Indian Institute of Technology Kharagpur
Hall Management Centre
Kharagpur – 721302, West Bengal, India

Ref. No.: IIT/HMC/Refund Policy/25-26/1   Date: 08.08.2025

CIRCULAR

Subject: Wrong Payment of Semester Fees and Other Fee Refunds – Guidelines and Preventive Measures

It has come to the notice of the Hall Management Centre (HMC) that a number of students have made incorrect payments through the ERP portal. These include duplicate transactions and instances where semester fees have been paid into the HMC fee channel, as claimed by the students, instead of the appropriate head.

Additionally, several students have submitted refund requests for Mess and other hall-related charges, including HOH and HEC dues.

The following guidelines are issued to streamline processing and to prevent recurrence of such cases.

1. Clarification on ERP Payment Channels and Responsibilities

The ERP portal provides three distinct payment channels:

- **Institute Fee Channel**
- **Semester Fee Channel**
- **HMC Fee Channel**: Includes Mess fees, hall establishment charges, hostel overhead charges, hall budget contributions, and mess dues

The ERP portal is maintained and operated by the ERP Section, under the supervision of the Chairman, ERP.

Students must ensure they select the correct payment channel during the transaction. Payments made under an incorrect head will not be reassigned automatically and will require formal refund processing. Only ERP-authorized payment methods (SBI MOPS, NEFT via ERP-generated challan, SBI Branch challan) are considered valid.

2. Preventive Measures

To minimize such errors:

The Chairman, ERP is requested to consider implementing the following safeguards within the ERP system:

- Clear and distinct labelling of payment heads
- Warning prompts for high-value payments under non-academic heads
- Validation triggers or temporary restrictions during semester fee payment windows
- Captcha verification and display of student profile summary before final submission
- Without previous payment confirmation, no second payment be allowed

In addition, students must verify payment heads and transaction details before confirmation.

3. Refund Process for Wrong Payments and other cases

Students who have made incorrect payments must submit a formal written application (hard copy on plain paper) to the HMC Office, addressed to the Chairman, Hall Management Centre, with the following documents:

- **Application Letter** containing:
  - Full Name, Roll Number, Department, Hall of Residence

अध्यक्ष/Chairman
छा.प्र.के.भा.प्रौ.सं.खड़्गपुर
HMC, IIT Kharagpur

- o Date and Amount of Payment
- o Payment Head Selected and the Intended Correct Head
- **ERP Payment Receipt or Screenshot**
- **Bank Account Details:**
  - o The account must be in the name of the student, as per ERP records
  - o Bank accounts of parents, guardians, or relatives will not be accepted
- **Copy of Institute ID Card**
- **Signed Declaration** confirming that no duplicate refund application has been submitted elsewhere
- No digital requests are allowed
- **Forwarding Authority:**
  - o Forwarding by the Hall Warden / Faculty Advisor is required

4. Additional Requirements for Mess and other Refunds

In case of refund requests due to absence from the hall:

- Room Vacating Order or Outside Stay Permission, duly approved by the Hall Warden
- Verification by the Hall Manager or Supervisor, wherever applicable
- NOC and any other document as deemed fit by authority

5. Mess Dues and Hall Budget

Mess dues and hall budget shall be handled by the concerned Hall Warden and the part-time Accountant-cum-Clerk posted in the hall as per earlier circulars circulated in this regard.

6. Processing and Timeline

- ERP records will be used for verification of each case
- Refunds will not normally be processed; instead, adjustments shall be made in the next semester's dues
- For final-year or pass-out students, or any other cases as recommended by the Chairman, HMC, refunds will be processed via bank transfer, subject to clearance of other dues
- Students are advised to wait for ERP status updates (typically 2–3 working days) before reattempting payment

Note:
Submission of a refund request does not guarantee approval. Each application will be reviewed individually based on ERP verification and document completeness.

For further clarification, students may contact the HMC Office during working hours.

This is an initial policy document and may be amended, modified, or supplemented as deemed necessary by the competent authority.

Chairman (HMC)
अध्यक्ष/Chairman
आ.प्र.के.भा.प्रौ.सं.खड़गपुर
HMC, IIT Kharagpur

Copy for information and necessary action to:

- Chairman, ERP
- Joint Registrar (Academic)
- Wardens - All Halls of Residence
- Hall Managers / Supervisors
- HMC Website – for information dissemination