



ALLIANCE UNIVERSITY

*Private University established in Karnataka State by Act No.34 of year 2010
Recognized by the University Grants Commission (UGC), New Delhi*

REFUND POLICY

Name of the Policy	Fee Refund Policy
Description of the Policy	Policy on students' fee refund
Policy Applicable to	Newly enrolled students who are withdrawing the admissions
Approval Authority	As per UGC Regulations in force
Approval Date	October 2018 & July 3, 2023
Responsible Office / Department	Admissions Department; Accounts Department; & Office of the Registrar (Administration)



प्रा. मनिष र. जोशी
सचिव

Prof. Manish R. Joshi
Secretary



सत्यमेव जयते



विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O. No.F.2-71/2022 (CPP-II)

3 July 2023 / 12 आषाढ 1945

Subject: Fee Refund Policy 2023-24

Respected Madam/Sir,

The University Grants Commission receives many representations/complaints from the students/parents on the non-refund of fees by the Higher Education Institutions (HEIs) on cancellation/withdrawal of admissions.

Students should be allowed a full refund of fees within a specified period to opt for a course they choose.

The Commission has considered the matter in its 570th meeting held on 27 June 2023, and after considering the relevant factors decided, the following fee refund policy for the academic session 2023-24:

- Notwithstanding anything contained in any guidelines/ prospectus/ notification/ schedule, a full refund of fees shall be made by the HEIs on account of all cancellations of admission/migrations of students up to 30 September 2023 and with a deduction of not more than Rs. 1,000, as a processing fee, up to 31 October 2023.
- For any admission schedule extending/commencing beyond/after 31 October 2023, the provisions contained in the UGC Notification issued in October 2018 on Refund of Fees and Non-Retention of Original Certificates shall apply (reproduced below for ready reference):

Category	Percentage of Refund of fees*	Point of time when notice of withdrawal of admission is received in the HEI
(1)	100%	15 days or more before the formally notified last date of admission
(2)	90%	Less than 15 days before the formally notified last date of admission
(3)	80%	15 days or less after the formally notified last date of admission
(4)	50%	30 days or less, but more than 15 days after formally notified last date of admission
(5)	00%	More than 30 days after formally notified last date of admission

Contd...

वसुधैव कुटुम्बकम्
ONE EARTH • ONE FAMILY • ONE FUTURE

Anil

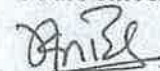
It may also be noted that the UGC has notified the Redressal of Grievances of Students Regulations, 2023 wherein *"delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time"* has been defined as one of the grievances.

The Higher Education Institutions are requested to ensure compliance with the fee refund policy for the academic session 2023-24 and redress any grievance by the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

Any HEI violating the provisions of UGC Fee Refund Policy 2023-24 shall be liable for punitive action as notified in Clause 5 of the UGC Notification on Refund of Fees and Non-Retention of Original Certificates issued in October 2018.

With regards,

Yours sincerely,



(Manish Joshi)

To,

- The Vice-Chancellors of all Universities
- The Principals/Directors of all Colleges / Institutes.



ज्ञान-विज्ञान विमुक्तये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

बहादुरशाह जफ़र मार्ग, नई दिल्ली-110002
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D.O.No.2-71/2022(CPP-II)

1st November, 2022

Respected Madam/Sir,

The Commission has received references in the form of RTI applications/ complaints/ public grievances/ court cases regarding non-refund fees by some universities/institutions violating the UGC Guidelines / Notifications. The Commission has taken a serious view of such complaints.

It is reiterated that the UGC letter dated 02.08.2022 (**Annexure**) is to be mandatorily adhered to in letter and spirit. Any institution/ university found to be violating the guidelines and refusing to refund the fee by giving its interpretation of the Guidelines / Notifications shall be liable for punitive actions as notified in clause 5 of the UGC Notification regarding the refund of fees and non-retention of original certificate issued in October 2018 (https://www.ugc.ac.in/pdfnews/5437737_UGC-Notice-reg-Fees-refund-Eng.pdf) as reproduced below:

1. withdrawal of declaration of fitness to receive grants under Section 12B of the UGC Act, 1956;
2. withholding any grant allocated to the HEI;
3. declaring the HEI ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
4. informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission about the non-compliance by the HEI concerned;
5. recommend to the affiliating university for withdrawal of affiliation, in case of a college/institute;
6. recommend to the Central Government for withdrawal of declaration as Institution deemed to be a university, in case of an institution deemed to be a university;
7. recommend to the appropriate State Government for appropriate necessary action in case of a university is established or incorporated under a State Act;
8. taking such other action within its powers as the Commission may deem fit.

