ज्ञान-विज्ञान विमुक्तये

प्रो. श्यामा रथ
सचिव

Prof. Shyama Rath
Secretary

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

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

D.O.No.1-3/2025(CDB/Fee Nivaran Cell) 15 आश्विन, 1948 / 7th October, 2026

Subject: Request for Intervention on Non-Compliance with UGC Fee Refund Policy

माननीय महोदया/महोदय,

In continuation of our earlier office letter of even number dated 3rd July, 2025, I again respectfully seek to draw your kind attention to the persistent non-compliance by certain Higher Educational Institutions (HEIs) with the University Grants Commission (UGC) Fee Refund Guidelines. These guidelines were formulated to safeguard students' interests and ensure fairness in the admission process.

The UGC has issued multiple circulars and notifications dated 17th December 2020, July 2021, 2nd August 2022, 3rd July 2023, 9th February 2024, and 12th June 2024 (Annexure-I), mandating the timely refund of fees to the students who have cancelled their admissions within the stipulated period. Furthermore, student-specific details are attached as (*Annexure-II)*. Despite these clear instructions, numerous complaints regarding non-refund of fees remain unresolved.

The Commission has made considerable efforts to ensure compliance, including forwarding student grievances to the concerned institutions and convening consultative meetings. However, these measures have not yielded the desired results, as the institutions continue to disregard the guidelines. Such violations not only infringe upon students' rights but also erode the integrity and credibility of the higher education system.

Despite repeated written communications and telephonic follow-ups with the concerned universities and their affiliated colleges, several institutions continue to disregard the UGC directives, thereby causing undue hardship to students. A detailed list of such institutions is enclosed as (*Annexure-III)*.

In light of the above, I humbly request the intervention of the Hon'ble Governor's office to ensure strict enforcement of the UGC Fee Refund Policy. A directive from Your Excellency cautioning these institutions against further violations would be crucial in safeguarding the interests of the student community and upholding the principles of justice and accountability in higher education.

I remain grateful for your kind attention to this matter.

सादर,

भवदीया,

श्यामा रथ

(श्यामा रथ)

संलग्नक: उपरोक्तानुसार

All Principal Secretary to the Hon'ble Governor to States & UTs (As per list attached)

Copy to:-

1. Secretary Higher Education to States & UTs (As per list attached)

श्यामा रथ

(श्यामा रथ)

बहादुरशाह जफ़र मार्ग, नई दिल्ली-110002 | Bahadur Shah Zafar Marg, New Delhi-110002
दूरभाष (Ph.): 011-23236288/23239337 | सम्पर्क सूत्र (ई-मेल) (E-mail) : secy.ugc@nic.in

Annexure - I

प्रो. रजनीश जैन
सचिव
Prof. Rajnish Jain
Secretary

सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा मंत्रालय, भारत सरकार)
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बहादुरशाह ज़फ़र मार्ग, नई दिल्ली-110002
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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 **2018** (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 Examinations and Academic Calendar in view of the COVID-19 Pandemic

ज्ञान-विज्ञान विमुक्तये

University Grants Commission
Bahadur Shah Zafar Marg
New Delhi

July, 2021

UGC Guidelines on Examinations and Academic Calendar in view of the COVID-19 Pandemic – July, 2021

I. Introduction

Keeping in view the prevailing situation due to the COVID-19 pandemic; the order of the Hon'ble Supreme Court of India regarding the cancellation of School Board examinations for class/grade-XII; the earlier order of the Hon'ble Supreme Court upholding the UGC's guidelines of July 6, 2020 regarding terminal semester/ final year examinations; the earlier UGC guidelines on examination and academic calendar dated April 29, 2020, July 6, 2020 and September 24, 2020; and, the larger interest of students, the following guidelines are being issued by the UGC in respect of examinations and the academic calendar for universities, colleges and institutions deemed to be universities (who are collectively called "**Higher Education Institutions**" in these guidelines) in continuation of the earlier guidelines.

II. Examinations

The provisions as contained in the guidelines issued earlier as mentioned above shall apply for the current academic session 2020-21. Further, the Terminal Semester/ Final Year Examinations (2020-2021) be compulsorily conducted in offline (pen & paper)/ online/ blended (online + offline) mode by no later than August 31, 2021 following the prescribed protocols/ guidelines related to the COVID-19 pandemic.

For intermediate semester/year students, assessment shall be based on internal evaluation and previous semester as suggested in 2020 guidelines.

III. Academic Calendar

The provisions contained in the UGC Guidelines dated 24.09.2020 shall be applicable for the academic session 2021-2022. For students of the intermediate semester/year, the Higher Education Institutions may start their academic session (in online/offline/blended mode) as early as possible, following the guidelines/directions related to the COVID-19 pandemic issued by the appropriate government/competent authority.

In addition, the following guidelines shall also apply regarding the academic calendar for the first-year under-graduate and post-graduate students in Higher Education Institutions:

1. The Hon'ble Supreme Court of India's order dated June22, 2021 in Writ Petition(s) (Civil) No. 522 of 2021 (Mamta Sharma versus Central Board of Secondary Education & Others) has noted as follows:

"....Attorney General for India by pointing out that U.G.C. will be issuing necessary instructions to ensure that the admission process by the colleges and institutions should commence only after the declaration of results by the C.B.S.E. and I.C.S.E., including the State Boards."

