

# **REFUND & CANCELLATION POLICY**

## **1. General Principles**

Fees paid through the ERP shall be governed by University regulations, statutory requirements, and notifications issued from time to time.

No request for refund of fee payment once remitted by the stakeholders will be entertained by NIELIT Deemed to be University under any circumstance (except to withdrawing candidates whose refund will be processed as per University regulations, or the Stakeholders who might have ended up in paying fee more than once for the same application/programme/course due to any technical issue with the server of the bank/ payment gateway concerned. However, such refund would be made only after ascertaining the actual receipt of payment of prescribed application / exam / course / accreditation fee etc. more than once, which would be possible only after reconciliation of payment data as received from the banks concerned with the payment recorded in the Server).

NIELIT Deemed to be University is not responsible for any fraud transaction made by Stakeholder(s) and not liable for refund under Chargeback claims.

All disputes related to refund of claim shall be subject to exclusive jurisdiction of Ropar, Punjab /Chandigarh.

## **2. Non-Refundable Payments**

Unless otherwise notified, the following are generally non-refundable:

- Application fees
- Processing fees
- Examination fees
- Convenience charges
- Payment gateway charges

## **3. Duplicate Payments**

In cases of duplicate payments arising from technical or banking issues, the excess amount would be refunded after verification of the transaction.

## **4. Failed Transactions**

Where payment is debited but not reflected in the ERP:

- Users should retain transaction references.
- Reconciliation shall be undertaken with the payment gateway and bank.
- Appropriate action shall be taken after verification.

## **5. Admission Withdrawal Refunds**

Refunds relating to admission withdrawals shall be processed strictly as per University ordinances, regulations and applicable UGC guidelines adopted by the University and in force at the relevant time.

## **6. Refund Timelines**

Approved refunds shall normally be processed within 15 to 30 working days and credited through the original mode of payment wherever feasible.