



ज्ञान-विज्ञान विमुक्तये

आचार्य मनिष र. जोशी
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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) (C-114546)

12th June, 2024 / 22 ज्येष्ठ, 1946

Subject: Fee Refund Policy 2024-25

आदरणीय महोदया/महोदय,

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

2. Students should be allowed a full refund of fees within a specified period to enable them to opt for a course of their choice.
3. The Commission has considered the matter in its 580th meeting held on 15 May 2024, and after considering the relevant factors decided, the following fee refund policy for the academic session 2024-25:

- a. 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 admissions/migrations of students up to 30 September 2024 and with a deduction of not more than Rs. 1,000, as a processing fee, up to 31 October 2024.
- b. It shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- c. These guidelines would also be applicable to organizations, consortiums, committees, associations, etc., constituted for the purpose of conducting counselling or processing admissions and collecting fees on behalf of participating HEIs, and the HEI concerned will be responsible for refund fees.
- d. For any admission schedule extending/commencing beyond/after 31 October 2024, 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

Cont...

e. This policy will remain in force for subsequent academic sessions until the issuance of a revised policy by the UGC.

4. 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.

5. The Higher Education Institutions are requested to ensure compliance with the fee refund policy for the academic session 2024-25 and redress any grievance by the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

6. Any HEI violating the provisions of UGC Fee Refund Policy 2024-25 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.

सादर,

भवदीय,



(मनिष जोशी)

सेवा में,

सभी विश्वविद्यालयों के कुलपति।

सभी महाविद्यालयों के प्राचार्य।



ALL INDIA COUNCIL FOR TECHNICAL EDUCATION

(A STATUTORY BODY OF THE GOVERNMENT OF INDIA)

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PUBLIC NOTICE

All India Council for Technical Education (AICTE) has been empowered inter alia under section 10(n) of AICTE Act to "take all necessary steps to prevent commercialization of technical education". It has come to the notice of the Council that:

- Some of the AICTE approved Technical Institutions are admitting students to technical education programmes long before the actual starting of an academic session; collecting full fee from the admitted students; and, retaining their school institution's leaving certificates in original;
- Some Institutions are also reportedly confiscating the fee paid, if a student fails to join by such dates.
- Certificates in original are being detained by institutions to force retention of admitted students.
- The time limit for students to join the courses / programmes is also being advanced in some cases unrealistically so as to pre-empt students / candidates from exercising other options of joining other institutions of their choice.
- Some of the Institutes are not following the AICTE prescribed pay scales, salary of faculty & staffs are not paid timely.

AICTE REFUND POLICY

In the event of a student/candidate withdrawing before the starting of the course, the entire fee collected from the student, after a deduction of the processing fee of not more than ₹1000/- (Rupees One thousand only) shall be refunded/returned by the Institution. It would not be permissible for Institutions to retain the School / Institution Leaving Certificates in original. If a student leaves after joining the course and if the vacated seat is consequently filled by another student by the last date of admission, the Institution must refund the fee collected after a deduction of the processing fee of not more than ₹1000/- (Rupees One thousand only) and proportionate deductions of monthly fee and proportionate hostel rent, where applicable. In case the vacated seat is not filled, the Institution should refund the security deposit and return the original documents. Institution should not demand fee for the subsequent years from the students cancelling their admission at any point of time. Fee refund along with the return of Certificates should be completed within 7 days.

PENALTY CLAUSE

Institutions not following guidelines issued by the Council regarding refund of fee on cancellation of admission or delaying refunds shall be liable to any one or more of the following punitive actions by the Council:

- Fine for non-compliance of refund of fee levied against each case shall be twice the total fee collected per student
- Suspension of approval for supernumerary seats, if any, for one Academic Year
- Reduction in "Approved Intake"
- No admission in one/more courses for one Academic Year
- Withdrawal of approval for Programme/Course

WHOM TO APPROACH

In exercise of the powers conferred upon it under clause 1 of section 23 of the AICTE Act, 1987 (52 of 1987), All India Council for Technical Education (AICTE) has framed the AICTE (Establishment of Mechanism for Grievance Redressal) Regulations, 2012 and has notified those Regulations vide notification F.No. 37-3/Legal/2012 dated 25-05-2012. A copy of the Regulations is available on the AICTE web portal www.aicte-india.org>Bureau>Administration>Rules & Regulations.

These Regulations provide for (1) Establishment of a **Grievance Redressal Committee** in each technical Institution approved by the AICTE; and (2) Appointment of **Ombudsman**, by the affiliating Universities for the purpose of redressal of grievance of the students, parents and others.

Accordingly, all AICTE approved Institutions/Affiliating Universities shall comply with the above Regulations. They shall publish detailed information, including name, addresses etc. regarding constitution of the Grievance Redressal Committee, the OMBUDSMAN and its registry etc., in their website (public domain), prospectus and Notice Boards for wide publicity.

All aggrieved students, their parents & others may henceforth approach the Grievance Redressal Committee (GRC) of the institution in the first instance; and if they are not satisfied with the decision of the committee, they may send their appeal to the "OMBUDSMAN" directly. The 'OMBUDSMAN' shall exercise its powers to hear those grievances and ensure its disposal within one month of the receipt of the appeal."

All the AICTE approved institutions and affiliating Universities are directed to comply the above instructions.