

# Indian Ports Association

## Application Processing Fee Refund Policy

### 1. Purpose

This policy outlines the conditions under which Application Processing fees paid to the Indian Ports Association (IPA) for recruitment examinations for executive-level positions in Major Ports of India may be refunded.

### 2. Eligibility for Refund

Refunds may be granted under the following circumstances:

- **Technical Issues:** Errors or failures during the fee payment process.
- **Examination Cancellation:** If IPA cancels the examination for administrative or technical reasons.

### 4. Refund Process

- **Failed Transactions:** Refunds for failed transactions will be processed automatically to the original mode of payment within **15 business days**.
- **Examination Cancellation:** Refunds will be processed within **60 business days** from the date of cancellation notification on the IPA website.

### 5. Non-Refundable Scenarios

Refunds shall not be granted under the following conditions:

- Applications rejected due to false or incorrect information.
- Failure to appear for the examination.
- Disqualification due to misconduct or unfair means.
- Fees paid for one examination cannot be transferred to another examination.

### 6. Force Majeure

In the event of force majeure, IPA reserves the right to reschedule the examination or process refunds at its discretion.

## **7. Policy Amendments**

IPA reserves the right to amend or modify this refund policy at any time without prior notice. Any amendments will be published on the IPA website: <https://www.ipa.nic.in>.

## **8. Contact Information**

For any inquiries regarding refunds, candidates may contact:

### **CHIEF ADMINISTRATIVE OFFICER**

Indian Ports Association

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**Effective Date:** This policy is effective from October 2024 and supersedes all previous refund policies or instructions regarding examinations.