

Guidelines for making payments to the students towards all fees. **This guideline is mandatory for all until any further changes**

For Students Fees/ Backlog/ migration/ fine & penalty/other fees as University Gateway link
: https://srisriuniversity.edu.in/registration/pay_fees.php

It was noticed that many students / parents are facing difficulty while making payment through debit card / credit card. This may be because of following reasons:

- a) If you are making the payment through credit card and debit card, your maximum transaction limit per day for on your card is under. 25,000/- 40,000/-).
- b) You could also make the payment through net banking and make sure that your payment limit is set appropriately.
- c) The detailed procedure for making payment through University gateway is available for your reference as attachment to this email. After successful payment of fees, a receipt will be generated automatically for the reference of the students.

Finance Department Contact Details for Students

If you have any queries regarding financial issues or require any assistance from the Finance Department, please contact to the below phone nos. or write mail to below mail Id.

Finance Department Email: finance@srisriuniversity.edu.in

Finance Department Phone: **+917996123440**

Option : Extension 2,1,1,

When reaching out for any support, please provide the following information in your communication:

Full Name: [Your Full Name]

Student ID: [Your Student ID]

Program/Department: [Your Program or Department]

Brief Description of the Query: [Provide a brief description of your inquiry or concern]

Please ensure to provide accurate and complete information to help us assist you effectively. We strive to respond to student inquiries in a timely manner. Your query will be resolved within 48 hours.

In cases it is not resolved you may escalate your matter in below mail ID.

Escalation Level	Mail ID	Solution Time
Level-1	finance@srisriuniversity.edu.in	Within 48 Hours of mail received
Level-2	arun.swain@srisriuniversity.edu.in	If not Solved in Level 1
Level-3	rajendra.s@srisriuniversity.edu.in	If not solved in Level 2
Level-4	cfo@srisriuniversity.edu.in	If not solved in Level 3

Note: Before contacting to the Finance Department, please check the institution's website or student portal for any available resources. This will help you a quick resolution /information to your query.

For urgent matters or in-person assistance, you may also to visit the Finance Department during the office hours. The location and office hours of the Finance Department are as follows:

Finance Department Office: Jaydev Block

Office Hours :9:30AM to 5:30PM

Days : Monday to Saturday (Except 3rd Saturday and Public holidays)