

## **Refund, Cancellation & Privacy Policy**

### **U.P. Teacher's Eligibility Test (UPTET) 2026-U.P. Education Service Selection Commission (UPESSC)**

#### **1. Application Fee Structure (Category-wise)**

<b>Category</b>	<b>Paper I (only)</b>	<b>Paper I &amp; II</b>
General/ OBC/ EWS	INR 1000/-	INR 2000/-
SC/ ST	INR 500/-	INR 1000/-
Divyang	INR 300/-	INR 600/-

#### **2. Refund Policy**

##### **A. Non-Refundable Fee**

- 1) The application fee once paid shall not be refunded under any circumstances.**
- 2) This includes cases such as:**
  - ❖ Incorrect form filling
  - ❖ Multiple applications submitted
  - ❖ Change of mind or non-appearance in exam
  - ❖ Any amount less OR more in the form of application than decided fee as per commission

##### **B. Eligible Refund Cases** Refund may be considered only under the following exceptional situations:

- a. **Duplicate Payment** (same application paid twice)
- b. **Technical failure** resulting in payment deduction without successful submission

##### **C. Refund Process**

- a. Candidates must raise a request through the official helpdesk (mentioned on website – [www.uptet.upessc.org](http://www.uptet.upessc.org)) within **7-10 working days** of the issue.
- b. Refunds (if approved) will be processed to the **original payment source** within **15-30 working days**.

### 3. Cancellation Policy

#### A. **Application Cancellation by Candidate**

- Once submitted, **application cannot be cancelled** after the final submission.
- No refund shall be provided for voluntary cancellation.

#### B. **Cancellation by Commission** The Commission reserves the right to cancel applications in case of:

- False / misleading information
- Incomplete documentation
- Non-eligibility as per guidelines
- Duplicate or fraudulent applications

(In such cases, fee will not be refunded.)

### 4. Correction Window

- **A limited correction window** may be provided for editing certain fields.
- No refund will be applicable for corrections or changes in category/paper selection.

### 5. Payment Failure Handling

If payment is deducted but application is not confirmed:

- Candidates should wait for **automatic reconciliation (3–5 working days)**.
- If unresolved, they must contact the helpdesk with proof of transaction.

### 6. Important Notes

- Candidates are advised to **verify all details carefully before final submission**.
- The Commission will **not entertain refund requests** beyond specified timelines.
- Decision of the **UPESSC shall be final and binding** in all refund/cancellation matters.

### 7. Privacy Policy –

**The U.P. Education Service Selection Commission (UPESSC)** is committed to protecting the privacy and security of candidates' personal information. The data collected during the UPTET 2026 application process—such as name, contact details, academic information, and payment details—will be used strictly for examination-related and administrative purposes.

UPESSC does not share candidate information with any third party, except where required by law or for authorized payment processing through designated banking/payment gateway partners.

All payment transactions are processed through secure and encrypted channels. Adequate technical and administrative measures are implemented to safeguard candidate data.

Candidates are advised to keep their login credentials confidential. For any concerns, candidates may contact the official helpdesk.

UPESSC reserves the right to update this privacy policy as required.