

SEKSYEN KEWANGAN PELAJAR, JABATAN BENDAHARI
STUDENT FINANCIAL SECTION, OFFICE OF THE BURSAR

Soalan Lazim Berkaitan Kewangan Pelajar Bagi Semester 2, 2021/2022
Frequently Asked Questions on Student Financial for Semester 2, 2021/2022

AM / GENERAL

- Q 1. Apakah peraturan yang digunapakai untuk perkara berkaitan kewangan pelajar?**
Peraturan yang digunapakai ialah Kaedah-Kaedah UTM (Kewangan Pelajar)

What are the rules used for students' financial matters?

The rules used are UTM Rules (Student Financial)

- Q 2. Di manakah Kaedah UTM (Kewangan Pelajar) ini boleh dirujuk?**

Kaedah UTM (Kewangan Pelajar) boleh dirujuk di tab "Finance" portal MyUTM (my.utm.my) atau di laman sesawang Jabatan Bendahari (<https://bursary.utm.my/pekeliling>).

Where can UTM Rules (Student Financial) be referred?

UTM Rules (Student Financial) can be referred at the "Finance" tab in MyUTM portal (my.utm.my) or the Bursar's Department website (<https://bursary.utm.my/pekeliling>).

- Q 3. Siapakah yang perlu membaca dan memahami soalan lazim ini?**

Semua pelajar UTM **KECUALI** pelajar yang membayar yuran bagi program pengajian di UTMSpace (Program Asasi, Pra-Diploma, Diploma, IDP dan Sarjana Muda).

Who should read and understand these frequently asked questions?

*All UTM students **EXCEPT** those who pay fees for UTMSpace academic program (Foundation, Pre-Diploma, Diploma, IDP and Bachelor programs).*

SEMAKAN AKAUN PELAJAR & KAEDAH BAYARAN / THE REVIEW OF STUDENT ACCOUNT & PAYMENT METHOD

- Q 4. Bagaimana saya hendak membuat semakan akaun pelajar dan membuat bayaran?**
Akaun pelajar boleh disemak melalui UTMSmart Apps atau portal MyUTM. Mohon rujuk panduan/video semakan akaun pelajar dan bayaran di tab “Finance” portal MyUTM (my.utm.my).

How can I check my student account and make a payment?

Student account can be checked through UTMSmart app or MyUTM portal. Please refer to the step-by-step guide/video of student account review and payment at the "Finance" tab in MyUTM portal (my.utm.my).

- Q 5. Saya tidak boleh log in UTMSmart Apps/MyUTM portal, untuk menyemak akaun pelajar dan membuat bayaran. Bagaimana?**
Mohon emelkan aduan ke digitalcare@utm.my

I cannot log in UTMSmart app/MyUTM portal to check my student account and make payment. How?

Kindly email the issue to digitalcare@utm.my.

- Q 6. Saya tidak tahu UTMID saya atau terlupa kata laluan UTMID. Apa yang perlu saya lakukan?**

Mohon emelkan aduan ke digitalcare@utm.my atau klik <https://utmids.utm.my/gk/password-reset/> untuk pertukaran kata laluan.

I do not know my UTMID or forgot my UTMID password. What should I do?

Kindly email the issue to digitalcare@utm.my or click <https://utmids.utm.my/gk/password-reset/> to reset the password.

- Q 7. Bolehkah saya membayar yuran secara tunai di kaunter Jabatan Bendahari?**
Tidak boleh.

Can I pay fees in cash at the Bursar's Department counter?

No.

Q 8. Bolehkah saya membuat bayaran melalui ATM transfer atau Bank Interfund Transfer atau Cash Deposit Machine (CDM)?

Kaedah bayaran yang dinyatakan adalah **dilarang**. Sekiranya bayaran telah dibuat, pelajar perlu menghubungi Jabatan Bendahari untuk mengetahui tindakan yang perlu diambil. Proses kemaskini akan mengambil masa lebih panjang dan Jabatan Bendahari tidak bertanggungjawab atas segala kesulitan.

Can I make payments via ATM transfer, Interfund Bank Transfer or Cash Deposit Machine (CDM)?

*The specified payment methods are **prohibited**. If payment has been made, students need to contact the Bursar's Department for immediate action. The payment update process will take a longer time and the Bursar's Department will not be responsible for any inconveniences.*

Q 9. Bolehkah saya membayar yuran melalui portal e-commerce?

Tidak boleh. Portal e-commerce hanya untuk calon pelajar. Pelajar yang telah mendapat UTMID, perlu membuat bayaran melalui UTMSmart Apps atau portal MyUTM.

Can I pay fees through the e-commerce portal?

No. The e-commerce portal is only for prospective students. Students who have been given UTMID, need to make payment through the UTMSmart app or MyUTM portal.

Q 10. Saya ingin membayar menggunakan kaedah bayaran lain yang dibenarkan. Apakah kesannya?

Bayaran menggunakan kaedah lain tidak digalakkan kerana terdapat proses-proses manual yang mengambil masa. Pelajar digalakkan membayar melalui UTMSmart Apps atau portal MyUTM kerana kemaskini bayaran di akaun pelajar adalah secara automatik (dalam masa 30 minit), resit rasmi akan dihantar ke email yang didaftarkan, salinan resit rasmi boleh dimuat turun dan pelajar akan mendapat pelepasan sekatan hutang secara automatik sekiranya telah selesai membayar penuh.

