

From

Director General Higher Education, Haryana,  
Shiksha Sadan, Sector-5, Panchkula

To

The Manager,  
IndusInd Bank, SCO-6, Sector-16,  
Panchkula.

Memo. No. 18/09-2020 CIII (3)

Dated the Panchkula 14-05-24

Subject: Chargeback policy and refund policy of Directorate of Higher Education  
Haryana for Successful transaction through online Admission Portal.

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Kindly refer to the subject noted above.

In this regard, it is intimated that the copy of chargeback policy and refund  
policy of Directorate of Higher Education, Haryana, Panchkula attached herewith for  
your information and further necessary action.

*Rajendra*  
Superintendent C-III,

*for* Director General Higher Education,  
Haryana, Panchkula.

Dated:- 14-05-24

Endst. No. Even

A Copy is forwarded to the following for information:-

- [1] I.T Cell (Head Quarter) with the direction to upload the above mentioned policy  
on the admission portal and website of Higher Education department Haryana  
for the information and further necessary action of the Principals of Govt.  
Colleges, Aided Colleges and Self Finance Colleges.

Received  
Chitrag  
122715  
15/05/2024.

*Rajendra*  
Superintendent C-III,

*for* Director General Higher Education,  
Haryana, Panchkula.

## **Refund Procedure in case of multiple Successful Transactions through Online Admission Portal**

1. Objective of Online Admission portal is to take admission in the Govt/Aided/Self Finance Colleges after online payment.
2. The payee must acquaint himself/herself with the rules and regulations of Directorate of Higher Education Haryana/Colleges/Universities.
3. ONLINE ADMISSION portal shall not be responsible for any refunds in case transaction has been generated with SUCCESS status.
4. However, in case the payee wishes a refund against the more than one successful transaction of Admission Fee, the concerned payee shall have to approach the concerned college with written request to which payment/admission has been made by payee for getting the refund through the respective college. In that case refund to student shall be ensured by the concerned college.

## **Chargeback Policy of Directorate of Higher Education** **Haryana**

In light of successful transactions done through Debit Card/Credit Card gets disputed by the Payee following rules shall be followed by the Gateways connected with Online Admission Portal.

1. Online Admission Portal does not entertain any chargeback.
2. In case of genuine refunds, the refund will be entertained as outlined in the 'Refund Procedure for multiple Successful Transactions through Online Admission Portal'.
3. No chargeback claim shall be entertained for payment made on Online Admission Portal by any payment gateway/card issuer/bank, once the transaction is successfully credited into the Higher Education bank account (Aggregator bank).
4. Online Admission Portal users need to agree to the terms and conditions before making any payment. These terms and conditions would apply to all refund claims.
5. In case of Chargeback issues the Gateway shall inform the Higher Education office through email 'chargeback.dghe@gmail.com' about the disputed amount along with the transaction details. The process of refund as laid down in Refund Procedure shall be applicable.
6. Government shall not handle any fraudulent transactions which has arisen due to misuse of Debits/Credit Cards even though successful credit to Government account has occurred.
7. Payment Gateway/Bank shall not, under any circumstance, debit Government account without prior permission of Directorate of Higher Education Haryana.
8. All failed transactions in case of its occurrences i.e. those transactions which have not been settled/credited in Government account shall be handled by the Gateway and Remitter's Bank and Higher Education office will in no way handle such cases.