

Dear Student,

We are pleased to inform you that now you can pay your Academic and Hostel fee online through PAYTM. The Flow of the Payment process is mentioned below. Students are requested to read and follow the instructions provided.

How to Pay Fee on Paytm.com (Website)

1. Log in to <https://paytm.com/@thapar>
2. Select **Fee Payment**
3. Select **THAPAR UNIVERSITY**
4. Then select Campus Location(**Patiala/ Dera Bassi**)
5. Select **Academic/Hostel Fees**
6. Enter **Enrollment Number** and click **Proceed**.
7. Student details will be displayed automatically. Please verify the details.
8. Enter the total **Fee Amount** and click **Proceed**.
9. Select the desired Payment method from **Net Banking, Debit card, Credit card, or Paytm Wallet**. Since fees transactions are high value transactions, **Net Banking** is the most recommended mode.
10. **No extra charges apply when you pay your fee via Paytm.**
11. You will get an SMS with confirmation of Fee payment made along with an ORDER ID. This transaction now shall be with the university as well.

How to Pay Fee on Paytm App (Through Mobile App)

1. Select **Fee** under **Recharge or Pay Bill for** Option
2. Select **THAPAR UNIVERSITY** under **Fee Payment**
3. Then select Campus Location(**Patiala/ Dera Bassi**)
4. Select **Academic/Hostel Fees**
5. Enter **Enrollment Number** and click **Proceed**.
6. Student details will be displayed automatically. Please verify the details.
7. Enter the total **Fee Amount** and click **Proceed**.
8. Select the desired Payment method from **Net Banking, Debit card, Credit card, or Paytm Wallet**. Since fees transactions are high value transactions, **Net Banking** is the most recommended mode.
9. **No extra charges apply when you pay your fee via Paytm.**
10. You will get an SMS with confirmation of Fee payment made along with an ORDER ID. This transaction now shall be with the university as well.

Paytm Offer for Fee Payment

Paytm is pleased to offer:

- a. 100% waiver on convenience charge- No extra amount will be charged over and above fees (applicable for all modes of payment- Net Banking, Debit Card, Credit Card, or Paytm Wallet)
- b. Get one time **Rs.50 Cashback** while paying a minimum fee of Rs.20,000 or above. Use PROMOCODE: **THAPAR50**. Cashback will be credited into user's Paytm wallet within 24 hours.

For further query kindly contact:

- Email at jaydev.sachdeva@paytm.com

Yours Faithfully,

THAPAR UNIVERSITY

Frequently Asked Questions:

- 1) Can I pay a fee amount of more than 1 lakh through Paytm?**
 - ➔ Yes, you can pay your full fee amount through Paytm. There is no limit to paying the fee amount while paying through Credit Card, Debit Card or Net Banking directly.

- 2) I tried to pay my fee multiple times, but my transaction fails every time?**
 - ➔ Kindly check the mode of payment. For large amounts (above Rs. 25,000), **Net Banking** is the recommended mode for payment. Government Bank Debit Cards (State Bank/PnB/Others) have a daily transaction limit of Rs.25,000 and hence while doing transactions for large amounts result in failure. Kindly use the Net Banking for such banks, and your payment will be successfully processed.

- 3) The payment failed while making a transaction, but the amount got deducted from my bank account. What should I do now?**
 - ➔ Don't worry. The debited amount will be automatically refunded to your bank account. The amount will be reverted to bank account automatically within 6-10 days.
 - Master & Visa Card-6 days
 - Mastero & Rupay Cards-around 10 daysIn case you still want to raise this query, kindly contact jaydev.sachdeva@paytm.com or care@paytm.com

- 4) I paid my fees through Paytm, but it is not updated on the Student Web Kiosk?**
 - ➔ Don't Worry. The fees will be updated at the back end by Thapar University within 2-3 days of a successful transaction. Just in case of any discrepancy, kindly drop an email to jaydev.sachdeva@paytm.com with your transaction's order ID.

- 5) My transaction is in Pending state, what should I do?**
 - ➔ A transaction can be in a pending state for a maximum time of 30 minutes. During this time frame, kindly don't attempt another transaction. Kindly wait for 30 minutes and check the status of your transaction. It will either be successful or failed. In case of failure, you can process the payment again.

- 6) While payment of fees, my internet disconnected, and my transaction is in pending state?**
 - ➔ Don't worry. A transaction can be in a pending state for a maximum time of 15 minutes. During this time frame, kindly don't attempt another transaction. Kindly wait for 15 minutes and check the status of your transaction. It will either be successful or failed. In case of failure, you can process the payment again. Next time make sure, that you have good internet connectivity.

- 7) I paid my fees, but I didn't receive a receipt on my email, how can I get it?**
 - ➔ Make sure that your email ID is registered with your Paytm account to receive the email. Just in case you don't have your email ID registered, you can always login to your Paytm account and check your Order History to download the fee payment receipt.