I would like to pay using other allowed payment methods. What are the effects?

Using other payment methods are not recommended because there are manual processes that will take a longer time. Students are encouraged to pay via the UTMSmart app or MyUTM portal because the payment update in the student account is automatic (within 30 minutes), official receipt will be sent to the registered email, a copy of the official receipt can be downloaded, and the clearance of debt restrictions can be done automatically after full payment is made.

- Q 11. Saya telah membuat bayaran dan amaun telah ditolak dari akaun bank saya. Akan tetapi sistem mengatakan transaksi bayaran gagal / tiada resit rasmi dihantar ke emel saya / tiada kemaskini bayaran secara automatik di akaun pelajar saya SELEPAS 30 minit. Apa yang perlu saya lakukan?**

Emelkan aduan ke bendahari-ukp@utm.my. Mohon sertakan screenshot akaun bank di mana tolakan bayaran telah berlaku. Jabatan Bendahari akan membuat semakan lanjut.

I have made a payment and the amount have been deducted from my bank account. But the system states that the payment transaction was failed / no official receipt was sent to my email / no automatic payment update on my student account AFTER 30 minutes. What should I do?

Please email to bendahari-ukp@utm.my . Kindly attach the screenshot of the bank account where shows the payment has been successfully deducted. Bursar's Department will check on that further.

- Q 12. Saya telah membuat bayaran menggunakan kaedah bayaran selain di UTMSmart Apps atau portal MyUTM. Saya memerlukan resit rasmi.**

Resit Rasmi atau pengesahan bayaran akan dikeluarkan hanya untuk tujuan audit percukaian sahaja. Jabatan Bendahari tidak mengeluarkan resit rasmi kerana universiti telah menyediakan kaedah bayaran yang dapat mengeluarkan resit rasmi digital selepas bayaran berjaya dibuat.

I have paid using other payment methods than the UTMSmart app or MyUTM portal. I need an official receipt.

An official receipt or the confirmation of payment will be issued for tax audit purposes only. The Bursar's Department will not provide the official receipt as the University has prepared a payment method that is capable of providing the official digital receipts after payment is successfully made.

PENDAFTARAN KURSUS SEMESTER 2, 2021/2022 / THE COURSE REGISTRATION OF SEMESTER 2, 2021/2022

Q 13. Apakah kriteria sekatan hutang yang dikenakan kepada pelajar?

Sekatan hutang akan dikenakan kepada pelajar yang mempunyai hutang pada semester-semester lepas. Rujuk jadual di bawah untuk kriteria sekatan hutang:

No	Jenis	Status Pembayaran / Caj?	Status Sekatan Hutang?	Penting
1	Ditaja Sendiri	Belum bayar	Disekat	
2	Ditaja dan Pembayaran Dibayar Terus kepada Pelajar	Belum bayar	Disekat	
3	PTPTN	Belum bayar	Disekat	
4	Ditaja dan Pembayaran adalah melalui Universiti	<p>1. Yuran Ditaja: Belum bayar</p> <p>2. Yuran/Caj/Denda Tidak Ditaja: Telah dibayar</p>	Tidak Disekat	<p><u>Contoh:</u> Ahmad ditaja oleh Yayasan XXX. Yuran yang ditaja adalah yuran pengajian dan asrama sahaja.</p> <p>Terdapat yuran pengajian dan asrama tertunggak di akaun pelajarinya. Penaja beliau belum membayar yuran pengajian dan asrama. Status dihalang TIDAK akan dikenakan kepada Ahmad kerana kedua-dua yuran tersebut di bawah tajaan</p> <p>**Universiti berhak mengambil tindakan terhadap pelajar yang ditaja sekiranya penaja tidak membayar tunggakan lebih dari dua (2) semester.</p>
5	Ditaja dan Pembayaran adalah melalui Universiti	<p>1. Yuran Ditaja: Belum bayar</p> <p>2. Yuran/Caj/Denda Tidak Ditaja: Belum bayar</p>	Disekat	<p><u>Contoh:</u> Ali ditaja oleh Yayasan XXX. Yuran yang ditaja adalah yuran pengajian sahaja. Yuran asrama tidak ditaja.</p> <p>Penaja belum membayar yuran pengajian. Ali belum membayar yuran asrama & denda keselamatan. Status dihalang akan dikenakan kepada Ali kerana dia mempunyai tunggakan bayaran yuran asrama (yuran tidak ditaja) & denda.</p>

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No	Jenis	Status Pembayaran / Caj?	Status Sekatan Hutang?	Penting
				<p>Sebarang pembayaran untuk yuran/caj/denda yang tidak ditaja setelah proses sekatan hutang, perlu menghantar e-mel bukti pembayaran ke bendahari-ukp@utm.my untuk pengeluaran status dihalang secara manual.</p> <p>**Universiti berhak mengambil tindakan terhadap pelajar yang ditaja sekiranya penaja tidak membayar tunggakan lebih dari dua (2) semester.</p>

What are the criteria for debt restriction imposed on students?

