



राजस्थान सरकार
आयोजना विभाग
राजस्थान जन आधार प्राधिकरण

Refund Policy

1. Eligibility:

Refunds will be processed by the Rajasthan Jan Aadhaar Authority (RJAA) only for payments received as multiple payments against the same person's Transaction only

2. Adjustment and Refund:

Out of multiple payments, one amount will be adjusted against the successful Transaction, and all other amounts will be refunded.

3. Processing Time:

Refunds will be initiated within 15 working days turnaround time (TAT) after reconciliation of funds at the RJAA end.

4. Refund Method:

Refunds will be returned using the original method of payment.

5. Appearance on Statement:

Once refunded, the amount will appear in your card or bank statement within 1-2 billing cycles, depending on your bank or card issuer.

6. Convenience Fees:

If any convenience fees are paid by the user (for duplicate transaction) on the payment gateway, it is at the sole discretion of the concerned payment gateway to return the convenience fees part to the consumer during the refund of the transaction. The RJAA is not liable to pay any convenience fees charged.

7. Notification:

After the acceptance or rejection of the refund, the user/citizen will be notified by the RJAA through email/sms. Please keep checking your email/sms for all notifications.

Contact: If the stakeholder has any issues, please contact our helpdesk at email id- janaadhaar.des@rajasthan.gov.in