INDIAN INSTITUTE OF TECHNOLOGY (INDIAN SCHOOL OF MINES) DHANBAD
OFFICE OF THE DEAN (ACADEMIC)

No.IIT(ISM)/DAC/ADM/FEE/WS/01   Dated: 17.12.2020

PAYMENT OF FEE FOR WINTER SEMESTER 2020-21 BY UG/PG/PH.D STUDENTS

(Except UG/M.Tech/Ph.D entrants of 2020)

All those students/scholars who have successfully completed the pre-registration for Winter Semester 2020-21 can pay their semester fee through **parent portal** from **23 December 2020 to 20 January 2021.**

A.   The payment of fee needs to be made **only through** Parent Portal. Fee paid through any other mode (Direct transfer, NEFT /RTGS/Offline etc.) will not be accepted. For Loan Cases, please refer to detail as provided in **point C** below.

B.   The following steps needs to be followed for the payment of fee through **parent portal**:
   (a) Login to Parent portal using your credentials [In case the login credential of the portal is not working, you may write to password@iitism.ac.in attaching duly filled-in **Form A15** along with the receipt (Form available on Institute website in Academics page)].
   (b) Go to **Semester Fee Payment** menu
   (c) Select **Session Year**: 2020-21 and **Session**: Winter
   (d) Follow the instructions provided and pay the fee.
   (e) After the successful payment of fee, the status of registration must be checked by the student on the portal. The status must show as COMPLETE/SUCCESSFUL.
   (f) The following guidelines need to be followed by the students for resolving their issues, if any, related to payment of semester fee through parent portal:

   (i)   Note down/Copy the **Order No.** before moving to the next page/final payment. This **Order No.** will be required by the student to subsequently track the status of payment made through SBI ePay on parent portal.
   (ii) Preferable method to be used for payment is Net Banking.
   (iii) Please perform the action as indicated in the below table against different types of issues:

Sl. No.	Issue	Action to be taken
1.	Amount has been deducted from account but the registration is not successful. And you have **NOT received** any **failure receipt** on parent portal	(i) Keep the record of attempt made where money was deducted. (ii) Contact your bank for refund. (iii) Wait for 24 hours. (iv) Check the status on parent portal after 24 hours/ one working day. (v) If the problem persists, send an email to onlinefeeissue@iitism.ac.in clearly mentioning the problem and the **Order No.** in the email. (vi) A suitable reply will be sent as early as possible. (vii) Please do not send any reminder email until 3 days of your last communication.
2.	Amount has been deducted from account but the registration is not successful. 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 from the Bank. (iv) Once money is refunded by the Bank, student may go ahead with the submission of fee with proper internet connectivity. (v) In case the failure receipt is issued again after second unsuccessful attempt, write to refund@iitism.ac.in attaching two failure receipts besides contacting your bank for refund. (vi) Alternate option will be suggested for the payment of fee. *(In both the cases mentioned at Sr. Nos. 1 &2 of this table, the transactions must have been made on or before the last date. Last date is not an issue in all such cases, if the issue has been reported on or before the last date by the student and the record of attempts is also properly maintained by the student.)*
3.	Made multiple payments.	Once the amount has been deducted from your account, wait for 3 working days, the amount may be credited to IIT (ISM) Dhanbad. Please avoid paying multiple times. As mentioned above, the deadline is not an issue if

		you keep the record/proof of deduction. Still if you have paid multiple times please follow the steps as mentioned below: (i) Fill the refund form (A10) available on academic page of the Institute website. (ii) Email that to refund@iitism.ac.in for further processing. (iii) The additional amount received by IIT (ISM) will be refunded after due verification.

Note:- (i) Emails sent to IDs other than those mentioned above for this purpose will not be entertained. Emails sent from ids other than Institute email id of the student will also not be entertained on the matter.

(ii) Any issue regarding the payment of fee must be intimated on or before last date of 20 January 2021.

C. **For students who are availing Loan facility**:

(i) Students who are availing loan facility can pay through SBI Collect by clicking on the link: https://www.onlinesbi.com/sbicollect/icollecthome.htm?corpID=272342 . Students having loan from any SBI branch should opt payment mode *''SBI Branch''* and students having loan from any other bank/lending agency should opt payment mode *"NEFT/RTGS"* available under Other Payment Modes in SB Collect.

After clicking on the above payment link of SBI Collect, student has to select the category *"FEES FOR WINTER SEM 2020-21"* (fee paid under any other category will not be accepted) from the dropdown, fill the requisite details and proceed for payment using appropriate mode as explained in the preceding para. The Transaction slip/ Receipt of the successful payment must be kept by the student for future reference.

(ii) These students must check the **status of their successful payment** on Parent portal on or after coming **Monday** of the next week**.** In case the status of payment is not showing/unavailable on Parent Portal, these students must write latest by **27 January 2021** to **feepayment@iitism.ac.in** by attaching the proof of payment made successfully (The student must have paid on or before the last date) with a copy of the email marked to **acad_so@iitism.ac.in**.

D. In case of incorrect fee amount showing on parent portal, the students may write to **arug@iitism.ac.in** for necessary correction.

E. Students who paid semester fee through **Bihar Student Credit Card Scheme (BSCCS)** and have surplus amount after adjusting the previous semester fee are advised to pay Winter Semester Fee through Parent Portal. These students can claim refund of surplus amount of previous semester by writing to **arug@iitism.ac.in** along with the proof of surplus amount (i.e., proof of payment made by the student plus proof of payment made by BSCCS for monsoon semester) attaching the duly filled-in Refund form (A10), available on academics page of the Institute website, **latest by 28 December 2020**. The last date to pay the fee will be same for these students as well.

The students who submit the refund form after 28 December 2020 will have to pay the fee for winter semester first and their refund forms will be processed later in due course.

F. Students are advised to complete the registration process at the early dates and do not wait for the last date. Pre-registration and payment of fees are mandatory for continuity of students' registration for Winter Semester 2020-21. Failure in this regard will lead to termination of academic programme.

G. Emails addressed to email ids other than those designated for the purpose, as mentioned above, will not be responded to on this matter.

Dean (Academic)

Copy to: Director / Dy. Director
: Assoc. Deans (Academic-UG/PG/A&C)/RG
: All HODs
: DR (F&A) / DR (Acad)/ AR (Acad-UG/PG)
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