Frequently Asked Questions - FAQ's

Q: Where do I go to pay the Indian Visa Application fee?

A: Visit this page/link from your browser: https://payment.ivacbd.com You will get a Form that includes 4 tabs: 1) Application Info, 2) Personal Info, 3) Overview and 4) Payment. Fill up the empty fields following the guidelines available on the page and finally click 'Pay Now' to make the payment by selecting your chosen payment option.

Q: Can I see/fill up the next tabs before completing the first ones?

A: No, you need to fill in the empty fields of the tabs sequentially. You can click the 'Save and Next' under a tab after completing the fields and then you can go to the next tab. However, once you complete filling up the fields of a tab and go to the next one, you can go back to the earlier tab(s) for revision or editing.

Q: What information do I need to have before making the payment?

A: You need to have the WEB FILE NUMBER OF YOUR INDIAN VISA APPLICATION. Once you have submitted your Visa application you would get the Web File Number from IVAC.

Q: How do I select and what should I enter in Application Info?

A: Follow the below step-by-step process to complete tab-1: Application Info:

- SELECT A MISSION: From the drop-down list select the Mission under which you have applied for the Visa.

- In the next two boxes enter your WEB FILE NUMBER. Both entries must be exactly same.

- SELECT YOUR IVAC CENTER: From the drop-down list, select the IVAC center under which you have applied for Indian Visa. As soon as you select the IVAC center name, the AMOUNT in BDT below will be automatically populated.

- VISA TYPE: Select the Visa type that you have applied for from the drop-down list.

- PASSPORT NUMBER: Enter your passport number accurately.

- Save and Next: This button will be activated only after you have completed the above fields. Click on this button to proceed to the next tab.

Q: How do I select and what should I enter in Personal Info?

A: Follow the below step-by-step process to complete tab-2: Personal Info:

- Enter your FULL NAME (as it appears in your passport), EMAIL ADDRESS and MOBILE NUMBER.

- Select an APPOINTMENT TYPE from the drop-down list. If you select WALK-IN, then you are done with this tab. However, if you select DATE, another box will appear where you will need to select an APPOINTMENT DATE from the calendar as given to you from IVAC.

- After done with the above steps, click on the 'Save and show overview' button below.

What is the Overview tab? What to do here?

A: The tab-3: 'Overview' provides you a summary of the information you have entered in the first two tabs. Here you cannot or do not need to enter anything. This is to review if you have provided all the information accurately in the earlier tabs. If you find any mistake and want to edit any field, click on 'EDIT YOUR

INFORMATION' link below. You can edit the fields in the previous tabs and come back to Overview again. After done reviewing, click on 'Confirm and move for payment' button below. You must click to tick the checkbox beside 'I agree to the Terms of Service' to proceed.

What if I don't check the 'I agree to the Terms of Service' checkbox?

A: If you don't check the 'I agree to the Terms of Service' checkbox, you will not be allowed to proceed to Payment. If you click on 'Confirm and move for payment' leaving the mentioned box unchecked, an Error message prompt will appear. You must check this box to proceed forward. You can view the 'Terms of Service' by clicking on it.

Q: How can I make the payment?

A: After you have completed the Application Info and Personal Info tabs, and finally clicked the 'Confirm and move for payment' button, you will be redirected to the 'Payment' page. Here you will see multiple payment options such as CARDS, INTERNET BANKING, MOBILE FINANCIAL SERVICES (MFS) and OTHERS.

Select your desired payment option. As soon as you select the payment option (e.g. Visa or MasterCard or bKash or Internet banking), you will see the total 'Payable Amount' at the right side.

Complete the Captcha challenge by entering the letters and/or numbers you see under 'Verify you are human' and then click on 'Pay Now' button. This will take you to the 'payment page'. After entering the required information/data in the boxes click on 'Pay'. After transaction is successfully processed, you will be informed and receive an invoice in your email. A confirmation SMS will also be sent to the mobile number you have provided.

Q: Can I edit my information before making the payment?

A: Yes, you can edit or correct any information provided in the Application Info or Personal Info tabs before you click 'Pay Now' on the 'Payment' tab. Click on the 'EDIT YOUR INFORMATION' link to edit your information under 'Overview' tab. However, once you have clicked on the 'Pay Now' button and have been redirected to the payment page, no more editing is possible.