You are again requested to ensure compliance with the UGC directions regarding the refund of fees and return of the original document to the students.

With kind regards,

(Rajnish Jain)

The Vice-Chancellors of all Universities
The Principals of all Colleges/Institutes

Encl: As stated above



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D.O.No.2-71/2022(CPP-II)

2nd August, 2022

Subject: Fee refund policy 2022-2023

Respected Madam/Sir,

As you are aware that the University Grants Commission has issued 'the UGC guidelines on examination and academic calendar in view of the Covid-19 pandemic' on 16th July, 2021, wherein UGC has stipulated the provision of refund of fees on account of all cancellations of admissions/ migrations of students during the academic session 2021-2022. Also, UGC on 12th July, 2022 has requested the higher educational institutions to fix the last date of their under graduate admission process after declaration of result of class XII by CBSE so as to provide sufficient time to such students for admission in under graduate courses. Also, it may be noted that several entrance examinations including CUET, JEE Main, JEE Advance etc. have been delayed, due to which admissions may continue up to October, 2022.

In view above, and in order to avoid financial hardships being faced by parents, it has been decided by UGC that full refund of fees should be made by the higher educational institutions on account of all cancellations of admissions/ migrations of students up to October 31, 2022 for the academic session 2022- 2023 as a special case. It is made clear that the entire fee, including all charges, should be refunded (i.e., there should be zero cancellation charges) on account of cancellations/ migrations up to October 31, 2022. Thereafter, on cancellation/ withdrawal of admissions up to December 31, 2022, the entire fee collected from a student should be refunded in full after deducting not more than Rs.1000/- as processing fee.

All the Higher Educational Institutions are requested to ensure the compliance of the UGC directions in respect of refund of fee in view of COVID-19 Pandemic related factors.

With kind regards,

Yours sincerely,

(Rajnish Jain)

To,

The Vice-Chancellors of all universities
The Principals/Directors of all colleges / institutes



प्रो. रजनीश जैन
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With kind regards,

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No. F. 14-17/2020(CPP-II)

17th December, 2020

Respected Madam/Sir,

Your kind attention is invited to the UGC Guidelines on Academic Calendar for the First Year of Under-Graduate and Post-Graduate Students of the Universities for the Session 2020-21 in View of COVID-19 Pandemic which provide that:

"In order to avoid financial hardship being faced by the parents due to lockdown and related factors, full refund of fees be made on account of all cancellation of admissions/ migration of students, up to 30.11.2020, for this very session as a special case. To be crystal clear, the entire fees including all charges be refunded in totality (Zero Cancellation charges) on account of cancellation/ migration up to 30.11.2020. Thereafter, on cancellation/ withdrawal of admissions up to 31.12.2020, the entire fee collected from a student be refunded in full after deduction of not more than Rs.1000/- as processing fee."

The guidelines are available on UGC website https://www.ugc.ac.in/pdfnews/1019576_Guideline.pdf

The Commission has been receiving several references in the form of RTI applications/ complaints/ public grievances/ court cases in respect of non refund of fee by the universities/ institution in violation of the UGC Guidelines. The Commission has taken a very serious view of such complaints. Most of these complaints have come from the students who have taken admission in private or self financing universities and deemed to be universities and later opted out for one or the other reasons.

It is reiterated that the UGC guidelines are to be followed mandatorily by all the universities in letter and spirit. Any institution/ university found to be violating the guidelines and refusing to refund the fee by giving its own interpretation of the guidelines shall be liable for punitive actions as notified in clause 5 of the UGC notification refund of fees and non-retention of original certificate issued in October 2008 (https://www.ugc.ac.in/pdfnews/5437737_UGC-Notice-reg-Fees-refund-Eng.pdf.)

You are once again requested to ensure the compliance of the UGC directions in respect of refund of fee in accordance with the UGC Guidelines on Academic Calendar for the First Year of Under-Graduate and Post-Graduate Students of the Universities for the Session 2020-21 in view of COVID-19 Pandemic.

