

TERMS AND CONDITIONS FOR ONLINE FEE PAYMENTS

Chameli Devi Public School , Indore (M.P.)- 452012

- Effective Date: September 1, 2026
- Last Updated: September 1, 2026

1. Acceptance of Terms

By accessing, browsing, or utilizing the online payment gateway provided on the official portal or mobile application of Chameli Devi Public School , Indore (M.P.), parents, legal guardians, and students ("Users") explicitly agree to comply with and be bound by these Terms and Conditions. If you do not accept these terms, you must refrain from using the online payment portal.

2. Purpose of the Portal

This online fee payment service is established solely to facilitate the electronic payment of school fees (including Tuition Fees, Transport Charges, CBSE Examination Fees, and other approved administrative fees). All online payments are subject to institutional approval and ledger validation.

3. User Responsibilities & Verification

- **Data Accuracy:** The user is responsible for providing accurate and verifiable information, including the Student's Full Name, Class, Section, Scholar Number/ Students ID code, and Payer Contact Details.
- **Unauthorized Access:** The user is responsible for maintaining the confidentiality of their parent portal login credentials and OTPs. The School shall not be held accountable for transactions initiated due to unauthorized disclosure of login details by the user.

4. Convenience Fees & Bank Service Charges

- **Payment Processing Charges:** Any transaction charges, merchant discount rates (MDR), net banking surcharges, or applicable Goods and Services Tax (GST) charged by payment aggregators, credit card providers, or issuing banks are to be borne by the payer unless otherwise stated by the school management.
- Service charges levied by payment service providers are separate from school fee dues.

5. Compliance with Banking & Data Security Laws

In adherence to **Reserve Bank of India (RBI) Payment Aggregator Guidelines** and the **Information Technology Act, 2000**:

- **No Storage of Sensitive Financial Data:** The School does not collect, record, or store sensitive payment credentials such as Credit/Debit Card numbers, CVVs, Expiration Dates, Net Banking passwords, or UPI PINs on its servers.
- **Encrypted Processing:** All payment transactions are encrypted via Secure Sockets Layer (SSL) / Transport Layer Security (TLS) technology and processed directly through RBI-authorized, PCI-DSS compliant Payment Gateways (e.g., Razorpay, HDFC, SBI).

6. Transaction Processing & Receipt Generation

- **Acknowledgement:** Upon successful transaction completion, an online payment confirmation page will be displayed, followed by an automated SMS/email notification to the registered contact number.
- **Ledger Updating:** ERP ledger updates and formal digital fee receipts will be generated within **24 to 48 business hours** of successful bank settlement.

7. Technical Disruptions & System Errors

- The School strives to ensure continuous availability of the payment portal. However, the School shall not be held liable for failure or delay in completing a transaction caused by system maintenance, internet outage, payment gateway errors, or bank server timeouts.
- In the event of a transaction failure where funds are debited from the bank account, the settlement will be governed by the companion **Refund & Cancellation Policy** (in accordance with RBI Turn Around Time guidelines).

8. Limitation of Liability

Under no circumstances shall Chameli Devi Public School , Indore (M.P.), its management, trustees, software partners, or staff be liable for any direct, indirect, incidental, or consequential damages resulting from the use, inability to use, or technical failure of the online payment gateway.

9. Governing Law & Jurisdiction

These Terms and Conditions are governed by and construed in accordance with the laws of India. Any legal disputes, claims, or grievances arising out of or related to online transactions on this portal shall fall under the exclusive jurisdiction of the competent civil courts in Indore, **Madhya Pradesh**.

10. Portal Support & Contact Details

For any assistance or queries regarding online fee transactions, please contact:

- **Helpdesk:** Online Fee Payment
- **School Name:** Chameli Devi Public School
- **Campus Address:** [Tejpur Gadbad, Kesarbagh Road, Indore Madhya Pradesh - 452012]
- **Email:** office@cpsindore.com
- **Helpline Phone:** +91 [9301999208]
- **Working Hours:** Monday to Saturday | 08:30 AM – 03:30 PM