

Frequently Asked Questions (FAQs) on filling up December-2011 CPT (Paper-Pencil Mode) Exam forms, on-line

Please note that this paper is merely an attempt to provide answers to questions on the subject, posed to us, by the candidates from time to time, to the extent possible and with reference to the extant scheme of examination. However, this compilation is neither exhaustive nor does it purport to be a source of complete information on the subject. Hence, candidates are advised, in their own interest, to refer to the “Guidance Notes” on this site, besides referring to the Chartered Accountants Regulations, 1988 hosted on www.icaai.org

1. Check list of things to do, in filling 18th December 2011 CPT(paper pencil mode) on line forms:

- Visit <http://icaiaexam.icaai.org>
- Read the instructions and the Guidelines given in the website before filling in the on-line form.
- Create your account.
- Get a log-in ID and password by SMS and e-mail.
- Log in using the log-in ID and password and fill the form.
- Make the payment of the fee payable by using master/visa credit/debit card
- Upon successful payment, log in once again and get a print out of the on-line exam form(PDF).
- Affix your photo and signature on the print out of the on-line form (PDF), get them attested by your parent/guardian and a Chartered Accountant/Principal of your college/ a Gazetted officer.
- Despatch the same to ICAI at the address specified, through Speed Post or Registered Post and not by courier, so as to reach by 1st November 2011. Do not fold the form. Superscribe the envelope with the words “Application for 18th December 2011 CPT(paper pencil mode)”. Do not send any other document along with the on-line form.
- In case you have filled in a provisional form, send a copy of your registration letter by separate post, either registered or speed post and not by courier. Do not enclose it along with the on-line exam form.
- Keep a photo copy of the print out of the on-line form and proof of posting(speed post/registered post receipt) for your record.

2. What is the cost of 18th December 2011 CPT (paper pencil mode) examination application form?

Category	Fee to be paid by candidates who opt for physical forms.*	Fee to be paid by candidates who opt for on-line forms
Candidates opting for centres in India	INR 1000/-	INR 500/-
Candidates opting for Kathmandu centre	INR 1350/-	INR 850/-
Candidates opting for Abu Dhabi, Dubai, Doha and Bahrain	USD 160/-	USD 150/-

* Since the cost of the hard copy of the Information Brochure containing the CPT application form, includes the examination fee, no further separate fee is required to be remitted at the time of submitting the filled in physical application form.

However, candidates who submit on-line applications for CPT (Paper Pencil mode) December 2011 will be required to pay the fee as mentioned above, towards examination fees. Candidates may fill in

their forms online at <http://icaiaexam.icaai.org> and remit the examination fee online by using either VISA or Master credit/debit card.

3. I do not have regular access to internet or computer? Is it compulsory to fill the on-line form? Or can I use the physical form?

Though it is not compulsory to fill the on-line form, it is strongly recommended that you may fill the on-line form.

4. Why should I use the on-line form when I can fill the physical form?

- You will be paying less, if you apply on-line as against physical forms. Details of the amount payable are available in answer to Question No. 1.
- Ease of convenience. You can apply from anywhere, any time at your convenience,(within the stipulated dates). In the case of on-line forms, payment of examination fees is also to be made on-line, through credit/debit cards. No need to go anywhere to buy the form.

Login related queries :

5. How do I register on-line for 18th December 2011 CPT (paper pencil mode)

The steps involved in on-line registration are detailed on the home page on the portal.

6. Do I need an email address for filling in an on-line application

Yes. It will also be useful for receiving e-mail updates/alerts relating to the CPT exam from the exam dept. of ICAI. Make sure that you fill the correct e-mail ID(without any typographical errors), as all communications from ICAI and your user ID and password will be sent to the email ID that you enter.

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

Yes. However, we strongly recommend that you have your own email ID so that you can send/receive communication/s in a quick, secure, cost effective and eco-friendly manner.

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 "login ID password for ICAI examination". Else you can contact the Help Desk at 18603450112 (for users of BSNL/MTNL lines) or 0120-3054851, 3054852, 0120-3054853, 0120-3054835 or send an email to onlineexamforms@icaai.in.