With kind regards,

Yours sincerely,

(Rajnish Jain)

The Vice-Chancellors of All Universities

**UGC Guidelines on Academic Calendar for the
First Year of Under-Graduate and Post-Graduate
Students of the Universities for the Session 2020-21
in View of COVID-19 Pandemic**



ज्ञान-विज्ञान विमुक्तये

**University Grants Commission
Bahadur Shah Zafar Marg
New Delhi**

September, 2020

UGC Guidelines on Academic Calendar for the First Year of Under-Graduate and Post-Graduate Students of the Universities for the Session 2020-21 in View of COVID-19 Pandemic

Introduction

The University Grants Commission taking a note of the COVID-19 pandemic constituted an Expert Committee in April, 2020 to safeguard the interests of the academic fraternity in general and students in particular to ensure health, safety and security of the students, faculty and staff and also to continue academic activities, conducting the examinations and declaration of results, facilitating the students to participate in further admissions, placement processes, research and training etc. and charting out a plan for the next academic session.

The Expert Committee deliberated on various issues and also consulted other stake holders and noted that the lockdown has been imposed by the Ministry of Home Affairs and the State Governments to prevent the spread of COVID-19 and also the results of the Class XII Board examinations are likely to be declared in the month of July 2020.

The Expert Committee submitted its report in April, 2020, based on which the UGC issued the Guidelines on 29.04.2020.

The University Grants Commission in June 2020 noted that the number of COVID-19 cases was rising exponentially and as per the reports the number would increase further. In view of the then prevalent situation and projected growth of cases due to COVID-19 pandemic, it was not feasible to conduct the examination even in the month of July 2020. Accordingly, the University Grants Commission requested the Expert Committee to review the Guidelines dated 29.04.2020, in view of emerging COVID-19 pandemic situation.

The Expert Committee again deliberated on the specific issues and also after due consultation with other stakeholders submitted its report in July, 2020, based on which the UGC issued the Guidelines on 06.07.2020.

The University Grants Commission in August 2020 requested the Expert Committee to revisit the guidelines dated 29.04.2020 and 06.07.2020 and suggest a revised Admissions and Academic Calendar, and other connected matters, for the first year of UG and PG programmes for the session 2020-2021.

The Commission at its emergent meeting held on 21.09.2020 considered the Report of the Expert Committee and based on the Report approved the "UGC Guidelines on Academic Calendar for the First Year of Under-Graduate and Post-Graduate Students of the Universities for the Session 2020-21 in View of COVID-19 Pandemic".

Guidelines

In continuation of the UGC Guidelines dated 29.04.2020 (including in partial modification thereof) and 06.07.2020, the following guidelines have been framed on academic calendar for the first year under graduate and post graduate students in the Universities and colleges:-

1. The institutions where admissions are solely through entrance tests and have completed the necessary requirements or are likely to complete these requirements in near future, may start their academic session of 1st year at the earliest. If necessity arises, provisional admissions may also be made. The relevant documents of qualifying examination be accepted up to 31.12.2020.
2. Merit/ entrance based admissions to the first year programmes for the session 2020-21 be completed by the end of October 2020. The last date for admissions to fill up the remaining vacant seats shall be 30.11.2020
3. The academic calendar for the first year students' proposed in the Guidelines dated 29.04.2020 stands amended. Hence, the academic Session 2020-21 may commence from 01.11.2020 for first year students. Accordingly, the following calendar is suggested for the academic session 2020-2021:

Admission Process (To be completed)	31.10.2020
Commencement of Classes of above students Fresh batch (First Semester/Year)	01.11.2020*
Preparatory Break	01.03.2021 to 07.03.2021
Conduct of Examinations	08.03.2021 to 26.03.2021
Semester Break	27.03.2021 to 04.04.2021
Commencement of Classes for Even Semester	5.04.2021
Preparatory Break	01.08.2021 to 08.08.2021
Conduct of Examinations	09.08.2021 to 21.08.2021
Semester Break	22.08.2021 to 29.08.2021
Commencement of Next Academic Session for this batch	30.08.2021

- * If there is a delay in declaration of result of the qualifying examinations, the universities may plan and start the academic session by 18.11.2020. The teaching learning process may continue in offline/ online/ blended mode.

4. All the universities may follow a 6-day week pattern for the academic session 2020-21 and 2021-2022 to compensate the loss for this batch of students.