Debt restrictions will be imposed on students who have debts from the previous semesters. Refer to the table below for the debt restriction criteria:

No	Type	Fees/Charges Status?	Barred Status?	Important
1	Self-sponsored	Unpaid	Barred	
2	Sponsored and payment is paid directly to student	Unpaid	Barred	
3	PTPTN	Unpaid	Barred	
4	Sponsored and payment is through University	<p>1. Sponsored fees: Unpaid</p> <p>2. Un-sponsored fees/penalties: Paid</p>	No	<p><u>Example:</u> Ahmad is sponsored by the XXY Foundation. Sponsored fees are for tuition and hostel.</p> <p>There are outstanding tuition and hostel fees in his student account. His sponsor does not pay the tuition and hostel fees yet. The barred status will NOT apply to Ahmad as both fees are under sponsorship.</p> <p>**The University reserves the right to take action on sponsored students if the sponsor does not pay the arrears for more than two (2) semesters.</p>

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No	Type	Fees/Charges Status?	Barred Status?	Important
5	<i>Sponsored and payment is through University</i>	1. Sponsored fees: Unpaid 2. Un-sponsored fees/penalties: Unpaid	<i>Barred</i>	<p><u>Example:</u> Ali is sponsored by the XXX Foundation. The sponsored fee is for tuition only. Hostel fee is NOT sponsored.</p> <p>The sponsor does not pay the tuition fee yet. Ali does not pay the hostel fee & security penalty yet as well. The barred status will be imposed on Ali as he has an outstanding hostel fee (un-sponsored fee) & penalty.</p> <p>Any payment for un-sponsored fee/charge/penalty after the debt restriction process, need to email the payment proof to bendahari-ukp@utm.my for manual barred status release.</p> <p>**The University reserves the right to take action on sponsored students if the sponsor did not pay the arrears for more than two (2) semesters.</p>

Q 14. Pada akaun pelajar saya, terdapat caj yuran semester 2, 2021/2022. Adakah saya akan dikenakan sekatan hutang untuk pendaftaran kursus bagi semester 2, 2021/2022?

Tidak. Sekatan hutang hanya akan dikenakan jika mempunyai hutang pada semester-semester lepas.

In my student account, there is a fee charged for Semester 2, 2021/2022. Will I be subjected to the debt restriction for the Semester 2, 2021/2022 course registration?

No. Debt restrictions will only be imposed on the students who have debts from the previous semesters.

Q 15. Saya pelajar program IDP atau pelajar UTMSpace. Adakah saya juga tertakluk kepada sekatan hutang walaupun akaun pelajar adalah di UTMSpace?

Ya, jika mempunyai hutang di rekod Jabatan Bendahari, UTM.

I am a student of an IDP or UTMSpace program. Am I also subjected to the debt restriction even though my student account is under UTMSpace?

Yes, if there is a debt in the UTM Bursar's Department record.

Q 16. Saya ialah pelajar berpenaja. Akaun pelajar saya menunjukkan penaja belum membuat bayaran untuk semester lepas. Adakah saya akan ditahan?

Rujuk jadual di soalan 13. Namun begitu, Universiti berhak untuk membuat sekatan jika penaja gagal menjelaskan hutang melebihi 2 semester.

I am a sponsored student. My student account shows that my sponsor hasn't made a payment for the last semester. Will I be barred?

Refer to the table on question 13. However, the University reserves the right to impose the debt restriction if the sponsor fails to make payment for more than 2 semesters.

Q 17. Saya ingin mendaftar kursus tetapi mempunyai hutang semester-semester lepas. Bolehkah sekatan dilepaskan jika saya membuat bayaran minima atau ansuran?

Tidak boleh.

I would like to register for a course but have a debt for previous semesters. Can the debt restriction be released if I make a minimum payment or instalment?

No.

Q 18. Saya telah disekat. Saya telah membuat bayaran penuh melalui UTMSmart Apps dan portal MyUTM. Adakah saya perlu memaklumkan atau datang ke kaunter Seksyen Kewangan Pelajar, Jabatan Bendahari?

Tidak perlu. Sekiranya hutang telah dibayar secara penuh di UTMSmart Apps atau portal MyUTM, sistem akan melepaskan sekatan secara automatik selepas proses kemaskini bayaran selesai kecuali untuk pelajar tajaan Jenis 5 dalam jadual soalan 13 di atas.

I was blocked but I have made a full payment via the UTMSmart app and MyUTM portal. Do I need to inform or come to the Student Financial Section counter, the Bursar's Department?

No need. If the debt has been fully paid via the UTMSmart app or MyUTM portal, the system will release the restriction automatically after the payment update is completed except for sponsored students such as item no. 5 in the table from question 13 above.

Q 19. Saya tidak mempunyai hutang tetapi disekat. Apa yang perlu saya buat?

Mohon hubungi Jabatan Bendahari di 07 - 5530179 / 5530235 / 5530117 / 5530235 atau emel ke bendahari-ukp@utm.my untuk semakan dan pelepasan sekatan hutang secara manual.

I have no debt but have been blocked. What should I do?

Please contact Bursar's Department at 07 - 5530179 / 5530235 / 5530117 / 5530235 or email to bendahari-ukp@utm.my for manual debt restriction release.

RALAT CAJ / CHARGE ERROR

Q 20. Saya telah menyemak akaun pelajar. Saya mendapati caj tersebut tidak patut dicaj ke atas saya atau jumlah caj adalah berbeza dari sepatutnya. Apa yang perlu saya lakukan?

Mohon rujuk dan membuat semakan bersama pejabat di bawah:

- a. Caj yuran asrama/rumah berkeluarga, denda/caj asrama: Kolej kediaman pelajar
- b. Caj keselamatan: Bahagian Keselamatan
- c. Caj perpustakaan: Perpustakaan
- d. Caj akademik seperti yuran viva, caj denda lewat daftar, caj ulang gred dan sebagainya: Fakulti/Sekolah
- e. Caj yuran pengajian, yuran semester pendek: Jabatan Bendahari

Pejabat di atas (selain Jabatan Bendahari), perlu menghantar surat rasmi/emel ke Seksyen Kewangan Pelajar Jabatan Bendahari untuk pelarasan caj pada akaun pelajar.