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?

No. You cannot use the user ID and password that you used during an earlier attempt since they change from exam to exam.

11. I forgot my password. What should I do?

Click on the “Forgot/did not get password” on the login screen. After selecting the exam applied and entering your registration number and date of birth, the email will be resent to you. If you continue to experience difficulties, you may contact the Help Desk at 18603450112 (for users of BSNL/MTNL lines) or 0120-3054851, 3054852, 0120-3054853, 0120-3054835 or send an email to onlineexamforms@icai.in

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 including the suffix - CPP and password to ensure that you are using the correct one.

In case the problem persists, you may get in touch with the Help Desk, contact details of which are given in the answer to Question No 9.

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 that in the Institute’s database, the system would not provide you with user ID and password 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 may have a copy of the letter from Board of Studies, ICAI registering you as a student of ICAI ready, 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, i.e. your copy of your registration letter indicating your registration number and date of registration to CPT course.

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.
- Your unique registration number consists of 10 digits, i.e 3 alphabetical characters and 7 digits prefixed, of which the first digit is a “0” (zero). If you type “O” instead of “0” (zero), your identity cannot be validated by the system.
- The date of birth you enter in the form may be different from the date of birth on the records of the Institute.

14. I submitted my Registration Form for joining the CPT course before 05-10-2011 but I have not yet received my Registration Number from ICAI. How do I apply for the 18th December 2011 CPT?

You can submit your provisional on-line application.

As and when you get your registration number from the concerned regional office of the Institute, you may submit a copy of the registration letter to the exam dept. at the address given below, by

separate post, along with a signed application quoting your registration number and bar code/control number on your application form

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

15. 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 line numbers mentioned on the home page or send an email to 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.

16. I logged into my application and all the information I had previously entered is gone. What do I do?

This has most likely happened because you created two accounts (which is technically a very remote possibility) and have logged into the wrong one. Please make sure you have used the correct login-ID address and password to access your account.

Payment related queries:

17. I do not have credit/debit cards. What do I do?

Someone else can pay for your test, 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'll ask you for the cardholder's details.

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

No. Payment of exam fees through internet banking is not permitted. You can make payment of exam fees by using master/visa credit/debit cards.

19. What is this late fee?

There is no concept of late fee in CPT. You must submit the form within the specified dates and time. Please fill the form early to avoid any last minute technical glitches and rush.

20. 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, if any, for a single student, will be identified by the system and are refunded for the credit of the respective accounts from where they originated, by the office, within 45 days of the last date for submission of forms.

In case you have made payment of exam fees more than once and do not get a refund within 45 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 60 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:

21. What is the last date for submission of forms?

Last date for submission of on-line forms : 28-10-2011(Upto 17.30 Hrs IST)
Last date for receipt of the print-out of the online exam forms : 01-11-2011

Please note that there is no provision for submission of CPT on-line/physical forms with late fee.

22. Does on-line registration close at 17.30 Hours (IST) on the last date or at midnight on the last date?

On-line registration closes at 17.30 (Hours) (IST) on 28th October 2011 for December 2011 exam. Hence, take care to see that you fill in your on-line form early enough and **do not rush at the last minute.**

Generation of print-out of the on-line form :

23. The word PROVISIONAL is appearing on the print-out of the on-line form. Why is it so?

The word provisional is appearing because while creating your login-id, your registration number or your date-of-birth did not match with particulars in our database or you did not enter your student registration number.

You may take a print out of the provisional exam application form and send us in the normal course, as per the procedure prescribed.

Also send a signed letter quoting the registration number and bar code number/control number, with a copy of your CPT course registration letter, for us to verify your registration number, by separate post. **Please do not send this letter along with the print out of the on-line form. Send it by separate post.**

If you have not received your registration letter from the concerned regional office of ICAI so far, you may submit a copy of the same as soon as you receive it. Do get in touch with your regional office to confirm your registration number and date of birth.

