

Cancellation & Refund Policy

1. Regulatory Compliance

This Institution is governed by one or more statutory authorities such as the University Grants Commission (UGC), All India Council for Technical Education (AICTE), State Universities, Central/State School Boards, or other competent councils/boards. Accordingly, the Institution's refund and cancellation rules are framed and implemented in line with the guidelines issued by these governing bodies.

2. Student Responsibility

Candidates/students paying fees are advised to carefully review the Institution's Refund Policy, which is available on the Institution's website and/or at the Institution office.

3. Eligibility for Refund

Refunds may be considered in situations such as:

- Cancellation of admission by the student as per institutional and regulatory rules.
- Excess or duplicate fee payments made by the student.
- Any other scenario permitted under the applicable statutory guidelines.

4. Refund Procedure

- A formal written application/request must be submitted to the Institution in the prescribed format (if available).
- Valid supporting documents (such as fee receipt, admission details, or bank proof) must be attached.
- Refunds will be processed only after verification and approval by the competent authority of the Institution.

5. Timelines & Mode of Refund

- Refunds, if approved, will be made within the timelines specified by the Institution's policy and in accordance with statutory guidelines.
- Refunds will be made through the same payment mode/bank account used for the original transaction, unless otherwise required.

6. Non-Refundable Fees

Certain charges such as registration fees, processing fees, examination fees, or any other specifically notified non-refundable components will not be refunded under any circumstances.

Privacy Policy

1. Regulatory Compliance

This Institution operates under statutory authorities such as the University Grants Commission (UGC), All India Council for Technical Education (AICTE), State Universities, Central/State School Boards, and other competent councils/boards. Our data management policies follow the rules and directions issued by these bodies.

2. Why We Collect and Preserve Data

Student information is collected at the time of admission and during the course of study for academic, administrative, and legal purposes. Institutions are required by law to preserve student records from inception of the Institution until its closure. This enables us to:

- Issue certificates (marksheets, transfer certificates, duplicate certificates, date of birth certificates, etc.) on request, even years after leaving.
- Meet statutory and regulatory reporting obligations.
- Maintain authentic records for legal, historical, and alumni purposes.

3. Information We Collect

- Personal details (name, date of birth, address, guardian details).
- Academic records (admission details, marks, certificates, results).
- Financial data (fee payment details, scholarship information).
- Digital records (if you use institutional portals or online services).

4. Use and Sharing of Data

Your information may be used for:

- Admissions, academic administration, examinations, and certification.
- Fee collection, scholarships, and financial assistance.
- Communication of academic updates and results.
- Submission to government authorities, universities, and other statutory bodies as required by law.

We do not sell or trade student data to third parties.

5. Data Security & User Rights

- Records are stored securely with administrative, technical, and physical safeguards.

- While strong protections are applied, no system is fully risk-free from cyber threats.
- Students/guardians may request corrections or updates to their records. Requests for deletion of data cannot be accepted where law requires us to preserve records.

Terms & Conditions

1. Introduction

These Terms and Conditions ("Terms") govern the use of the Online Fee Payment Portal ("Portal") provided by the Institution for its students, parents, and authorized users ("Users"). By accessing, enrolling, or making payments through this Portal, you agree to comply with these Terms.

This Institution is governed by one or more statutory authorities such as the University Grants Commission (UGC), All India Council for Technical Education (AICTE), State Universities, Central/State School Boards, or other competent councils/boards. Accordingly, the Institution's rules are framed and implemented in line with the guidelines issued by these governing bodies.

2. Services

- The Institution provides academic programs, training, and related services.
- Admission to any program is subject to eligibility criteria, payment of applicable fees, and acceptance of these Terms.
- The Portal is provided solely for the purpose of fee payment and related academic transactions.

3. Fee Payments

- All course/program fees must be paid in full (or as per the installment schedule, if applicable) in accordance with Institution norms.
- Payments may be made online or through other approved methods.
- The Institution is not responsible for transaction failures, delays, or technical issues arising from banks, payment gateways, or internet connectivity.
- Users are advised to check and verify payment details carefully before submission. Duplicate or incorrect transactions may be subject to bank/payment gateway charges.

4. Cancellation & Refund Policy

- All fee payments are subject to the Institution's Cancellation and Refund Policy, which is available on this Portal.
- Refunds, if applicable, will be processed only as per the stated policy and within the timelines mentioned therein.

5. Use of the Portal

- The Portal must be used only for lawful, legitimate purposes. Any misuse, including hacking, fraudulent transactions, or unauthorized access, is strictly prohibited.
- Users are responsible for safeguarding their login credentials. The Institution will not be liable for unauthorized access caused by User negligence.
- Any suspicious or fraudulent activity may result in suspension or termination of Portal access.