I have reviewed my student accounts. I find that there are charges that should not be charged on me, or the number of charges is different from what it should be. What should I do?

Please check with the office below:

- a. *Hostel/family house fee charges, fines/hostel charges: Student Residential College*
- b. *Security charges: Security Division*
- c. *Library charges: Library*
- d. *Academic charges such as viva fees, late register charges, Re-grade charges etc: Faculty/School*
- e. *Tuition fee charges, short semester fee: Bursar's Department*

The above offices (except Bursar's Department) must send an official letter or email to Student Financial Section, Office of the Bursar for charge adjustments in student accounts.

Q 21. Saya telah membuat bayaran yuran atau denda kolej kediaman pelajar secara tunai tetapi caj masih berstatus hutang? Apa yang perlu saya lakukan?

Rujuk pejabat kolej kediaman pelajar seperti soalan 20 di atas.

I have paid fees or fines at the student residential college in cash, but the debt status is still shown? What should I do?

Please refer to the student residential college office as per question 20 above.

- Q 22. Saya telah bergraduan tetapi masih ada caj yuran pengajian semester 2, 2021/2022 pada akaun pelajar saya. Saya telah disekat daripada memohon transkrip dan sijil. Apa yang harus saya lakukan?**

Jabatan Bendahari akan menghapuskan caj yuran pengajian selepas kod “Aktif” di semester 2, 2021/2022 telah bertukar ke kod “Graduan”. Pertukaran kod dilakukan oleh pejabat akademik.

I have graduated but there are still tuition fee charges for Semester 2, 2021/2022 in my student account. I was blocked from applying for transcripts and certificates. What should I do?

The Bursar's Department will eliminate the fee charges after the “Active” code in Semester 2, 2021/2022 is switched to the “Graduate” code. Change of the code is done by the academic office.

- Q 23. Saya telah menangguh pengajian / menamatkan pengajian di UTM. Mengapa akaun pelajar saya dicaj yuran pengajian?**

Jabatan Bendahari akan menghapuskan caj yuran pengajian pada semester berkaitan selepas kod “Aktif” pada semester berkaitan telah bertukar ke kod “Tangguh” atau kod “Tamat” pengajian. Pertukaran kod aktif dilakukan oleh pejabat akademik.

Penghapusan caj yuran pengajian akan dilakukan jika pelajar tidak mendaftar kursus kecuali untuk pelajar program persediaan Bahasa Inggeris dan program pra-syarat.

I have deferred/ended my studies at UTM. Why my student account still got tuition fee charges?

The Bursar's Department will eliminate the tuition fee charges after the “Active” code in the relevant semester is switched to the “Deferment” code or “Inactive” code. The change of the code is done by the academic office.

Tuition fee charges will be eliminated if students are not registered for a course, except for students under English programs and the Bridging/Pre-Master program.

- Q 24. Saya telah dikenakan caj yuran pendaftaran sebanyak 2 kali. Apa yang saya perlu lakukan?**

Emelkan aduan anda ke bendahari-ukp@utm.my dengan melampirkan surat tawaran pengajian.

I have been charged twice for the registration fee. What should I do?

Please email bendahari-ukp@utm.my and attach your offer letter.

BAYARAN YURAN KOLEJ KEDIAMAN PELAJAR OLEH PELAJAR TEMPATAN PROGRAM SARJANA MUDA KEMASUKKAN PELAJAR SEMESTER 1, 2021/2022 (OKTOBER 2021) / THE PAYMENT OF STUDENT RESIDENTIAL COLLEGE FEES BY LOCAL UNDERGRADUATE STUDENT ADMISSION SEMESTER 1, 2021/2022 (OCTOBER 2021)

Q 25. Saya merupakan pelajar tempatan bagi program Sarjana Muda kemasukan semester 1, 2021/2022, telah membuat bayaran yuran kolej kediaman pelajar ketika pendaftaran pelajar baharu sekitar Oktober 2021. Bagaimanakah status bayaran yuran tersebut memandangkan pelajar tidak dibenarkan memasuki kampus Universiti seperti mana arahan Kerajaan dalam mengekang penularan Covid-19?

Bayaran yuran kolej kediaman pelajar bagi semester 1, 2021/2022 berjumlah RM528 akan dilaraskan (*offset*) dengan yuran semester 2, 2021/2022 ATAU dipulangkan kepada pelajar sekiranya yuran semester 2, 2021/2022 telah dibayar sepenuhnya sebelum pelarasan caj selesai dibuat.

I am a local Bachelor program student for admission Semester 1, 2021/2022. I have paid the student residential college fee during the registration of new students around October 2021. What is the status of the payment as students are not allowed to enter the University campus as instructed by the Government in curbing the spread of COVID-19?

The payment of the student residential college fees for Semester 1, 2021/2022 amounting RM528 will be adjusted (offset) with the Semester 2, 2021/2022 fees OR refunded to students if the semester 2, 2021/2022 fee is fully paid before the charge adjustment is made.

Q 26. Berapa lama tempoh pelarasan /pemulangan bagi yuran ini?

