

Date: 14 September 2020

**GUIDELINES FOR RESOLVING ISSUES RELATED TO PAYMENT OF SEMESTER FEES**

The following guidelines need to be followed by the students for resolving their issues related to payment of semester fee:

**A. ONLINE PAYMENT OF SEMESTER FEES THROUGH PARENT PORTAL**

1. Please **copy the Order no** before moving to the next page/final payment.
2. Preferable method to be used for payment is Net Banking.
3. Please perform the action as indicated against different types of issues:

Sl. No.	Issue	Action
1.	Amount has been deducted from account and you have not received any receipt on parent portal.	(i) Wait for 24 Hours. (ii) Check the status on your parent portal. (iii) If problem persists, send an email to <a href="mailto:onlinefeeissue@iitism.ac.in">onlinefeeissue@iitism.ac.in</a> with <b>ORDER NO.</b> clearly mentioned on the body of email. (iv) A suitable reply will be sent as early as possible. (v) Please do not send any reminder email until 3 days of your last communication.
2.	Amount has been deducted from account and you have received a failure receipt on parent portal.	(i) Keep the record of attempts made where money was deducted. (ii) Contact your bank for refund. (iii) Wait for refund. (iv) Once money is refunded student may go ahead with the fee submission with proper internet connectivity. (v) In case the failure receipt is issued after second unsuccessful attempt, write to <a href="mailto:refund@iitism.ac.in">refund@iitism.ac.in</a> attaching two failure receipts besides contacting your bank for refund. (vi) Alternate option will be suggested for the payment of fee.  <i>(Deadline is not an issue for this case, if the record of attempts is properly maintained by the student.)</i>
3.	Made multiple payments.	(i) Fill a refund form available on Academic portal. (ii) Email that to <a href="mailto:refund@iitism.ac.in">refund@iitism.ac.in</a> for further processing. (iii) It may take time but all additional amount received by IIT (ISM) will be refunded.

Emails sent to IDs other than those mentioned above for the purpose will not be entertained.

**B. PAYMENT OF SEMESTER FEES THROUGH EDUCATION LOAN**

Sl. No.	Lending Bank/Institution	Action
1.	STATE BANK OF INDIA (SBI)	(i) Go to SBI Collect: <a href="https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=272342">https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=272342</a> (ii) Generate Challan. (iii) Submit to your SBI Branch for making the payment through SBI Collect. (iv) Upload the stamped copy of challan on parent portal (Offline Mode). (v) For issues related to loan with SBI, ISM Campus Branch, please write to <a href="mailto:sbi.01641@sbi.co.in">sbi.01641@sbi.co.in</a>



2.	Other Banks/Institutions	(i) The fee can be credited by the bank/institution to IIT (ISM) account no. 37052697697 (IFSC Code SBIN0001641) of State Bank of India, ISM Campus Branch, Dhanbad and the transaction details must be sent to <a href="mailto:feepayment@iitism.ac.in">feepayment@iitism.ac.in</a> to get the fee receipt by return email (within two working days). (ii) Upload the fee receipt on parent portal (Offline Mode).
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Dean (Academic)

Copy to:

DT/Dy DT/ All Deans/ All HODs/Assoc Deans (Acad)/Assoc Dean (Automation)

RG/DR (F&A)/ DR (Acad)/AR (Acad UG)/ AR (Acad PG) /AR (SW)

Webmaster: With a request to upload on Institute website.