Please read the below instructions carefully

- Once the "Proceed to Payment" option is selected, you will be redirected to the mode of payment options - Net Banking / Debit/Credit Card / UPI / Paytm Wallet / Post-paid. You can choose the desired payment option and proceed.
- Once the payment made is Successful, you will get a notification to download payment Confirmation Receipt and the student has to retain the same for future reference.
- In case the payment is Not Successful due to any reason, a notification indicating the status failure in payment will be displayed.
- In case of delay in response from the system, you may redo the procedure from the beginning, provided you have not shared the card details.
- In case of delay after sharing the debit / credit card details or net banking / UPI authorization details towards payment processing, contact your bankers or Credit/Debit Card Company to check if the amount is debited. If the amount is debited, do not make any attempt to pay again.
- However, if the amount is not debited from your account, try again.
- If the transaction has FAILED and the amount is debited, you are requested to wait for minimum three working days before your attempt again.
- Please contact accounts department for any discrepancy regarding online fee.
- Nevertheless, always make a note of the Reference / Transaction Details in case you have used Net Banking / UPI or Cards as your mode of Payment.
- In case of discrepancies regarding online payment, send in an email with the following details with the subject line reading

Mail Subject

1. V-FEEHIVE – for online tuition or hostel fee payment
2. HMS – for online hostel fee payment
3. EMS – for exam fee payment
4. TMS – for Transport fee payment.

Furnish the below detail (Mail Content) without fail to help us address your query

- VTU / VTA / VTP / PTVTU / VTD No.: ........
- SID No.: In case of V-FEEHIVE Transactions
- Name of the Student: ........
- Department: ........
- Year of Studying: I / II / III / IV
- Nature of Complaint: ...........
- Date of Transaction: DD/MM/YYYY
- Payment Method: CC/DC/NB/UPI/Paytm Wallet/Postpaid (OR) DD/Direct UPI Transfer/IMPS/Vijaya Bank/Other Banks’ Counter Payment (NEFT)
- Proof of Transaction: To be attached

Login / ONLINE PAYMENT (www.veltech.edu.in → FeeHive Login → PAYTM Payment Gateway) Queries:
+91 87544 16295 / 93840 35570 / webadmin@veltech.edu.in

Your ONLINE PAYMENT related queries will be answered only if we receive the mail in the above format.