HELP / CONTACT

For problems related to Online Payment like

1. Amount debited but not acknowledged by bank
2. Payment gateway interrupted in between transaction

Contact:

Support	:	eseeadmin@iobnet.co.in
		srividhyay@iobnet.co.in
Escalation	:	madhumohana@iob.in

3.   In case after submission of page 4 if blank page / error/no activity occurs then the user is requested to logout and login once again and use the button online payment at home page. Please note that online payment button can be used only after submitting the application in full. That is the payment cannot be made at first without submitting the application.

   Any doubts on the software / functionality/ online application etc., an email may be sent to tncea.dmrhs@gmail.com

   The users are requested not to contact anybody over cellphone but contact only through email.

4. "Once the payment is completed, log in to your TNCEA account and download the acknowledgement. In case you do not find the acknowledgement for the successful submission of the application after completing the payment - i.e the amount is debited from your bank account - Wait for 72 hours before attempting another payment. In rare instances the application may take 72 hours following payment to get updated as success."
5. Do quote the following details in all your correspondences.
   - Registered email id (Login User ID)
   - District
   - Transaction TD (For transaction related queries only)

   We may not be able to fetch your details and give a correct response without the above particulars.