



ವಿಶ್ವೇಶ್ವರಯ್ಯ ತಾಂತ್ರಿಕ ವಿಶ್ವವಿದ್ಯಾಲಯ
"ವಿ ಟಿ ಯು ಅಧಿನಿಯಮ ೧೯೯೪" ರ ಅಡಿಯಲ್ಲಿ ಕರ್ನಾಟಕ ಸರ್ಕಾರದಿಂದ
ಸ್ಥಾಪಿತವಾದ ರಾಜ್ಯ ವಿಶ್ವವಿದ್ಯಾಲಯ.



Visvesvaraya Technological University

(State University of Government of Karnataka Established as per the VTU Act, 1994)

"Jnana Sangama" Belagavi-590018, Karnataka, India

Dr. B.E. Rangaswamy. Ph.D

REGISTRAR

Ref: VTU/BGM/SA/Aca-Cirs/2024-25/ 2163

Phone: (0831) 2498100

Fax : (0831) 2405467

Date : 10 AUG 2024

CIRCULAR

Sub: Retention of original certificates and demanding fees for entire Course from the student - reg...

With reference to the above, the University is receiving many petitions / requests w.r.t. retention of original certificates for fee for the entire course from the students in case of discontinuation of the programme - during fresh admission and / or mid of the programme.

In this regard, the following are enclosed for your kind information and necessary action:

1. AICTE letter No. F. No. 1-01/DPC/AICTE/Regulations/2019 dt: 29-3-2019
2. AICTE - Extract from Approval process handbook 2024-27 - Fee Refund Policy
3. UGC Notification - Refund of Fees and Non -retention of Original Certificates (October 2018 and 3-7-2023)
4. VTU Regulations Governing Institutions Malpractice - 2015 - Sl.No 13 of Clause No. VIII - Penalties and punishments.
5. Further, in W.P. 62299/2016 and 47380/2017 Hon'ble High Court ordered that no educational institution can retain the original documents of students.

Hence, as per the norms of the apex bodies and VTU, no institution shall retain the original documents of any student. The original documents shall be verified and returned to the students immediately. It is hereby informed that the retention of original documents will invite punishments as per VTU Regulations Governing Institutional Malpractice 2015, Sl. No.13 of clause VIII.

In light of all the above , all colleges under VTU are hereby informed not to retain the original documents of any student.

Follow the directions of Apex bodies- both UGC & AICTE and VTU in this regard, failing which, the University will be forced to initiate action against the college and will also report to AICTE, UGC and State Govt.

This is for strict compliance.

Encl: As above

BY ORDER

Par 10/08/14 *BE*

REGISTRAR,

(Signature)

(Signature)

To,

- 1 **The Principals** of All Engineering (Constituent /Affiliated/Autonomous/) Colleges under the ambit of VTU, Belagavi
- 2 **All the Chairpersons and Programme Coordinators** of VTU Departments of all centres

Copy to:

- 1 **The Chairman, All India Council for Technical Education, New Delhi**
- 2 **The Chairman, University Grants Commission, New Delhi**
- 3 **The Chairman, Admission Overseeing Committee**, KEA Building, 2nd Floor, 18th Cross, Sampige Road, Malleshwaram, Bangalore - 560 012
- 4 **The Chairman, Fee Regulatory Committee**, KEA Building, 2nd Floor, 18th Cross, Sampige Road, Malleshwaram, Bangalore - 560 012
- 5 **The Principal Secretary**, Department of Higher Education, Karnataka Government Secretariat, M.S. Building, Bengaluru-560 001.
- 6 **The Commissioner Collegiate Education**, Unnatha Shikshna Soudha, · Seshadri Road Bengaluru - 56000,
- 7 **The Hon'ble Vice Chancellor** through the Secretary to VC, VTU, Belagavi for kind information
- 8 **The Registrar (Evaluation)**, VTU, Belagavi for kind needful
- 9 **The Regional Directors** (I/C) of all the Regional Offices of VTU for circulation
- 10 **The Director** (I/C), ITISMU, VTU, Belagavi- to upload on VTU website
- 11 **All the concerned Special Officers and Case-workers** of Academic Section, VTU, Belagavi for information and necessary action
- 12 Circular file



प्रो. आलोक प्रकाश मित्रल
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,

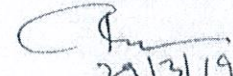
AICTE has been receiving a number of complaints against the Institutions for withholding / retaining the original education qualification certificates of faculty/non-teaching staff members resigning / leaving from employment. As per guidelines Institutions are not allowed to retain the original certificates. 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

c. Requirements and Eligibility

Students meeting eligibility criteria as defined in the scheme guideline document available on AICTE website: <https://www.aicte-india.org/> (Gifted Child Scheme under announcement) are eligible for seats under this scheme.

d. Admission Procedure

Admission Procedure for Gifted Children shall be as per **Clause 6.43 (e)**.

