

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.