



JAMIA HAMDARD

(Deemed to be University)

Accredited by NAAC in 'A+' Category

New Delhi - 110062

CENTRE FOR DISTANCE AND ONLINE EDUCATION

F.No. CDOE/JH/2024/AICTE/

Dated: 18th May, 2024

UNDERTAKING

Fee Refund Policy of CDOE Jamia Hamdard for students enrolled in Distance and Online Programmes

Certified that the CDOE of Jamia Hamdard has been following the UGC/AICTE norms for fee refund/retention of original certificates of students enrolled in ODL/OL programmes. The list of guidelines of UGC/AICTE in this regard is enclosed to this undertaking: - (copies are enclosed):

S.N o.	Details	Weblink
01.	Secretary, UGC DO Letter F.2-71/2022 (CPP-II) dated 3 rd July 2023 regarding Fee Refund Policy 2023-24	https://www.ugc.gov.in/pdfnews/6994492_Fee-refund-polict_0001.pdf
02.	Secretary, UGC letter F.No.14-12/2019 (CPP-II) dated 11 th August 2020 regarding Non-Retention of Certificates of Teachers by HEIs- regarding	-
03.	Member Secretary, AICTE letter F.No.1-101/DPG/AICTE/Regulations/2019 dated 29 th March 2019 regarding withholding/retaining of original certificates of faculty/non-teaching staff Members/students by the employer Institutions	https://www.aicte-india.org/sites/default/files/Circular%20original%20certificates%20of%20faculty.pdf
04.	UGC Public Notice dated October 2018 regarding Refund of Fees and Non-Retention of Original Certificates	https://www.ugc.gov.in/pdfnews/5437737_UC-C-Notice-reg-Fees-refund-Eng.pdf

Director, CDOE
Jamia Hamdard, New Delhi



Registrar
Jamia Hamdard, New Delhi



शान-विज्ञान विमुक्तये

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 आषाढ़ 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...



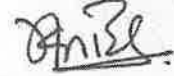
It may also be noted that the UGC has notified the Redressal of Grievances of Students Regulations, 2023 wherein "*delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission,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



ज्ञान-विज्ञान विमुक्तये

प्रो. रजनीश जैन
सचिव

Prof. Rajnish Jain
Secretary



सत्यमेव जयते

UMs-742

विश्वविद्यालय अनुदान आयोग

University Grants Commission

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

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F.No.14-12/2019(CPP-II)

UM Section

11th August, 2020

PUBLIC NOTICE

**NON RETENTION OF CERTIFICATES OF TEACHERS BY HIGHER
EDUCATIONAL INSTITUTIONS - REGARDING**

It has come to the notice of the UGC that many of the universities/colleges/institutes collect the original academic certificates, mark-sheets etc. at the time of issuing employment contracts to the teachers and then continue to retain those documents with them. The teachers face tough time recovering their certificates from their employer educational institutions when they leave their job. Many have to forego their better prospects as they are not able to recover their documents in time.

The UGC, taking a serious view on these matters, hereby notifies that no employing Higher Educational Institutions (HEIs) shall keep in their possession any teacher's academic certificates/documents in original which is akin to depriving them of their rights. Further every Higher Educational Institutions (Universities/Colleges/Institutes) are mandatorily required to issue employment contracts clearly specifying all the terms and conditions in accordance with the stipulated norms of the UGC and other statutory bodies concerned.

All the institutions are required to strictly comply the above.


(Rajnish Jain)



प्रो. आलोक प्रकाश मिश्र
सदस्य सचिव
Prof. Alok Prakash Mittal
Member Secretary



सत्यमेव जयते

अखिल भारतीय तकनीकी शिक्षा परिषद्

(भारत सरकार का एक सांविधिक निकाय)
(मानव संसाधन विकास मंत्रालय, भारत सरकार)
नेल्सन मंडेला मार्ग, वसंत कुंज, नई दिल्ली-110070
दूरभाष: 011-26131497
ई-मेल: ms@aicte-india.org

ALL INDIA COUNCIL FOR TECHNICAL EDUCATION
(A STATUTORY BODY OF THE GOVT. OF INDIA)
(Ministry of Human Resource Development, Govt. of India)
Nelson Mandela Marg, Vasant Kunj, New Delhi-110070
Phone: 011-26131497
E-mail: ms@aicte-india.org

F.No. 1-101/DPG/AICTE/Regulation/2019

29th March, 2019

Sub: Withholding/Retaining of original certificates of faculty/Non-Teaching Staff Members /Students by the employer Institutions.

Sir,


AICTE has been receiving a number of complaints against the Institutions for withholding / retaining the original education qualification certificates of faculty/non-teaching staff members resigning / leaving from employment. As per guidelines Institutions are not allowed to retain the original certificates. Any violation in this regard shall attract strict punitive action including "withdrawal of Approval".

Members of faculty /non-teaching staff of technical Institution are also advised to give at least one month's notice while leaving the job in mid-session keeping in view the academic interest of students.

It has also come to the notice of AICTE that some Institutions are withholding the original certificates of students cancelling their admission at any point of times and demanding fee for subsequent years. This is a clear violation of AICTE norms and attracts strict punitive action.

In view of the above, all the AICTE approved Technical Institutions are directed to comply the guidelines of AICTE and not to indulge in such illegal and unethical restrictive practices.

Yours Faithfully,


29/3/19
(Prof. A.P.Mittal)

To

The Director / Principals
AICTE's Approved Institutions

Copy to:

1. Advisor (Approval)
2. All Regional Officers of the Council
3. Director (e-governance), AICTE



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