



ಶರಣಬಸವ
Sharnbasva
ಕಲಬುರಗಿ - ೫೮೫ ೧೦೩



ವಿಶ್ವವಿದ್ಯಾಲಯ
University
Kalaburagi - 585 103



UGC Status : Letter Mp. F.8-29/2017 (VPP-I/PU), dated 20 Dec 2017. Enlisted by the University Grants Commission, New Delhi, in the list of Private University in India A Private University enacted by Govt. of Karnataka as "Sharnbasva University Act.2012" Karnataka Act No. 17 of 2013, Notification No. ED 144 URC 2016 dated 29/07/2017

MANDATORY WEBSITE POLICIES & TERMS

This official document details the Terms & Conditions, Privacy Policy, Refund & Cancellation Policy, and Contact Information governing online fee payments and digital services provided through the official portal of Sharnbasva University.

1. TERMS & CONDITIONS OF ONLINE SERVICES

1.1 Services Offered & Scope of Agreement

Sharnbasva University provides an online payment facility to enable students, applicants, and guardians to remit academic fees, examination fees, administrative charges, and other institutional dues via the internet. By accessing, registering, or conducting a financial transaction on this website, you ("User") agree to be legally bound by these Terms & Conditions. If you do not accept these terms, you must not proceed with online transactions. Clicking the payment confirmation button establishes a formal agreement between Sharnbasva University ("University") and the User.

1.2 Transaction Norms & Payment Modes

Duplicate Transactions: Measures are in place to prevent duplicate transactions. If a payment is inadvertently debited twice during a single session, the duplicate amount will be verified and credited back to the original source account as per standard banking timelines.

Accepted Payment Gateways: Payments are accepted via Credit Cards, Debit Cards, Net Banking, UPI, and authorized digital wallets. Sharnbasva University does not guarantee that payment gateway services will be completely uninterrupted or error-free.

Realization & Charges: Processing of applications/receipts is subject to successful fund realization from the bank through the payment gateway. Users are responsible for applicable bank charges, service taxes, and statutory duties.

Transaction Failures: If a payment processing page fails to display due to power or network failure after clicking "Pay", users are advised to verify their bank account balance and contact University support before attempting a repeat transaction.

1.3 User Obligations & Responsibilities

Legal Capacity: You confirm that you are at least 18 years of age or possess legal parental consent, and have full legal capacity to execute digital transactions.

Accuracy of Details: All information provided during registration or payment must be truthful, complete, and accurate. Supplying false information may result in cancellation of account or transaction validation.

Account Security: Users are solely responsible for maintaining the confidentiality of their account credentials, IDs, and passwords. The University will not be held liable for losses or inconvenience arising from account credentials being compromised.

1.4 Limitation of Liability & Legal Disclaimers

Sharnbasva University shall not be liable for any direct, indirect, incidental, or consequential damages resulting from the use or inability to use its online payment portal. The University makes reasonable efforts to verify website content, but reserves the right to amend policies without prior notice.

Force Majeure: The University shall not be held responsible for delays or failure in performance caused by events beyond its reasonable control, including banking system outages, network interruptions, natural calamities, or government restrictions.

2. PRIVACY POLICY

Sharnbasva University is dedicated to safeguarding personally identifiable information ("Personal Information") collected during the online payment process.

Information Collected: Personal details such as candidate name, enrollment/application number, phone number, email address, program details, and billing information are collected strictly to process transactions.

Use of Data: Collected data is used exclusively to verify identities, administer academic services, issue payment receipts, and send transaction-related communications.

Data Protection & Sharing: Personal Information will not be sold, rented, or traded to third parties. Data is shared only with authorized banking institutions and payment gateway providers to facilitate financial processing, or when required by law enforcement or statutory regulators.

3. REFUND AND CANCELLATION POLICY

Administrative & Processing Charges: Bank processing fees, transaction charges, and gateway conveniences fees are strictly non-refundable.

Academic Tuition & Course Fees: All refunds regarding tuition fees, program fees, or administrative charges will be strictly governed by the regulatory norms laid down by the University Grants Commission (UGC) and official University administrative decisions.

Excess / Erroneous Remittances: Excess amounts remitted due to technical errors will be refunded to the original payment source after formal verification by the University Finance Office.

4. CONTACT US & SUPPORT DESK

For payment disputes, transaction status verification, or website assistance, please contact the administrative desk during official working hours.

Administrative & Helpdesk Office	Sharnbasva University Sharnbasveshwara Institutions Campus Kalaburagi (Gulbarga) – 585103, Karnataka
Finance Office	+91 9108925097
For Payment Queries	paymenthelp@suk.edu.in