

Refund Policy

- **General Non-Refundability:** The core policy is that all fees paid online are non-refundable. Users are urged to verify that the correct fee amount is entered before making payment [2].
- **Duplicate Payment:** If a user makes a duplicate payment in error (e.g., their account is debited twice for the same transaction), the extra amount may be refunded. The user typically needs to notify the institution within a specific time frame (e.g., 2-3 business days) and provide proof of the duplicate transaction [2].
- **Failed Transaction/Amount Deducted but Not Credited:** If a user's account is debited but the payment is not successfully credited to the institution's account due to a technical error, the amount is usually reversed automatically by the payment gateway within a certain period (e.g., 5-7 business days). If not, the user should contact customer support with relevant transaction details [2].
- **Incorrect Fee/Course Payment:** If a user pays the wrong fee or for the wrong course, they typically cannot get a refund. Instead, they may need to seek an internal
 - adjustment through the institution's administration, which is handled offline and is subject to the institution's discretion.
- **Timeline for Refund Processing:** Approved refunds usually take a specific number of working days to process and be credited back to the original mode of payment (e.g., 7-15 business days).
- **Required Documentation:** Users requesting a refund must generally provide supporting documentation such as the transaction ID, date of transaction, payment amount, and account details [2].
- **Administrative Discretion:** The institution reserves the right to make the final decision on all refund requests.

Example Policy Statement

"Fees once paid through the online portal are non-refundable. The only exception is in case of a **duplicate payment** where the user's account is debited twice for the same transaction. In such cases, the extra payment will be refunded within 7-10 working days after verification. For any other payment issues, users are encouraged to contact the accounts department immediately." [2]

Online fee payment refund policies in educational institutions are generally strict, with a common stance of "no refund once payment is made". However, exceptions are made for specific circumstances, and policies are often dictated by regulatory guidelines (like UGC or AICTE norms).

Key Aspects of an Online Fee Payment Refund Policy

General Stance

- **Fees are non-refundable:** In most standard cases, once a fee (such as tuition, application, or examination fees) is paid online, it is not eligible for a refund or cancellation.
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Exceptions and Specific Scenarios

Refunds may be considered in specific, limited circumstances:

- **Multiple/Duplicate Payments:** If a user's account is debited more than once for a single transaction due to a technical error, the excess amount is generally refunded.
- **Failed Transactions:** If the amount is debited from the user's account but not credited to the institution's account (a "broken payment transaction"), a refund is typically processed by the bank/payment gateway, though the user may need to initiate the process.
- **Admission Cancellation/Withdrawal:** For admission fees, the refund policy is often based on the timing of the withdrawal relative to the start of the course or the last date of admission:
 - **Early Withdrawal (Before Course Start/Notified Last Date):** A full or nearly full refund (minus a small processing fee, e.g., ₹1,000) may be granted in compliance with regulatory bodies like the UGC or AICTE.
 - **Late Withdrawal (After Course Start/Last Date):** Partial or no refund may be offered, depending on the specific policy and how much time has passed since the start date.
- **Exceptional Circumstances:** Discretionary refunds may be considered in cases of serious illness or death of the candidate, provided supporting documentation (e.g., medical certificate, death certificate) is provided.
- **Service Not Rendered:** If the user made a payment for a service that the institution/provider fails to deliver, a refund may be applicable.
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Process and Conditions

- **Written Request:** Users are generally required to submit a formal, written application (email or letter) to the concerned department (e.g., Accounts, Registrar) to initiate a refund claim.
- **Timeline:** Refund requests must be made within a specified timeframe (e.g., within 24 hours for transaction errors, within a certain number of days after the transaction for other claims).
- **Refund Method:** Approved refunds are typically made to the original payment method (same credit/debit card or bank account) within a specified number of working days (e.g., 7-21 days), and transaction fees are usually not refunded.
- **Non-refundable Components:** Certain fees, such as application fees, registration fees, or processing charges, may be explicitly stated as non-refundable under any circumstances.
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Users should always carefully review the specific refund policy of the institution before making any online payments.