

Refund Policy

1. If the amount is deducted and transaction status is failed/Success then the system will verify the transaction and if applicable then the system automatically refunds duplicate payment amount to the source account within 30 days. If you do not get a refund within 30 days then only send your query to epay_query@gtu.edu.in
2. If you find status "REFUND" in Student Admin Panel (For Students) means we have initiated the amount for refund and wait for 7 working days. After 7 days if the amount is not credited in your account then only send your query to epay_query@gtu.edu.in.