Tempoh pelarasan / pemulangan yuran adalah dalam tempoh 30 hari bekerja selepas semester 2, 2021/2022 bermula, dengan syarat pelajar telah mendaftar kursus pada semester 2, 2021/2022 dan maklumat akaun bank adalah lengkap, tepat dan sah.

How long is the charge adjustment/refund period for this fee?

The fees adjustment/refund period is within 30 working days after Semester 2, 2021/2022 begins, provided the student has registered for the course in Semester 2, 2021/2022 and bank account information is complete, correct and valid.

Q 27. Adakah saya perlu membuat permohonan untuk pelarasan /pemulangan ini?

Tidak perlu.

Do I need to apply for this adjustment/refund?

No need.

Q 28. Bagaimanakah cara untuk saya menyemak sama ada pelarasan yuran telah dibuat di akaun pelajar saya?

Pelarasan yuran boleh disemak melalui aplikasi UTMSmart atau portal MyUTM. Rujuk bahagian "Credit" bagi semester 2, 2021/2022 dengan no. rujukan: **xxxxxxNV0013**.

How can I check if a fee adjustment has been made upon my student account?

*Fee adjustment can be checked through the UTMSmart app or the MyUTM portal. Refer to the "Credit" section for Semester 1, 2021/2022 with no. reference: **xxxxxxNV0013**.*

Q 29. Saya adalah pelajar yang telah menyelesaikan sepenuhnya yuran semester 2, 2021/2022 sebelum pelarasan caj yuran kolej kediaman dilaksanakan di akaun pelajar saya. Apakah tindakan yang saya perlu ambil untuk memastikan proses pemulangan yuran kepada saya berjalan lancar?

Pelajar perlu memastikan nombor akaun bank yang telah didaftarkan dalam sistem universiti adalah tepat dan masih aktif. Semakan boleh dibuat melalui portal MyUTM (login portal MyUTM > My Profile > Student Info > Financial > Scholarship Status tab). Rujuk gambar di bawah.

I am a student who has fully paid fee of semester 2, 2021/2022 before the charges adjustment of student residential college fee is processed in my student account.

What actions that I need to take to ensure the refund process to me runs smoothly?

Students need to ensure that the bank account number that has been registered in the University system is accurate and still active. The bank account number can be checked through the MyUTM portal (log in to MyUTM portal> My Profile> Student Info> Financial> Scholarship Status tab). Refer to the screenshot below:



Q 30. Maklumat akaun bank saya belum didaftarkan atau maklumat akaun bank saya tidak tepat, apa yang perlu saya lakukan?

Mohon emelkan penyata akaun bank atau screenshot perbankan internet (wajib ada paparan nama dan nombor akaun bank) ke bendahari-ukp@utm.my . Pelajar hanya dibenarkan mengemaskini maklumat akaun Bank CIMB atau Bank Islam sahaja.

My bank account information has not been registered or incorrect, what should I do?

Please email your bank account statement or internet banking screenshot (must display the full name and bank account number) to bendahari-ukp@utm.my. Students are only allowed to update CIMB Bank or Bank Islam account numbers.

Q 31. Bilakah tarikh akhir pengemaskinian maklumat akaun bank ini?

Pelajar disarankan mengemaskini secepat mungkin.

When is the deadline for updating this bank account information?

Students are advised to update as soon as possible.

Q 32. Maklumat akaun bank saya di portal MyUTM adalah tepat dan aktif. Adakah saya perlu membuat pemakluman ke Jabatan Bendahari?

Tidak perlu.

My bank account information at the MyUTM portal is accurate and active. Do I need to make a notification to the Bursar's Department?

No need.

Q 33. Apakah kesan jika bayaran pemulangan dibuat kepada akaun bank yang tidak tepat atau tidak aktif?

Jika bayaran pemulangan kali pertama telah ditolak oleh pihak bank, bayaran pemulangan kali kedua akan diproses semula dalam tempoh 30 hari bekerja setelah Jabatan Bendahari menerima maklumat akaun bank yang tepat dan aktif daripada pelajar.

What is the effect if a refund payment is made to an inaccurate or inactive bank account?

If the first refund payment has been declined by the bank, the second refund payment will be processed within 30 working days after the Bursar's Department receives accurate and active bank account information from the student.

Q 34. Bolehkah bayaran pemulangan dibuat kepada akaun bank keluarga terdekat atau rakan?

Tidak boleh.

Can a refund payment be made to the bank account of an immediate family or friend?

No, cannot.

Q 35. Adakah emel notifikasi akan dihantar setelah bayaran pemulangan yuran selesai?

Tiada. Pelajar perlu membuat semakan terhadap akaun bank yang didaftarkan secara berkala. Rujuk soalan no. 26 untuk tempoh proses pemulangan. Sekiranya masih belum menerima bayaran selepas tempoh tersebut, mohon emel ke bendahari-ukp@utm.my

Would there be a notification email sent after a fee refund is completed?

No. Students need to make periodic checks on their registered bank account. Refer to question no. 26 for the duration of the refund process. If you still have not received payment after that period, please email to bendahari-ukp@utm.my.

PINJAMAN PTPTN / PTPTN LOAN

Q 36. Bilakah bayaran pinjaman PTPTN akan dibayar?

Mohon rujuk website PTPTN: <https://www.ptptn.gov.my/msk/Utama>

When is the payment of PTPTN loan?