24. 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. In any correspondence with the exam dept. in this regard, please do quote the control/Bar Code/Reference No of the on-line form.

25. 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.

26. 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 send it?

Yes. Even if you have filled the exam form on-line, you will be required to take a print out of your on-line application form, affix your photograph and specimen signature on the same at the appropriate place, get the signatures of your Parent/Guardian, get the same attested by a Chartered Accountant/Principal of your educational institution/ Gazetted Officer and send it to us at the address given below, by registered post or speed post (not by courier):

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

27. Incorrect particulars are appearing in the print-out of the on-line form. What do I do ?

The print-out of the on-line form reflects what is filled up. We request you to be careful while filling and saving the form. You can highlight the area wrongly entered/appearing in the print-out of the on-line form and mark the correction without disturbing any other area.

Also send SEPARATELY a signed application quoting the registration number and bar code number/control number intimating the correction required. **Please do not send this application along with the print out of the on-line form. Send it by separate post.**

28. Myself and my friend were applying from the same computer and now my details are also appearing in my friend's print-out of the on-line form.

You have been advised on the portal, in the registration email and through SMS, **not to 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, 852, 853, 835 to have this resolved before you send the corrected and signed print-out of the on-line form to the Institute.

29. My payment was successful. But I am not able to generate the print-out of the on-line form? What should I do now?

This situation, may, sometimes, occur due to variety of technical reasons beyond ICAI's control in which case, you may have to start all over afresh **and also make payment once again.** As to refund of the earlier payment made by you, please refer to the answer to Question No. 20.

30. Do I need to send any documents along with the print out of my on-line form?

No. Please do not send any enclosures along with the on-line form.

31. What happens if I forget/omit to send the print out through oversight?

In case you do not send us the print out of your on-line exam form, issue of admit card to you will be held up. Absence of your photograph and signature, will create difficulties in issue of your admit card and mark certificates. Hence you are advised to send the print out of your on-line application with your photo duly affixed, signature, attestation etc, in your own interest, so as to avoid these difficulties/correspondence at a later date.

32. Is it alright if the print out of the on-line form is attested by any member of the Institute or should it be attested by my College/School Principal only?

Your photo and signature and data on the print out of the on-line form submitted by you has to be attested by a Chartered Accountant or your School/College Principal Or Gazetted Officer.

General queries:

33. What is the date of CPT (paper pencil mode) December 2011 ?

The forthcoming CPT (paper pencil mode) will be held on Sunday 18th December 2011. You may refer to the announcement in this regard in the Students/Examination section of our website www.icai.org or the Guidance Notes on this site, for complete details.

34. When do I get admit card and how?

Hard copies of admit cards (with scanned photographs and signatures) are generally sent 21 days prior to the date of commencement of exam. You may also download the same (without photographs and signatures) from www.icai.nic.in 21 days prior to the date of commencement of exam and attend the exam along with your student identity card. This downloaded admit card is also equally valid for admission to the exam.

In case you do not receive the admit card, till a week before commencement of exam, you may contact the Help Desk numbers given in answer to Question No. 38.

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

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

Helpline Numbers: 0120-3054 851, 0120-3054 852, 0120-3054 853, 0120-3054835
Email ID cpt_exam@icai.in

36. What are the rules regarding verification of marks?

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

37. I am a physically challenged candidate. Can I get relaxation in time or can I appoint a scribe/writer for writing the exam?

You may refer to the Guidance Notes on this site, for complete details.

38. Feedback:

We welcome your feedback/suggestions on your experience in filling the on-line forms. You can send them to us at any of the contact details given below:

a) E-mail:

onlineexamforms@icai.in (Only For Technical difficulties in filling on-line forms during the duration of the form)

cpt_examhelpline@icai.in

b) Phone:

18603450112-For users of MTNL or BSNL lines

0120-3054 851

0120-3054 852

0120-3054 853

0120-3054 835

c) Fax: 0120-3054 841

d) By post:

The Additional Secretary (Exams)

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