

Dispute Settlement Policy

1. Introduction

Jaihind College of Engineering, Kuran is committed to ensuring that all financial transactions are carried out in a transparent, secure and fair manner. However, in case of any disputes arising from payments, refunds, cancellations, or any other related issues, this policy outlines the procedure for the settlement of disputes.

2. Types of Disputes

Disputes can arise in various circumstances, including but not limited to:

- **Incorrect Billing:** Discrepancy in the amount billed and paid.
- **Duplicate Transactions:** Double payments made for the same service.
- **Refund Issues:** Disagreements regarding the eligibility for or amount of refund.
- **Non-receipt of Services:** Instances where the student/guardian claims services (like tuition or hostel) were not rendered after payment.
- **Payment Gateway Issues:** Technical errors, failed payments, or issues arising during the payment process.

3. Procedure for Dispute Resolution

3.1 Filing a Dispute

If a student or guardian believes there has been a discrepancy in any transaction, they must report the issue to the college's administration within **10 working days** from the date of the disputed transaction.

- The dispute must be submitted in writing via email or by submitting a dispute application at the administrative office.
- The student/guardian should provide the following details:
 - **Transaction Reference Number**
 - **Date and Amount of Transaction**
 - **Nature of Dispute**
 - **Supporting Documents** (Receipts, Screenshots, Bank Statements, etc.)

3.2 Acknowledgement of Dispute

Upon receiving the dispute request, the college will acknowledge receipt within **10 working days** and assign a case number for tracking the dispute. The concerned department will begin investigating the matter.

3.3 Investigation

The college will investigate the dispute by reviewing the transaction records, payment gateway reports, and any relevant documentation provided by the student/guardian. This investigation will be conducted promptly, typically within **10 working days**, depending on the complexity of the issue.

3.4 Resolution and Outcome

After completing the investigation, the college will communicate the outcome of the dispute to the student/guardian. The possible resolutions are:

- **Full Refund:** If the dispute is found to be valid and payment was made in error or due to a technical issue.
- **Partial Refund:** In cases where partial payment was due, or a refund for part of the services is applicable.
- **No Refund:** If the dispute is determined to be invalid or the transaction was processed correctly.
- **Alternative Resolution:** If applicable, the college may propose an alternative settlement, such as credit towards future services, adjustments, or other remedial actions.

3.5 Timeframe for Resolution

The college will make every effort to resolve disputes as quickly as possible. The maximum time for resolution is **15 working days** from the acknowledgment of the dispute, subject to the complexity of the issue.

4. Escalation Process

If the student/guardian is not satisfied with the resolution provided by the college, the issue can be escalated as follows:

- **Escalation to Senior Management:** The dispute can be referred to the college's Senior Management for further review.
- **Mediation or Arbitration:** In the case of unresolved disputes, both parties may agree to mediation or arbitration through an independent third party to reach a final resolution.

5. Payment Gateway Dispute

If the dispute is related to a technical issue or error originating from the **Payment Gateway Provider**, the college will coordinate with the payment gateway service provider to resolve the matter. This may involve:

- **Contacting the Payment Gateway Support:** The payment gateway's support team will be engaged to address transaction errors.
- **Providing Evidence:** The college will work with the student/guardian to gather relevant transaction details and evidence for faster resolution.

6. Limits of Liability

Jaihind College of Engineering, Kuran will take all necessary steps to resolve payment-related disputes, but the institution is not responsible for:

- Any delay caused by third-party services, such as the payment gateway provider, bank, or payment processor.
- Any technical issues related to the student's or guardian's device or network during the payment process.

- Any disputes related to unauthorized payment methods, such as fraud, if reported after the stipulated timeframe.

7. Confidentiality and Data Protection

All information related to the dispute, including personal details, payment records, and correspondence, will be handled confidentially. Jaihind College of Engineering, Kuran is committed to complying with applicable data protection regulations and will ensure that all sensitive data is secured and used only for the purpose of resolving the dispute.

8. Disclaimer

The college reserves the right to update, modify, or revise this Dispute Settlement Policy at any time. All students and guardians will be notified of any changes in the policy, and the latest version will always be applicable to any ongoing or new disputes.

Contact Information for Dispute Resolution:

- **Email Address:** jcoekuran@gmail.com
 - **Phone Number:** 9960662727
 - **Office Address:** Gat No 441 At/po-Kuran Tal-Junnar Dist-Pune
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