Please refer to the PTPTN website: <https://www.ptptn.gov.my/msk/Utama>

Q 37. Bagaimana saya hendak menyemak transaksi bayaran PTPTN dalam akaun Bank Islam saya?

Pelajar boleh menyemak transaksi bayaran pinjaman dari PTPTN dalam akaun Bank Islam seperti contoh paparan di bawah:

How can I check PTPTN payment transactions in my Bank Islam account?

Students can check the payment transactions from PTPTN in the Bank Islam account as shown below:

UNIVERSITI TEKNOLOGI MALAYSIA

Date	Reference Number	Description	Debit	Credit	
23-Feb-2020	0	ELECTRONIC PYMT 05/E0201008		MYR 2,495.00	A

A – Credit: Bayaran pinjaman PTPTN kepada Pelajar

A - Credit: The payment of PTPTN loan to students

Q 38. Pinjaman PTPTN (A) saya di akaun Bank Islam berbeza dengan pinjaman yang sepatutnya saya terima. Apa yang perlu saya lakukan?

Mohon pelajar merujuk pejabat PTPTN berdekatan.

My PTPTN (A) loan in Bank Islam account is different from the loan I should have received. What should I do?

Please refer to the nearest PTPTN office.

Q 39. Apakah yuran yang ditolak melalui potongan yuran PTPTN ini?

Bermula sem 1, 2021/2022, Universiti tidak lagi membuat pemotongan yuran dari bayaran pinjaman PTPTN. Pelajar peminjam PTPTN adalah bertanggungjawab untuk menjelaskan sendiri yuran kepada Universiti. Bayaran yuran universiti hendaklah dibuat melalui portal MyUTM atau Aplikasi UTMSmart. Sekiranya mana-mana pelajar gagal, cuai atau abai membuat bayaran yuran atau hutang-hutang lain kepada pihak Universiti, tindakan dan sekatan akan dikenakan ke atas pelajar seperti mana Pekeliling Bendahari Bil. 01/2021 iaitu Kaedah UTM (Kewangan Pelajar). Rujuk Pekeliling Bendahari Bil. 03/2021 di tab “Finance” portal MyUTM.

What are the deducted fees through this PTPTN loan?

Starting Semester 1, 2021/2022, the University will no longer deduct fees from PTPTN loan payments. PTPTN borrowers are responsible to paying the fees to the University themselves. The payment of the University fees must be made through MyUTM portal or UTMSmart app. If any student fails or neglects to pay the fees or other debts to the University, action and restrictions will be imposed on the student as per the Bursar's Circular No. 01/2021 which is UTM Rules (Student Financial). Refer to Bursar's Circular No. 03/2021 at the “Finance” tab in the MyUTM portal.

Q 40. Saya belum menerima pinjaman PTPTN dalam akaun Bank Islam saya. Apakah yang saya perlu lakukan?

Pelajar dinasihatkan membuat semakan sekali lagi selepas tarikh bayaran PTPTN kelompok kedua (Rujuk soalan 36 bagi jadual bayaran pinjaman PTPTN). Jika masih tiada bayaran pinjaman PTPTN selepas tarikh itu, ini bermakna pelajar tidak mendapat pembiayaan dari PTPTN bagi semester 2, 2020/2021.

I have not received the payment of PTPTN loan in my Bank Islam account. What should I do?

Students are advised to check again after the second batch payment date of the PTPTN loan (refer to question 36 for PTPTN payment schedule). If there is still no payment, this means that the student does not receive funding from PTPTN for Semester 2, 2020/2021.

Q 41. Saya masih belum menerima pembiayaan PTPTN selepas tarikh bayaran kelompok kedua dan saya seharusnya mendapat pembiayaan (keputusan GPA semester lepas saya ialah 2.0 dan ke atas). Apakah yang harus saya lakukan?

Pelajar diminta maklum berkaitan status pengeluaran pinjaman PTPTN di <https://www.ptptn.gov.my/status-pengeluaran-pinjaman-side> sekiranya pernah mendapat keputusan GPA bawah 2.0 atau pernah menangguh pengajian atau pernah digantung pengajian pada semester-semester sebelumnya. Mohon emelkan aduan kepada bendahari-ukp@utm.my untuk semakan lanjut dengan data PTPTN.

I still have not received PTPTN funding after the payment date of the second batch even though I should receive it (my previous semester PNG result is 2.0 and above). What should I do?

Students are required to be informed of the status of PTPTN loan issuance at <https://www.ptptn.gov.my/status-pengeluaran-pinjaman-side> if they have obtained GPA results below 2.0 or have previously deferred their studies or suspended studies in the previous semesters. Please email to bendahari-ukp@utm.my for further review with PTPTN data.

Q 42. Saya ingin menukar kod penaja saya dari PTPTN ke penaja lain. Apa yang harus saya lakukan?

Mohon emelkan surat pembatalan PTPTN dan surat tajaan terkini untuk mengemaskini kod penaja dalam sistem universiti ke bendahari-ukp@utm.my

I want to change my sponsor code from PTPTN to another sponsor. What should I do?

Please email the PTPTN cancellation letter and the latest sponsorship letter to bendahari-ukp@utm.my to update the sponsor code in the University system.

PENGELUARAN PENDIDIKAN KWSP / EPF EDUCATION WITHDRAWAL

Q 43. Bagaimana caranya jika saya ingin memohon pengeluaran pendidikan KWSP?

Mohon rujuk maklumat di laman sesawang KWSP.

How can I apply for EPF education withdrawal?

Please refer to the EPF website.