Q: How do I know if my payment was successful or not? How can I be confirmed?

A: If you have correctly entered your card details, internet banking or mobile banking information and then clicked on the 'Pay' button, then if the payment was successful, a payment confirmation page will appear with a 'CONGRATULATIONS' title along with a Thank you message mentioning the amount paid and respective transaction ID. You can store the Transaction ID for reference purpose. Besides that, you will get an SMS notification in your mobile number and an invoice will be sent to your Email address. You can print or download the invoice for your reference later.

Q: What is the 'Convenience Fees' in the Payment page? Why this is charged from me?

A: The Convenience Fee is a nominal amount charged from the applicant for making payment through online. This amount is charged from you since we have to bear expenditure to make this service available to you by investing in Information Technology infrastructure. Through the online payment service you gain extra convenience of making easy and hassle-free payment from anywhere, anytime.

Q: Can I check my payment status? How?

A: Yes, you can check your payment status by clicking on CHECK PAYMENT STATUS button at the top-right corner of the page. Enter your Web File Number, Passport Number, the information appearing in the captcha challenge and then click on 'Check Payment' button. Your Payment Status, either 'PAID' or 'UNPAID' will appear with relevant information.

Q: What is the 'Checked Status' shown with my Payment Status?

A: Checked Status means if you have submitted all the required documents along with the application after making the payment. If you have done so, it will show you 'CHECKED'. Otherwise it will show 'UNCHECKED'.

Q: How long can I check my Payment and Checked Status?

A: You can check your Payment Status along with Checked Status for 15 (fifteen) days after you have made the payment. After 15 days, this information will not be available anymore.

Q: What is Appointment Date?

A: Appointment Date is the date that you have selected in the APPOINTMENT TYPE under the Personal Info tab. This is the date you have been given by IVAC to visit the center with your documents and payment receipt.

Q: Why is my Appointment Date field empty in the Payment Status page?

A: If you have selected 'WALK-IN' in the APPOINTMENT TYPE under the Personal Info tab, the APPOINTMENT DATE field appears empty in the 'Your Payment Status' page. This means you have no fixed date to visit IVAC. However, as per policy, you must visit and submit documents within 3 (three) days after making the payment.

Q: What happens if I do not visit the IVAC in 3 days after making the payment as WALK-IN?

A: If you have selected 'WALK-IN' in the APPOINTMENT TYPE under the Personal Info tab, while making the payment, you must visit the IVAC within next 3 days. If you fail to visit the IVAC and submit documents within 3 days, your payment will be void and the amount paid will not be refunded. You will have to pay the Visa Fee again for a new appointment.

Q: How can I get a refund?

A: Once a payment has been successful, there is no option for refund. There is no direct refund option available to the applicant once a transaction has been settled between the parties. However, if any payment is unsuccessful at the payment gateway (SSLCOMMERZ) end but amount has been deducted by your bank/provider then we recommend you to communicate with your bank/provider.

Q: Can I make payment for me and my family members or tour partners together? How many Visa fees can I pay at one go?

A: Yes, you can make bulk/multiple payment in a single transaction.

You can add up to 7 Visa applicants' Web File Numbers and pay the fees in one go. You would need to fill in the different fields like Web File Number, Passport Number, Mobile Number etc. separately. Click 'ADD ANOTHER WEB FILE NUMBER' button under 'Payment' tab to add multiple applicants' information and proceed to make the payment altogether in a single transaction. In case of multiple applicants' payment, there will be an item wise invoice generated and sent to your Email address.

Q: What do I do if there is any error or my internet connection is disconnected in the middle of the process?

A: If the internet connection is disrupted before proceeding to payment option, you have to refill the information from the beginning. For any error during the payment process due to internet connection disruption, you can check your payment status by clicking on CHECK PAYMENT STATUS button at the top-

right corner of the page. If you still have any confusion, please send us an email to: ivac@sslwireless.com for further investigation.

Q: I am not being able to pay with my card or internet banking or wallet. What can I do?

A: If you are not able to pay with your card, please contact with your respective bank to find out whether your card or internet banking or wallet is enabled for online e-Commerce transaction and whether it is connected to the payment services of SSLCOMMERZ. If not, you can request your bank/provider to enable it for online e-Commerce transaction in this site.