

## **Fee Refund Policy**

1. All payments made through the University's Online Payment Gateway are subject to the rules, regulations, and policies of the University.
2. Fees once paid shall ordinarily **not be refunded**, except in the following cases:
  - a) Duplicate or multiple payments made for the same purpose;
  - b) Excess payment made due to a technical or system error;
  - c) Amount debited from the payer's account but not credited to the University's account due to a payment gateway or banking failure.
3. Any request for refund shall be submitted to the University along with the Transaction ID/Reference Number/UTR, date of transaction, amount paid, purpose of payment, and such other supporting documents as may be required.
4. The University shall verify the claim before processing any eligible refund. Approved refunds shall be credited only to the original mode of payment or such bank account as permitted by the University.
5. Refunds, if approved, shall normally be processed within **7 to 15 working days**, subject to the processing timelines of the payment gateway, the concerned bank, and applicable procedures.
6. Payment gateway charges, convenience fees, bank charges, or any other transaction charges, wherever applicable, shall not be refunded.
7. In the event that the amount is debited from the payer's account but the transaction is unsuccessful, the payer is advised to verify the transaction status with the concerned bank or payment gateway, as such amounts are generally reversed automatically in accordance with the bank's prescribed timelines.
8. **Refund of fees in case of cancellation or withdrawal of admission shall be governed as follows:**
  - a) **For Undergraduate (UG) and Postgraduate (PG) programmes**, the refund of fees, if any, shall be processed strictly in accordance with the Refund Policy/Guidelines issued by the University Grants Commission (UGC), as amended from time to time, and the applicable rules and regulations of the University. Extant refund guidelines are as follows:

<b>S. No</b>	<b>Percentage of Refund of fees</b>	<b>Point of time when notice of withdrawal of admission is received in the HEI</b>
01.	100%	15 days or more <b>before</b> the formally-notified last date of admission
02.	90%	Less than 15 days <b>before</b> the formally-notified last date of admission
03.	80%	15 days or less <b>after</b> the formally-notified last date of admission

04.	50%	30 days or less, but more than 15 days, <b>after</b> formally-notified last date of admission
05.	00%	More than 30 days <b>after</b> formally-notified last date of admission

- b) **For Short-Term, Certificate, Diploma, Executive, Skill Development, and other non-UG/PG programmes**, the refund of fees, if any, shall be governed by the refund policy decided by the University Academic Council. For all short-term courses, full refund will be given until 1 day before course commencement. Subsequently no refund is admissible for course drop-outs.
9. Candidates are advised to carefully read and follow the Terms and Conditions of the Online Payment Gateway and all instructions displayed during each step of the payment process before proceeding with the transaction. In the event of any unsuccessful, incomplete, duplicate, or failed transaction, the refund of the amount, if applicable, shall be processed strictly in accordance with the above Refund Policy.
10. The University reserves the right to amend, modify, revise, or withdraw this Refund Policy, in whole or in part, from time to time in accordance with applicable laws, regulations, Government or University Grants Commission (UGC) guidelines, or administrative requirements. Any amendment shall come into effect from the date notified by the University.