Q 44. Adakah UTM mempunyai perkhidmatan e-pengeluaran KWSP?

Ya. Mohon rujuk Panduan Permohonan e-Pengeluaran KWSP di tab “Finance” portal MyUTM.

Does UTM have EPF e-withdrawal service?

Yes. Please refer to the EPF e-Withdrawal Application Guide at the “Finance” tab at the MyUTM portal.

Q 45. Saya telah menghantar permohonan e-Pengeluaran, berapa lamakah proses pengesahan permohonan dari pihak Universiti dan proses bayaran daripada KWSP?

Proses pengesahan dari pihak Universiti adalah dalam masa 7 hari bekerja. Tempoh bayaran dari KWSP ke akaun bank pencarum/Universiti adalah bergantung kepada proses bayaran daripada KWSP.

I have submitted an e-Withdrawal application, how long are the verification process of the application from the University and the payment process from the EPF?

The verification process of the application from the University is within 7 working days. The duration of the payment from EPF to the member/University bank account is subjected to the EPF payment process.

Q 46. Berapa lama tempoh kemaskini bayaran KWSP?

Dalam masa 14 hari bekerja selepas bayaran diterima daripada KWSP.

How long is the EPF payment update?

Within 14 working days after payment is received from EPF.

Q 47. Adakah UTMSpace merupakan entiti yang sama dengan UTM di e-pengeluaran KWSP?

Tidak.

UTMSpace and UTM in EPF e-withdrawal are the same entity?

No.

Q 48. Saya pelajar antarabangsa dan pencarum KWSP. Adakah saya boleh menggunakan fasiliti e-Pengeluaran KWSP ini untuk pengeluaran pendidikan?

KWSP menetapkan hanya pencarum KWSP warganegara Malaysia sahaja boleh membuat e-Pengeluaran KWSP. Mohon hubungi KWSP untuk maklumat lanjut.

I am an international student and EPF member. Can I use this EPF e-Withdrawal facility for educational withdrawal?

Only Malaysian EPF members can make EPF e-Withdrawal. Please contact EPF for more details.

SURAT PENGESAHAN KEWANGAN / FINANCIAL CONFIRMATION LETTER

Q 49. Adakah Jabatan Bendahari mengeluarkan Surat Pengesahan Kewangan berkaitan yuran program akademik?

Jabatan Bendahari hanya akan mengeluarkan surat pengesahan kewangan untuk tujuan di bawah:

- a) Zakat – Mohon lampirkan surat dari Pusat Zakat
- b) LHDN – Mohon lampirkan surat audit percukaian daripada LHDN
- c) Lain-lain organisasi – Wajib melampirkan dokumen rasmi dari organisasi yang jelas menyatakan keperluan surat pengesahan kewangan tersebut.

Does the Bursar's Department issue a Financial Letter on academic program fees? The Bursar's Department will only issue a financial letter for the below purposes:

- a) Pusat Zakat – Compulsory to attach a letter from Pusat Zakat
- b) LHDN – Compulsory to attach a tax audit letter from LHDN
- c) Other organizations – Compulsory to attach official documents from the organizations which clearly state the requirement of the financial confirmation letter.

Q 50. Bagaimana caranya saya boleh memohon surat pengesahan kewangan ini?

Mohon isi borang permohonan di:

- a) Kaunter Seksyen Kewangan Pelajar, Jabatan Bendahari UTM JB atau Kaunter Jabatan Bendahari UTM KL; atau
- b) Emel permohonan ke bendahari-ukp@utm.my

How do I apply for this financial letter?

- a) Please fill a form at Student Financial Section counter, Bursar's Department UTM JB or Bursar's Department counter UTM KL; or
- b) Email your application to bendahari-ukp@utm.my

- Q 51. Berapa lama tempoh pengeluaran surat pengesahan kewangan ini?**
3 hari bekerja dari tarikh penerimaan dokumen yang lengkap.

How long does it take to issue a financial letter?

3 working days from the date of the complete document received

VISA & PERSONAL BOND

- Q 52. Saya mempunyai hutang pada akaun pelajar dan telah disekat daripada mendaftar kursus. Saya perlu mendaftar kursus untuk memperbaharui visa saya. Bolehkah sekatan hutang saya dilepaskan sementara untuk urusan visa?**

Tidak boleh. Pelepasan sekatan hutang akan dibuat jika hutang telah dijelaskan sepenuhnya.

I have debt in my student account and I was blocked from course registration. I need to register for courses to renew my visa. Can debt restriction be temporarily released for this visa purpose?

No. A debt restriction release will be made if the debt has been fully settled.

- Q 53. Berkaitan soalan 52 di atas, bolehkah saya membayar bayaran minima atau ansuran tunggakan hutang untuk membolehkan saya memperbaharui visa?**

Jawapan adalah sama seperti soalan 52 di atas.

Related to question 52 above, can I make a minimum payment or instalment for my debt to renew my visa?

The answer is the same as question 52 above.

- Q 54. Saya telah menamatkan pengajian di UTM. Bagaimana saya hendak memohon pemulangan *Personal Bond*?**

Mohon isi borang pemulangan *Personal Bond* di kaunter Seksyen Kewangan Pelajar, Jabatan Bendahari UTM JB / Kaunter Jabatan Bendahari UTM KL ATAU emel ke bendahari-ukp@utm.my

I have completed my studies at UTM. How can I apply for a Personal Bond refund?

