

Bidder can write to ICICI resolution desk at [etendering@icicibank.com](mailto:etendering@icicibank.com) or call at **022-61376752** and **022-61376644** for payment credit/debit /Refund/Balance enquiry related queries in tender.

However, bidders are requested to share following details in case of email communication and keep same details handy before contacting to ICICI helpdesk.

S. No	Details Required to ICICI Bank	To be provided by Bidder
1	Name of Client/ Department	
2	Tender ID	
3	Bidder's Company Name	
4	<b>Payment Type</b> : Debit Card or Credit Card or Net Banking or RTGS/NEFT (e-Wallet)	
5	Payment Date	
6	Amount of Payment	
7	Date of Refund marked by PMC	

\*Please note in case of Debit Card/ Credit Card/ Net Banking refund will be credited to respective bidders' bank within 7 working day.

\*In case of NEFT/ RTGS refund will be provided on same day if marked before 2.00 pm to bidder's respective wallet.