



ज्ञान-विज्ञान विमुक्तये

प्रो. (डॉ.) जसपाल एस. सन्धू

सचिव

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Secretary



सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission

(मानव संसाधन विकास मंत्रालय, भारत सरकार)
(Ministry of Human Resource Development, Govt. of India)

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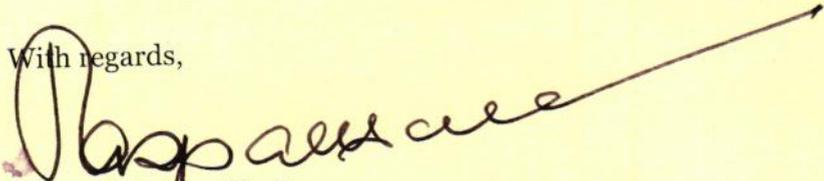
6th December, 2016

Dear Sir / Madam,

UGC has striven to discharge the mandate of regulating the standards of higher education given to it by the UGC Act, 1956 through issuance of regulations, guidelines, notifications and other instruments. UGC (Grievance Redressal) Regulations, 2012 and UGC Guidelines on Students' Entitlement are some of the initiatives that the Commission took to safeguard the interests and entitlements of students in higher educational institutions. UGC's public notice in 2007 articulating a procedure for resolving grievances of students related to fee refund and retention of original certificates was aimed in this direction. However, in view of contexts that have dramatically changed in the subsequent decade and unremitting flow of complaints and SOS pleas from students and parents on issues covered in public notice, UGC felt it incumbent upon itself to review its policy on this and other related student-centric matters. A Committee constituted in this regard has formulated an elaborate notification on "**Remittance and Refund of Fees and other Student Centric Issues**" which was approved by the Commission in its 519th meeting held on 15th November, 2016. The notification is available on UGC website.

Let me apprise you that UGC has taken a serious view of these matters which have been brought to its notice by students and other stakeholders and will take strict action against universities and their affiliated/constituent colleges breaching the provisions of this notification. I request you to give specific and stern instructions to various departments and colleges under your university for complete compliance of the Notification. The provisions of the Notification may also be included in the institutional website and prospectus suitably for wider dissemination.

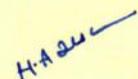
With regards,


(Jaspal S. Sandhu)

To the Vice Chancellors of all universities

Copy to:

1. The Publication Officer, Website Division, UGC, New Delhi.
2. The Bureau Heads, UGC, New Delhi (to take action on complaints / representations concerning their universities / colleges / institutes.



(Dr. Hemang Desai)
Education Officer

4.1.5 Taking the certificates and testimonials into institutional custody under any circumstances or pretexts is strictly prohibited for it is a coercive tactic which can be misused for blackmailing students who wish to withdraw admission from the institute for better prospects or other compulsions.

4.1.5 In case of any suspicion over the authenticity or genuineness of the testimonials, the reference may be made to the university or the Board which issued certificates to the student and the admission be subjected to the authentication, but original certificates shall not be retained under any circumstances

4.2 Remittance and Refund of Fees

4.2.1 No HEI shall make it mandatory for applicants to purchase the institutional prospectus any time during the course of the program of study. Purchasing prospectus shall be the personal choice of the student and he/she has all rights to decide against it in case he/she wishes to access the information from 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 like the status of the institution, its affiliation, accreditation rating, physical assets and amenities, course-wise sanctioned intake of students, details of faculty, membership of governing bodies and minutes of the meetings of bodies like Academic/Executive council, sources of income and the financial situation and any other information about its functioning necessary for a student to make a fully informed choice.

4.2.2 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 entire program of study or for more than one semester/year in which a student is enrolled is strictly prohibited as it restricts the student from exercising other options of enrolment elsewhere. This enabling provision is in line with the UGC guidelines on Choice-Based Credit System (CBCS) and Model Curricula which are geared towards promoting a student's inter-institutional mobility.

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

| Sr. No | Percentage of Refund of Aggregate fees* | Point of time when notice of withdrawal of admission is served to HEI |
|---------------|--|--|
| (1) | 100% | 15 days before the formally-notified last date of admission |
| (2) | 80% | Not more than 15 days after the formally-notified last date of admission |
| (3) | 50% | More than 15 days but less than 30 days after formally-notified last date of admission |
| (4) | 00% | More than 30 days after formally-notified last date of admission |

**(Inclusive of course fees and non-tuition fees but exclusive of caution money and security deposit)*

4.2.4 In case of (1) in the table above, the HEI concerned shall deduct an amount not more than 10% of the aggregate fees as processing charges from the refundable amount.

4.2.5 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.

4.3 Constitution and Functions of Grievance Redressal Committee (GRC)

4.3.1 All universities shall mandatorily constitute a “Grievance Redressal Committee” (GRC) mandated by UGC (Grievance Redressal) Regulations 2012 to address and effectively resolve complaints, representations and grievances related to any of the issues mentioned in this notification, among others articulated in the regulations. The GRC shall do all it takes to ensure that its