6.45 Fee Refund Policy

In the event of a student withdrawing before the start of the Course, the entire Fee collected from the student, after a deduction of the processing Fee of not more than Rs.1000/- (Rupees One Thousand only) shall be refunded by the Institution. It would not be permissible for Institutions to retain the School/ Institution Leaving Certificates in original.

In case, 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 Rs.1000/- (Rupees One Thousand only) and proportionate deductions of monthly Fee and hostel rent, where applicable.

The last date for withdrawal of PGDM admission for the purpose of refund of fee shall be as per the last date mentioned in the Academic Calendar.

In case the vacated seat is not filled, the Institution should refund the Security Deposit and return the original documents.

The 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.

6.46 Release of Security Deposit

a. Procedure

The Trust/ Society/ Company shall upload/ submit the following documents on AICTE Web- Portal for the release of the FDR/ RTGS.

- i. Application/ request letter of the Institution for FDR/ RTGS release.
 - ii. Affidavit 6 with details of the Institution and Name of the Trust/ Society/ Company, FDR/ RTGS details (as per the standard format)
 - iii. Copy of FDR to be released, in a corpus fund made by RPGF, copy(s) of the Demand Draft (if any) submitted to AICTE for creation of RPGF/ Online payment proof for Security Deposit.
 - iv. Copy of LoA /EoA (Latest).
- b. Clearance from Public Grievance Redressal Cell (PGRC), Vigilance Cell and Other Cells/Bureaus (Grants released to the Institutions) of AICTE are required for the release of the FDR.
 - c. In case of FDR/ RPGF, upon clearance from all the above, NOC shall be issued to the Institution by the Approval Bureau at AICTE.
 - d. In case of RTGS, the sanction order shall be issued by the Council.
 - e. If an Institution has any financial embezzlement with Government Bodies/ Banks, then Security Deposit shall not be released till the NOC from such body is received.
 - f. In case an Institution/ Trust/ Society/ Company violates the Security Deposit related norms, the Council shall initiate appropriate penal action.

- i. Refusal/ withdrawal of grant of visa to employees/ teachers of the said Foreign University/ Institution.
- ii. Stop transfer of funds outside India.
- iii. Informing the Public about the withdrawal of approval of the Twinning Programme with Foreign University/ Institution and the consequence there of.
- c. Once the approval of the Twinning Programme is withdrawn, the Council shall make an attempt in co-ordination with concerned State Government/ UT to re-allocate the students enrolled in such Programme to other approved Institutions of the Council. The Institution shall have to return the entire Fee collected from such students to the Institutions in which the students are accommodated.
- d. Institution whose approval of Twinning programme is withdrawn, shall not be allowed to collaborate with any other Centre/ Institution or enter into a Collaborative arrangement in India for at least next 3 years.
- e. UGC norms and amendments from time to time on the subject shall be applicable.

7.6 Fee Refund Cases

Institutions not following guidelines issued by the Council regarding refund of Fee for cancellation of admission or delaying refunds shall be liable to any one or more of the penal actions as mentioned in Clause 7.3 by the Council.

NOTE: Any changes in the Schedule for any of the academic related activities as notified by the Council from time to time are binding on all the AICTE Approved Universities/Institutions.

7.7 Security Deposit

In case of Institutions where FDRs are encashed before the date of maturity or not depositing the required Security Deposit at the time of LoA, a penalty of 10% of the value of the FDR shall be imposed. However, Institutions NOT created FDR / created FDR for lesser duration / lesser amount than prescribed at the time of LoA have to create the same as per the Rules / Policy as specified in the Approval Process Handbook.

7.8 Complaints regarding the use of fake certificates of SC/ST/OBC/EWS/PwD to be investigated in time bound manner and if found guilty, such admission should be cancelled. Further, appropriate action shall be initiated accordingly with due intimation to AICTE.

7.9 Penalty amount shall be paid online to the Council as per the instructions.

7.10 Complaint Cases

- a. All Institutions shall have Grievance Redressal mechanism as notified by the Council.
- b. In case of receipt of any Complaint(s) about an Institution, the same shall be processed by Public Grievance Redressal Cell (PGRC) of AICTE.
- c. The verified Complaint shall be placed before a Standing Complaint Scrutiny Committee (SCSC) for further necessary action. If necessary, the complainant as well as the Institute may be called to appear before SCSC at his/ her own cost. Based on the recommendation of SCSC, a Warning or Show-Cause Notice may be issued to the Institution or Expert Visit Committee may be conducted through Regulation Bureau.
- d. The report of the Expert Visit Committee/ Show Cause notice, if issued shall be placed before the Standing Hearing Committee.



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...

वैश्विक कुटुंबकम्
ONE EARTH • ONE FAMILY • ONE FUTURE

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Amir


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.**



3

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.

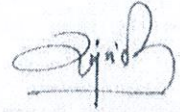
5. Punitive Actions by Commission against defaulting HEIs

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