Please fill in the Personal Bond refund form at the counter of Student Financial Section, Bursar's Department, UTM JB/ Bursar's Department Counter, UTM KL OR email to bendahari-ukp@utm.my

Q 55. *Personal Bond* saya dibayar oleh penaja saya, bolehkah saya memohon pemulangan *Personal Bond*?

Tidak boleh kecuali telah mendapat kelulusan rasmi dari pihak penaja.

*My Personal Bond is paid by my sponsor, can I request a Personal Bond refund?
No, unless there is official approval from the sponsor.*

PENGHANTARAN TESIS UNTUK VIVA VOCE / THESIS SUBMISSION FOR VIVA VOCE

Q 56. Saya akan menghantar tesis untuk peperiksaan lisan (*viva voce*) selepas 17 Mac 2022 (selepas tarikh akhir penghantaran tesis/disertasi sem 1, 2021/2022). Adakah yuran semester 2, 2021/2022 akan dikenakan kepada saya?

Ya, yuran pengajian akan dikenakan. Pelajar wajib mendaftar kursus di sem 2, 2021/2022 terlebih dahulu sebelum tesis/disertasi boleh dihantar untuk tujuan peperiksaan lisan (*viva voce*)

I will submit my thesis for the oral exam (viva voce) after 17th March 2022 (after the final date for submission of thesis/dissertation for Semester 1, 2021/2022). Will the Semester 2, 2021/2022 fee apply to me?

Yes, tuition fees will be applied. Students are required to register for courses during Semester 2, 2021/2022 before the thesis/dissertation can be submitted for oral examination (viva voce).

Q 57. Saya memenuhi syarat kelayakan untuk pengurangan yuran pelajaran kerana telah menghantar tesis sebelum cuti pertengahan semester. Adakah saya masih perlu menjelaskan yuran pengajian semester 2, 2021/2022?

Ya, perlu. Jabatan Bendahari akan membuat pemulangan jika layak (setelah menerima arahan rasmi dari pejabat pelulus iaitu Bahagian Pengurusan Akademik).

I am entitled to get a fee reduction because I have submitted my thesis before mid-semester break. Do I still need to make the full payment of tuition fees for Semester 2, 2021/2022?

Yes. Bursar's Department will refund the fees if eligible (upon receiving instructions from the approval office – Academic Management Division)

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Q 58. Saya ingin mendapatkan surat pelepasan hutang untuk peperiksaan lisan (*viva voce*). Bagaimana saya ingin mendapatkan surat tersebut?

Sila hadir ke kaunter Kewangan Pelajar, Jabatan Bendahari ATAU emel kepada kami. Surat akan diperolehi dalam hari yang sama jika mohon di kaunter.

I would like to get a debt release letter for the oral exam (viva voce). How can I get the letter?

Please visit the Student Financial counter, Office of the Bursar OR email us. Letters can be obtained on the same day if students make the request through the counter.

Q 59. Saya pelajar berpenaja dan yuran viva akan dibayar oleh penaja saya.

Sekiranya pelajar berhasrat untuk menghantar tesis dalam masa terdekat, mohon hadir ke kaunter Seksyen Kewangan Pelajar, Jabatan Bendahari atau emel untuk mendapatkan surat pelepasan hutang *viva voce*. Jabatan Bendahari akan membuat catatan dalam surat berkenaan bahawa yuran viva adalah ditaja. Bil kepada penaja akan dibuat selepas yuran viva selesai dicaj pada akaun pelajar oleh fakulti.

I am a sponsored student and the viva fee will be paid by my sponsor.

If the student intends to submit the thesis in the near future, kindly visit the Student Financial Section counter, Bursar's Department or email to obtain a debt release letter for viva voce. Bursar's Department will make a remark in the letter that the viva fee is sponsored. Bill will be sent to the sponsor once the viva fee is charged into the student account by the University faculty.

HUBUNGI KAMI / CONTACT US

Q 60. Bagaimana untuk menghubungi Jabatan Bendahari?

How to contact the Bursar's Department?

Seksyen Kewangan Pelajar, Jabatan Bendahari - UTM JB	Jabatan Bendahari - UTM KL
<p><u>Talian Am:</u> +6 (07) – 5530179 +6 (07) – 5530235 +6 (07) – 5530117 +6 (07) – 5530152 +6 (07) – 5530597 +6 (07) – 5530087 +6 (07) – 5530215</p> <p>E-mel: bendahari-ukp@utm.my *Sila nyatakan nama penuh dan nombor Matrik/ IC/ ISID dalam e-mel anda</p>	<p><u>Talian Am:</u> +6(03) - 2615 4296 +6(03) - 2615 4303 +6(03) - 2615 4673</p> <p>E-mel: bendahari.kl@utm.my *Sila nyatakan nama penuh dan nombor Matrik/ IC/ ISID dalam e-mel anda</p>

Q 61. Adakah kaunter Seksyen Kewangan Pelajar, Jabatan Bendahari dibuka sepanjang tempoh Plan Pemulihan Negara?

Ya, kaunter dibuka seperti biasa.

Is the Student Financial Section counter, Bursar's Department open during the National Recovery Plan (PPN)?

Yes, caunter open as usual.

Disediakan oleh/ *Prepared by:*
Seksyen Kewangan Pelajar/*Student Financial Section*
Jabatan Bendahari UTM/*Office of the Bursar UTM*
Kemaskini/ *Updated: 28 Februari 2022/ 28 February 2022*