gazetted Officer.

## General questions

38. What are the exam dates?

You may refer to the announcement in this regard in the Students/Examination section of our website [www.icaai.org](http://www.icaai.org) or the Guidance Notes on this site, for complete details.

39. When do I get admit card and how?

**Admit cards with photographs and signatures of all the eligible candidates will be hosted on [icaiaexam.icaai.org](http://icaiaexam.icaai.org) generally 14 days prior to the commencement of the examination.**

**Candidates may print their admit cards from the website, which will be valid for admission to the examination. No physical admit card will be sent to any candidate.**

**41. What do I do, in case the details in the admit card differ from those in my application form?**

On downloading of admit card, please do verify your name, registration number, photograph, signature, centre, medium, group etc. In case of any discrepancy, you can contact us at following phone numbers / email-ids :

Helpline Numbers: 0120-3054851, 3054852, 3054853, 3054835, 4953751, 4953752, 4953753, 4953754

For Intermediate (IPC)E/ATE/Units : intermediate\_examhelpline@icai.in

For Final: final\_examhelpline@icai.in

For Foundation: foundation\_examhelpline@icai.in

**42. What are the rules regarding verification of marks?**

You may refer to the announcement in this regard in the Students/Examination section of our website [www.icai.org](http://www.icai.org) or the Guidance Note on this site, for complete details.

**43. I am a candidate with disability. Can I get relaxation in time or can I appoint a scribe/writer for writing the exam?**

You may refer to the announcement in this regard in the Students/Examination section of our website [www.icai.org](http://www.icai.org) or the Guidance Notes on this site, for complete details.

**44. I am a candidate with disability. Can I also apply for extra time or assistance of a writer through the portal?**

No. You are required to apply for the same, in the prescribed format, in physical form and send the same separately along with the requisite annexures at the following address:

The Additional Secretary(Examinations)  
The Institute of Chartered Accountants of India  
ICAI Bhawan  
Indraprastha Marg  
New Delhi 110 002.

Details in this regard along with the requisite formats are available on the portal for your use.

**45. I am a candidate with disability and a holder of the permanent concession card. Should I pay the exam fee online or am I exempt from payment of exam fees?**

You are exempt from payment of exam fee. You will be allowed to submit your exam application form online without paying the exam fee. However, in case you are a candidate with disability and are not holding a permanent concession card issued by ICAI, you will be required to apply for issue of the permanent concession card, by following the prescribed procedures, hosted on [www.icai.org](http://www.icai.org). Meanwhile, you will be required to pay exam fee online while applying for the exam. In case, you are eligible for issue of permanent concession card, exam fee paid by you will be refunded.

**46. Contact details**

**Please raise your queries sufficiently well in time. The helpdesk services will be available on all working days between 9:30am to 6:00pm**

a) E-mail:

onlineexamforms@icai.in (Only for technical queries about on-line forms)

intermediate\_examhelpline@icai.in

final\_examhelpline@icai.in

foundation\_examhelpline@icai.in

b) Phone:

0120-3054 851

0120-3054 852

0120-3054 853

0120-3054 835

0120-4953 751

0120-4953 752

0120-4953 753

0120-4953 754

c) By post:

The Additional Secretary (Exams)  
The Institute of Chartered Accountants of India  
ICAI Bhawan  
Indraprastha Marg  
New Delhi 110 002