

Examination Fees Refund/Cancellation Policy

At **S. B. Jain Institute of Technology, Management and Research (SBJITMR), Nagpur**, we ensure a smooth and hassle-free examination fees payment process via third party payment gateway during examination registration process. This policy outlines the conditions under which refunds/cancellation of examination fees payments may be requested.

1. Fees Payment Confirmation

- It is the responsibility of the student to verify all details before proceeding for the payment.
- Once the payment is successfully processed through payment gateway, a confirmation receipt is generated and made available for download.

2. Cancellation Policy

- Examination fees payments **can not be cancelled** once it has been successfully processed.

3. Refund Policy

Refundable Cases

Refunds will only be considered under the following conditions:

- **Duplicate Payment:** If the student has mistakenly made multiple payments for the same examination, student must contact Account Section, SBJITMR within **02 working days** with proof of transaction details.
- **Transaction Failure:** If money has been deducted from the student's account, but the transaction is not successfully processed, student must contact our support team with proof of transaction details within **03 working days** via email at **sbjitmr.ngp@gmail.com**.

Non-Refundable Cases

Refunds will not be considered under the following conditions:

- Fees once paid **will not be refunded** under any circumstances other than the case of **Duplicate Payment**.
- Failure to attend the examination or withdrawal of Examination registration will **not** be eligible for a refund.

- Refunds will **not** be processed if incorrect information is provided by student during Examination Registration.
- If a student is found ineligible for the examination due to any reasons, student will **not** be eligible for a refund.

4. **Refund Process**

- Eligible refund requests must be submitted by student within **02 working days** from the date of transaction to Account Section, SBJITMR, Nagpur.

The request must include:

- i. Candidate's full name
 - ii. Registration/Application number if any
 - iii. Transaction ID or payment reference number
 - iv. Proof of duplicate transaction
 - v. Student bank account details
- Once verified, refunds will be processed within **10 working days** to the provided student bank account.

5. **Transactional Charges**

During Examination fees payment via payment gateway, student has to bear any transactional charges if required as per the mode of transaction he/she has selected.

In case of any query, contact at:

Controller of Examination Office,

S. B. Jain Institute of Technology, Management & Research, Nagpur

Address - Near Jain International School, Yerla Village, Kalmeshwar Road,

Nagpur-441501

Email : coesbjain@sbjit.edu.in