6. Data Privacy & Security

- User information and payment details provided through the Portal will be used strictly for academic and administrative purposes, in compliance with applicable data protection laws.
- While reasonable security measures are in place, the Institution does not guarantee absolute protection against cyber threats. Users are advised to ensure their devices are secure when accessing the Portal.

7. Intellectual Property Rights

- The Fee Payment Portal is developed and owned by MasterSoft ERP Solutions Pvt. Ltd., Nagpur. All software, design, and intellectual property rights belong to the company.
- Unauthorized use, copying, or distribution of the Portal or its content is prohibited.

8. Limitation of Liability

- The Institution does not guarantee uninterrupted or error-free availability of the Portal.
- The Institution will not be liable for direct, indirect, incidental, or consequential damages arising from the use or inability to use the Portal, including but not limited to technical failures, data loss, or unauthorized transactions.

9. Changes to Terms & Conditions

- These Terms may be updated from time to time at the discretion of the Institution.
- Users are responsible for reviewing the Terms periodically. Continued use of the Portal after changes constitutes acceptance of the revised Terms.

10. Termination of Use

- The Institution reserves the right to suspend or terminate User access to the Portal without prior notice in case of any violation of these Terms or misuse of the Portal.

11. Governing Law & Dispute Resolution

- These Terms shall be governed by and construed in accordance with the laws of India.
- Any disputes arising out of or in connection with the use of this Portal shall be subject to the exclusive jurisdiction of the courts located at the Institution's city of registration.

Feepayr.com – Policy Document

1. Introduction

Feepayr.com is an online fee payment portal developed and owned by MasterSoft ERP Solutions Pvt. Ltd., Nagpur, India ("MasterSoft"). The Portal is provided to educational institutions (Colleges, Schools, and Universities) on a Software-as-a-Service (SaaS) basis to facilitate fee collection from their students.

By accessing or using Feepayr.com, Users (students, parents, or authorized representatives) agree to comply with this Policy and the Terms of Use available on the Portal.

2. Nature of Services

- Feepayr.com is only a technology platform for enabling online fee payments to educational institutions.
- All fees paid by students are directly credited to the bank account of the respective Institution through authorized Payment Gateways (PGs) as per RBI norms.
- MasterSoft does not collect, hold, or use any student's personal or financial data for its own purposes.

3. User Access & Responsibility

- Access to Feepayr.com is restricted to registered Users with valid login credentials provided by their Institution.
- Any attempt to access using invalid, stolen, or borrowed credentials is strictly prohibited.
- Users are responsible for maintaining confidentiality of their login information and for all transactions carried out under their account.

4. Permitted Use

- Users may only use the functions and menus available on the Portal.
- Any attempt to hack, modify, disrupt, or gain unauthorized access to the system will be treated as a violation under Information Technology Act, 2000 and other applicable laws.
- MasterSoft reserves the right to restrict or terminate access in case of misuse or breach of these conditions.

5. Monitoring

By using this Portal, Users acknowledge and consent that their activities on the Portal may be monitored by MasterSoft for ensuring system integrity, security, and compliance.

6. Data Privacy & Security

- Student details entered in the Portal are stored only for institutional and regulatory purposes.
- MasterSoft does not sell, trade, or exploit personal/student information.
- Transactions are processed securely through third-party Payment Gateways.
- While adequate technical safeguards are applied, MasterSoft cannot guarantee absolute protection against cyber risks. Users are advised to take standard precautions when accessing the Portal.

7. Payments, Failures & Disputes

- Payment processing is carried out by authorized Payment Gateways and banks.
- MasterSoft is not responsible for delays, failures, or double charges caused by third-party PGs, banks, or internet/network issues.
- Any disputes regarding payments (including refunds, chargebacks, or reconciliation) must be taken up directly with the concerned Institution and/or Payment Gateway / Banks.

8. Intellectual Property Rights

- Feepayr.com, including its design, software, and all related intellectual property, is the property of MasterSoft ERP Solutions Pvt. Ltd.
- No part of the Portal may be copied, modified, distributed, or reverse-engineered without prior written consent from MasterSoft.

9. Limitation of Liability

- MasterSoft provides Feepayr.com on an “as is” basis and does not guarantee uninterrupted or error-free operation.
- MasterSoft shall not be liable for any direct, indirect, incidental, or consequential damages arising from the use or inability to use the Portal.
- The Institution remains responsible for the accuracy of fee amounts, due dates, and refund/cancellation policies.

10. Changes to Policy

MasterSoft reserves the right to update, modify, or discontinue any part of this Portal or its terms at any time without prior notice. Users are expected to review the Policy periodically for updates.

11. Governing Law & Jurisdiction

This Policy shall be governed by and construed in accordance with the laws of India. Any disputes arising out of or related to the use of Feepayr.com shall be subject to the exclusive jurisdiction of the courts in Nagpur, Maharashtra, India.