5. In order to avoid financial hardship being faced by the parents due to lockdown and related factors, full refund of fees be made on account of all cancellation of admissions/ migration of students, up to 30.11.2020, for this very session as a special case. To be crystal clear, the entire fees including all charges be refunded in totality (Zero Cancellation charges) on account of cancellation/ migration up to 30.11.2020. Thereafter, on cancellation/ withdrawal of admissions up to 31.12.2020, the entire fee collected from a student be refunded in full after deduction of not more than Rs.1000/- as processing fee.
6. The universities are requested to compensate the delay in the start of academic session in the subsequent years by curtailing the breaks/ vacations so that this batch of students would get their final results for award of degree timely.
7. The Guidelines as issued on 29.04.2020 and 06.07.2020 highlighting the modes of teaching, conduct of examinations, importance of physical & social distancing etc. shall remain unchanged and shall remain mandatory in that respect.
8. In view of the present scenario and future uncertainties:
 - i. The universities may adopt and implement these Guidelines in a transparent manner by making alterations/ additions/ modifications/ amendments to deal with particular situation(s) in the best interest of students, educational institution and the entire education system, except in respect of those guidelines that are mandatory.
 - ii. If the university faces difficulty in making admissions as per the existing policy, it may adopt alternative modes of admission process, if otherwise legally tenable.
 - iii. In case of educational institutions located at places where the Government (Centre/ State) have imposed restrictions on gathering of public, the institutions may plan accordingly. In any case, the above recommendations shall not cause any restrictions on the guidelines/directions issued by the appropriate Government/ competent authority.

Notwithstanding the above Guidelines, every university/ college has to ensure that it is prepared in all respects to carry out the academic activities following necessary advisories/guidelines/directions issued by the Central/State Government, MHRD or UGC from time to time to prevent the spread of COVID-19.



University Grants Commission

Notification

on

Refund of Fees and Non-Retention of Original Certificates

October, 2018

1. Introduction:

The Commission has notified University Grants Commission (Grievance Redressal) Regulations, 2012 on redressal of multifarious grievances of students. But given the sheer volume of the complaints regarding non-refund of fees and retention of original certificates by Higher Educational Institutions (HEI), the Commission felt the need to notify elaborate instructions so as to curb such malpractices and decided to issue appropriate instructions in the form of this Notification to all universities and other HEIs under the purview of the UGC.

2. Objective:

To prohibit coercive and profiteering institutional practices in the matters related to refund of fees in case of withdrawal from the programme and retention of original certificates at the time of and / or after admission.

In exercise of powers conferred by Section 12 (d) read with Section 12(j) of the UGC Act, 1956, the UGC issues this Notification for adoption of standard operating procedures in the matters related to refund of fees in the event of student's withdrawal from the program and non-retention of certificates at the time of admission.

3. Application and Enforcement

3.1. The instructions contained in this Notification shall be in supersession to its earlier Public Notice dated 23.04.2007 and its Notification dated 16th December, 2016. It shall be applicable to Undergraduate, Postgraduate and Research Programs run by universities included under Section 2 (f) of UGC Act, together with all colleges under their affiliating domain and institutions declared as deemed to be universities under Section 3 of the UGC Act.

3.2 The provisions contained in this Notification shall come into force with immediate effect and shall have regulatory force on extant as well as future grievances over issues and matters covered herein.

4. Specific provisions for Mandatory compliance by HEIs:

The Commission herewith lays down specific provisions and consequent mandatory compliance on the issues related to:

(1) Refund of fees by the institution concerned in the event of the withdrawal from the programme by a student; and

(2) Verification and non-retention of academic and personal certificates of student;

For any complaint in respect of (1) & (2) above, the grievance redressal mechanism as prescribed under UGC (Grievance Redressal) Regulations, 2012, shall be followed.

4.1 Refund of Fees

4.1.1 No HEI shall make it mandatory for applicants to purchase the institutional prospectus at any time during the course of the programme of study. Purchasing prospectus shall be the personal choice of the applicant and he/she shall have rights to decide against it in case he/she wishes to access the information from the institutional website. As laid down in the Right to Information Act, 2005, and reiterated in the UGC Guidelines on Students' Entitlement, all HEIs shall disclose on their website and prospectus information regarding the status of the institution, its affiliation, accreditation

status, physical assets and amenities, course-wise sanctioned intake of students, various types of fees payable for different programmes, total fees payable for an entire programme, last date of admission, details of faculty, members of governing bodies and minutes of the meetings of bodies like Academic/Executive Council, sources of income, the financial situation and any other information about its functioning, necessary for an applicant to make a fully informed choice.