Accordingly, Higher Education Institutions shall ensure that the admission process for undergraduate courses/programmes for the academic session 2021-2022 commences only after the declaration of results by the CBSE, ICSE and State Boards. It is expected that all the School Boards will declare their results for the class/grade-XII examinations by July 31, 2021.

2. Admissions to the first year courses/programmes for the session 2021-2022 shall be completed by no later than September 30, 2021. The last date for admissions to fill up the remaining vacant seats shall be October 31, 2021. The relevant documents of the qualifying examination can be accepted up to December 31, 2021.

3. The academic session 2021-2022 shall commence latest by October 1, 2021 for first semester/year students.

4. Accordingly, Higher Education Institutions shall follow the calendar given below for the academic session 2021-2022:

Admission Process for Undergraduate Level Programmes (in view of point no. 1 of Academic Calendar)	To Commence only after the declaration of results by the C.B.S.E. and I.C.S.E., including the State Boards. It is expected that School Boards will declare the results of the class/grade-XII examinations by 31.07.2021.
Completion of Admission Process for Undergraduate and Postgraduate Programmes in online/offline/blended mode	30.09.2021
Commencement of Classes for intermediate semester/year students in online/offline/blended mode	As early as possible
Commencement of Classes of Undergraduate and Postgraduate students' Fresh batch (First Semester/Year)	*Latest by 01.10.2021
Preparatory Break	**To be planned by the Higher Education Institutions
Conduct of Examinations	
Semester Break	
Commencement of Classes for Even Semester	
Preparatory Break	
Conduct of Examinations	
Semester Break begins	
Semester Break ends	31.07.2022
Commencement of Next Academic Session for this batch	01.08.2022

*If there is a delay in declaration of result of the qualifying examinations, Higher Education Institutions may plan and start the academic session by October 18, 2021. The teaching-learning process may continue in offline/ online/ blended mode.

**Higher Education Institutions may plan for classes, breaks, conduct of examinations, semester break etc. during the period October 1, 2021 to July 31, 2022 following necessary protocols/guidelines/directions/advisories issued by the Central/State Governments and competent authorities from time to time, in view of the COVID-19 pandemic.

5. In view of the financial hardships being faced by parents due to lockdowns and related factors, a full refund of fees should be made on account of all cancellations of admissions/ migrations of students up to October 31, 2021 for the academic session 2021-2022 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, 2021. Thereafter, on cancellation/ withdrawal of admissions up to December 31, 2021, the entire fee collected from a student should be refunded in full after deducting not more than Rs.1000/- as processing fee.

6. The guidelines issued by the UGC on April 29, 2020 and July 6, 2020 highlighting the modes of teaching, conduct of examinations, importance of physical & social distancing etc. should be read along with the present guidelines and shall remain mandatory, but the present guidelines shall prevail in the event of any conflict.

7. The present guidelines are subject to the advisories/directives issued by the apex statutory bodies/councils concerned, e.g., AICTE, NCTE, BCI, NMC, DCI, INC, PCI, AYUSH etc. regarding examinations and academic calendars.

Notwithstanding the present guidelines regarding the conduct of examinations and commencement of the next academic session, every Higher Education Institution shall ensure that it is prepared in all respects to carry out the academic activities following necessary protocols/guidelines/directions/advisories issued by the Central/State Governments or competent authorities from time to time, in view of the COVID-19 pandemic.

ज्ञान-विज्ञान विमुक्तये

सत्यमेव जयते

विश्वविद्यालय अनुदान आयोग
University Grants Commission
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प्रो. रजनीश जैन
सचिव
Prof. Rajnish Jain
Secretary

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

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...

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.**

आचार्य मनिष र. जोशी
सचिव
Prof. Manish R. Joshi
Secretary

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

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

No.F 12-5/2023(FNT/NET)-FeeNivaran **February 9, 2024/20 माघ, 1945**

Subject: Regarding Non-Refund of Fee

Respected Madam / Sir,

It is submitted that UGC has issued notifications / guidelines / letters regarding the refund of fees which are also available on the UGC website www.ugc.gov.in. The said notifications / guidelines are applicable to Undergraduate, Postgraduate and Research Programmes offered by all Universities included under Section 2(f) & 12(B) of UGC Act, 1956.

UGC has been receiving several complaints regarding non-refund of fee against many Higher Educational Institutions (HEIs). UGC has requested all the HEIs vide mails and reminders to act on the complaints received from the students seeking a refund of fees paid to the Institutes after those students migrated to other Institutions.

Further, your attention is also invited towards the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 in which at point no. 3 (f) (xiii) (copy attached) it is clearly mentioned that:

"*3. DEFINITION:*

(f) "grievance" means, and includes, complaint(s) made by an aggrieved student in respect of the following, namely:

xiii. "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;"

In view of above, you are hereby advised to pay special attention towards fee refund of the aggrieved students and abide by UGC's guidelines / regulations issued with respect to fee refund of the students.

Non-compliance to the above shall attract punitive action as prescribed under the relevant guidelines/regulations."

With regards.

Yours sincerely,

(Manish Joshi)

Copy to:

1. **All Vice-Chancellors of Universities**
2. **All Principals of Colleges**

बहादुरशाह जफ़र मार्ग, नई दिल्ली-110002 | Bahadur Shah Zafar Marg, New Delhi-110002
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आचार्य मनिष र. जोशी
सचिव
Prof. Manish R. Joshi
Secretary

सत्यमेव जयते

आज़ादी का अमृत महोत्सव

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।