

**PROCESSING REQUEST FOR REFUND OF EXCESS AMOUNT SENT THROUGH PAYMENT
GATEWAY.**

1. Requests for refunds of excess amounts remitted shall be submitted to the HOD, principal, or section officers concerned in the enclosed format. The request shall be submitted in hard copy or scanned copy (PDF).
2. The HOD/Principal/Section Officer concerned is to countersign the request and forward the same to the Section Officer (Cash B), through FFMS.
 - a. The current students shall submit the application through their respective departments.
 - b. The old students shall submit the application through the office to which the remittance relates.
 - c. The HOD/Section Officer shall certify that the applicant has remitted the amount actually due to the university.
3. The assistant (Cash B) shall process the application for refund, ensuring that the remitter has actually made the excess payment. The assistant shall identify which transactions are to be refunded.
4. The assistant shall make an Excel file for refund in the format prescribed by the bank and forward the Excel sheet to FFMS for approval. The file number should be in such a format that the date on which it has been prepared can be identified, and only one file is to be prepared per day. Such files shall be kept in a separate folder on the PC of the assistant.
5. The Section Officer (Cash B) shall verify the format for refund and will forward the file for the approval of the Assistant Registrar (Cash).
6. On receiving approval from the Assistant Registrar (Cash), the assistant shall upload the file to the website for refund.

Kochi - 22
04.03.2024

* This is a computer generated document. Hence no signature is required.

Dr. Meera V
Dr. MEERA V.
Registrar
Cochin University of
Science and Technology
682 022, Kerala