



University of Kota, Kota

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RAJASTHAN STATE ELIGIBILITY TEST (SET)-2026 POLICY GUIDELINES FOR FEE REFUND & RECTIFICATION OF DUPLICATE TRANSACTIONS

As a general rule, the application fee for the State Eligibility Test (SET-2026) is non-refundable and non-transferable once an application is successfully submitted. However, to address technical discrepancies, overpayments, and candidate-level errors during the registration process, the University of Kota adopts the following structured framework:

1. General Principles of Fee Non-Refundability:

Successful Applications: Once a candidate successfully fills out the online application form and the payment status is marked as "Success" on the recruitment portal, no requests for a refund of the examination fee will be entertained under any normal circumstances (e.g., change of mind, missing the exam, or inline disqualification due to faulty eligibility claims).

Category Correction Discrepancies: If a candidate accidentally registers under a higher-fee category (e.g., General) and later seeks to change to a relaxed-fee category (e.g., OBC-NCL, SC/ST) during the correction window, the differential amount will not be refunded.

2. Handling Duplicate or Excess Transactions:

In accordance with standard state-level recruitment portal guidelines instances where multiple payments are deducted for a single application form will be processed as follows:

Automatic Reversals: If multiple transactions occur due to server timeouts, network interruptions, or bank gateway failure, the banking partner's system usually identifies the unmapped transaction. Excess amounts will be automatically credited back to the source account within 7 to 10 working days.

Portal-Side Double Deductions: In cases where two or more payments are successfully registered against the same SSO ID / Application Number on the portal, the University will retain only one legitimate fee. The duplicate payment(s) will be refunded in full after the close of the online registration window, following proper verification of the transaction log.

3. Special Provisions: Complete Program Non-Commencement-If the University of Kota is forced to cancel the examination in any specific subject or completely call off the SET 2026 cycle due to unavoidable administrative/technical reasons, 100% of the examination fee deposited by the affected candidates shall be refunded to their source accounts.

4. Standard Operating Procedure (SOP) for Claiming a Refund Step Action Item Timeline / Detail:

- (a) Wait for Auto-Settlement Candidates are advised to wait for at least 7 working days post-transaction for automatic banking reconciliation.

- (b) Submit Formal Grievance If an un-reconciled duplicate deduction persists, the candidate must submit an online grievance via the dedicated SET 2026 Helpdesk link on the University website.
- (c) Required Documentation: The grievance must include following-
 - Proof of duplicate deduction (Bank Statements showing both debits).
 - Bank Transaction IDs & Merchant Reference Numbers.
 - Copy of the generated Application Form.
- (d) Reconciliation Window: The SET Coordination Committee will process all verified duplicate refund claims only after the entire application process concludes.

5. Important Advisory Notes: Source Account Reimbursement-All legitimate refunds will be processed directly back to the original bank account, credit/debit card, or wallet from which the payment was initiated. Candidates are strongly advised not to use third-party cyber cafe commercial accounts or untrusted payment channels to avoid settlement complications.

No Interest Payable: The University of Kota will not be liable to pay any interest or compensation on any amount held or delayed during the bank reconciliation and refund cycle.

**Coordinator
SET-2026**