4.1.2 HEIs shall charge fees in advance only for the semester/year in which a student is to engage in academic activities. Collecting advance fees for the entire programme of study or for more than one semester/year in which a student is enrolled is strictly prohibited.

4.1.3 If a student chooses to withdraw from the programme of study in which he/she is enrolled, the institution concerned shall follow the following five-tier system for the refund of fees* remitted by the student.

S. No	Percentage of Refund of fees*	Point of time when notice of withdrawal of admission is received in the HEI
(1)	100%	15 days or more before the formally-notified last date of admission
(2)	90%	Less than 15 days before the formally-notified last date of admission
(3)	80%	15 days or less after the formally-notified last date of admission
(4)	50%	30 days or less, but more than 15 days, after formally-notified last date of admission
(5)	00%	More than 30 days after formally-notified last date of admission

NOTE : *Caution money and security deposit, which are not part of the fees chargeable, shall be refunded in full.

4.1.4 In case of (1) in the table above, the HEI concerned shall deduct an amount not more than 5% of the fees paid by the student, subject to a maximum of Rs. 5,000/- as processing charges from the refundable amount.

4.1.5 Fees shall be refunded by all HEIs to an eligible student within fifteen days from the date of receiving a written application from him/her in this regard.

4.2 Verification and Non-retention of Students' Academic and Personal certificates

4.2.1 No HEI shall insist upon a student to submit the original academic and personal certificates, like, mark-sheets, school leaving certificates and other such documents, at the time of submitting admission form, but the submission of self-attested copies thereof shall be mandatory.

4.2.2 HEIs shall physically verify the originals at the time of admission of the student in his/her presence and return them immediately after satisfying themselves about their authenticity, keeping the attested copies for their record.

4.2.3 The self-attested certificates of students shall be held valid and authentic by institution concerned and/or the affiliating university for all purposes and administrative requirements and should there be a need for physical verification at any time during the course of the programme of study, such verification shall be undertaken and the original certificates thus used for verification shall be returned immediately to the student concerned.

4.2.4 Taking the certificates into institutional custody under any circumstance or pretext is strictly prohibited.

4.2.5 In case of any suspicion over the authenticity or genuineness of a certificate, reference may be made to university or the Board which issued the certificate to the student and the admission be subjected to the authentication, but original certificate shall not be retained by the HEI under any circumstance.

4.3 Grievance Redressal Mechanism (GRM)

4.3.1 All HEIs shall mandatorily have a "Grievance Redressal Mechanism" (GRM) as mandated by UGC (Grievance Redressal) Regulations, 2012, as amended from time to time, to address and effectively resolve complaints, representations and grievances related to any of the issues mentioned in this Notification.

4.3.2 The GRM shall be available on HEI website.

4.3.3 HEIs shall ensure that all grievances received are addressed as deemed fit within 30 days.

5. Punitive Actions by Commission against defaulting HEIs

The Commission, in respect of any HEI which contravenes or fails to comply with the provisions of this Notification, shall proceed to take one or more of the following actions, namely:-

- (a) withdrawal of declaration of fitness to receive grants under Section 12B of the UGC Act, 1956;
- (b) withholding any grant allocated to the HEI;
- (c) declaring the HEI ineligible for consideration for any assistance under any of the general or special assistance programs of the Commission;
- (d) informing the general public, including potential candidates for admission, through a notice displayed prominently in the newspapers or other suitable media and posted on the website of the Commission, about the non-compliance by the HEI concerned;
- (e) recommend to the affiliating university for withdrawal of affiliation, in case of a college / institute;
- (f) recommend to the Central Government for withdrawal of declaration as Institution deemed to be university, in case of an institution deemed to be university;
- (g) recommend to the appropriate State Government for appropriate necessary action in case of a university established or incorporated under a State Act;

- (h) taking such other action within its powers as the Commission may deem fit.

Provided that no action shall be taken by the Commission under this Notification unless the HEI has been given an adequate opportunity of being heard.



(Rajnish Jain)
Secretary