# UNIVERSITY FEES PAYMENT – TERMS & CONDITIONS

**1. Verification of Fee Details**

Before making payment, students/parents/authorized persons shall carefully verify the **Student ID, Student Name, Programme, Semester, Fee Head, Amount Payable and Due Date and further shall ensure that the information entered or displayed of the payment is correct.**

**2. Authorized Payment Channels**

All University fees shall be paid only through the **official University website/student portal or other payment modes as may be officially authorized and notified by the University** from time to time.

**3. Payment to Unauthorized Accounts**

The University shall not be responsible for any payment made to an **unauthorized person, agent, employee, personal bank account, fraudulent payment link or account or any account not officially notified by the University**, except to the extent that such loss or payment is directly attributable to the University's own act, omission, negligence or failure to exercise reasonable care.

**4. Correct Student Information**

The payer is responsible for entering the correct Student ID and other required details. Any payment made against an incorrect Student ID, semester or fee head shall be subject to verification and shall not confer any automatic right upon the Student to make any adjustment.

**5. Successful Payment**

A payment shall be considered successful only when the transaction has been successfully processed and the amount has been **received/confirmed by the University or its authorized payment gateway** and receipt or settlement of the corresponding amount in the University's designated account or such other confirmation as may be recognised by the University for the relevant payment channel.

**6. Payment Debited but Not Updated**

If the payer's bank account has been debited but the payment is not reflected in the University portal, the payer should **not make another payment immediately**. The payer should contact the Accounts Department with the relevant transaction details for verification. The University shall verify the transaction with the concerned Bank/payment gateway, wherever required, and the transaction shall be dealt with in accordance with the applicable banking/payment-system rules and the University's procedures.

**7. Transaction Details and Payment Proof**

Students are required to send the complete transaction details of their payment to **accounts@brainwareuniversity.ac.in**, along with their **Student Code, Student Name, and Course/Programme Name**.

Students must retain the **Transaction ID, Payment Reference Number, Bank/Gateway Acknowledgement, and other relevant payment details** until the payment is reflected in the University system and the official **Money Receipt** is generated.

**No official Money Receipt will be issued unless the required student information and valid payment/transaction details are provided.**

However, No refund or adjustment shall be deemed automatic merely because a duplicate payment has been made.

**8. Duplicate Payment**
In case of duplicate payment for the same fee, the student must inform the Accounts Department and provide the details of both transactions. Any adjustment or refund shall be processed **after verification and as per the University's applicable rules**.

**9. Issuance of Money Receipt**
The University Money Receipt shall be issued/generated only against a **successfully verified payment**. A bank debit message, SMS or payment-gateway acknowledgement alone shall not be treated as the final University Money Receipt.

**10. Fee Payment Due Date**
All fees must be paid **within the prescribed due date** notified by the University.

**11. Late Payment and Fine**
Payment made after the prescribed due date shall attract **late payment fine/charges, wherever applicable**, as per the University's prevailing rules.

**12. Last-Day Payment Responsibility**
Students are advised not to wait until the last date for payment. Any delay caused by **bank server issues, payment gateway failure, internet problems or transaction processing time** shall be dealt with as per the University's applicable rules.

**13. Payment Gateway / Bank Charges**
Any **payment gateway, bank, convenience or transaction charges**, wherever applicable, shall be borne by the payer unless otherwise notified by the University.

**14. Adjustment of Payment**
Payment made against one student, semester or fee head shall not automatically be transferred or adjusted against another student, semester or fee head. Any such adjustment shall require **verification and approval by the competent authority**.
However, no adjustment shall be made merely on the basis of a request by the Student/Payer and shall be subject to verification and approval by the competent authority.

**15. Excess Payment**
Any excess payment shall be subject to verification and may, at the discretion of the University and in accordance with its applicable rules, be adjusted against any outstanding dues, upcoming fees or refunded to the Student.

**16. Refund of Fees**
Refunds, wherever applicable, shall be governed by the **University's prevailing refund policy, as amended from time to time,subject to and to the extent required by applicable laws, regulations and UGC/statutory regulations**.

**17. Refund through Original Payment Mode**
Wherever applicable and technically feasible, refunds relating to online payments shall be processed through the **original payment mode/account**, subject to verification and applicable rules.

**18. Payment Security**
Students must keep their **User ID, Password, OTP, PIN, CVV and other payment credentials confidential** and must not share them with any person. The University shall not be responsible for loss arising from the voluntary disclosure, sharing or misuse of such credentials by the Student, except to the extent attributable to the University's own act or omission.

**19. Fraudulent or Unauthorized Transactions**
Any transaction suspected to involve fraud, unauthorized use of a payment instrument or manipulation of payment records may be withheld for verification and the University may withhold issuance of the corresponding money receipt, adjustment or refund until the transaction is duly verified and resolved. The University may report such transaction to the concerned Bank, payment gateway or competent authority wherever considered necessary or required by law.

**20. Payment Dispute**
Any dispute relating to a fee payment should be reported within 30 days from the date of the transaction to the **Accounts/Finance Department** along with the Student ID, Transaction ID, payment date, amount and supporting payment proof.

**21. Verification of Payment**
The University reserves the right to verify any payment transaction with the concerned **bank/payment gateway** before updating the student's account, issuing a Money Receipt, making an adjustment or processing a refund.

**22. University Portal Records**
Students are advised to check their **University Student Portal** after making payment to ensure that the payment has been correctly reflected in their account.

**23. No Responsibility for Technical Failure**
The University shall not be responsible for delays or failures caused by **internet connectivity problems, bank server issues, payment gateway failure, technical errors or other circumstances beyond the University's reasonable control**.

**24. Changes in Fee Structure**
Students shall be required to follow the **latest officially notified fee structure** applicable to their programme, session, semester and category. Any earlier fee communication that differs from the final officially notified fee structure shall not be treated as the basis for payment.

**25. Modification of Terms & Conditions**
The University reserves the right to modify these Terms & Conditions from time to time in accordance with changes in **University policy, applicable laws, UGC/statutory requirements, banking procedures or payment gateway regulations**.

**26. Acceptance of Terms & Conditions**
By proceeding with the fee payment, the payer confirms that he/she has **read, understood and accepted all the above Terms & Conditions** and has verified the payment details before making the transaction.