

## Refund Policy

### 1 Non-Refundable Fees

- The application/exam fee once paid is **strictly non-refundable** under any circumstances.
- Candidates will **not be entitled to a refund** if they fail to appear for the exam, change their mind, or submit an incomplete application.

### 2 Multiple Payments / Overpayment

- In the rare case of **duplicate payments or overpayment**, refund of the excess amount will be considered **only upon verification**.
- Requests for refund must be submitted within **15 days** of payment, along with proof (transaction ID / receipt).

### 3 Failed Transactions

- If the payment fails but the amount is deducted from the candidate's account, the **bank will process the refund**.
- The organization is **not responsible for delays** caused by banks or payment gateways.

### 4. Refund in Exceptional Cases

- Refunds may only be considered if the **organization cancels the examination or technical issues during payment** are verified.
- Such refunds will be processed **after verification** and will be made via **electronic transfer** to the bank account provided by the candidate.
- Refund processing may take up to **30 days** from confirmation.

### 5. Contact for Payment Issues

- For issues related to payment or refunds, candidates may contact:
  - Email: [btssc-bih@gov.in](mailto:btssc-bih@gov.in)

### 6. General Notes

- The organization reserves the **right to modify** this refund and cancellation policy at any time.
- Candidates should carefully review all instructions in the official notification before submitting the application.

### Refund Policy

Refunds will be processed using the original mode of payment. For example, if the application fee was paid by credit/debit card, the refund will be credited back to the same card through the payment gateway used by the candidate. This applies to all payment methods accepted during the recruitment process.

If the recruitment process is canceled by the organization or if there is a technical issue resulting in overpayment or failed transactions, refunds will be processed as per standard banking transaction turnaround times.



## Cancellation Policy

1. Once the application for recruitment is submitted and payment is made, **withdrawal or cancellation of the application will not be entertained under any circumstances.**
2. Candidates are advised to carefully verify all details before submitting their application.
3. No refund will be provided after payment is made, irrespective of whether the candidate appears for the recruitment process or not.
4. The application fees once paid will not be refunded for applications, which are successfully submitted. Cancellation of applications shall not be entertained.
5. Application fees are strictly non-refundable.
6. Fees cover the administrative costs of the recruitment process.
7. Refunds are not issued if your application is rejected, you withdraw, or you miss the exam.
8. Please ensure you meet all eligibility criteria before paying the fee.
9. Read the official advertisement thoroughly before applying.
10. Duplicate payments. Only accidental duplicate transactions are eligible for a refund.
11. Board cancellation. Fees may be refunded if the entire recruitment drive is cancelled by the recruiting body.
12. For payment issues (e.g., failed transactions), contact the support helpline immediately with your transaction ID.
13. All refund requests for exceptions must be made within 7 working days of the transaction.
14. In case of unsuccessful payments, the amount deducted is refunded within 4–5 working days by the bank.
15. If the examination is cancelled or the online transaction fails, the "entire amount of fee shall be refunded by the BTSC without any deduction.
18. The refund in such cases is to be done suo-motu (automatically) by the commission / board, without asking the candidate for a receipt.
19. The mode of refund can electronically / online, depending on candidate details.



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