

**RULES FOR REFUND OF FEES AND
NON-RETENTION OF ORIGINAL CERTIFICATES**

The UGC has vide its Notification dated October 2018 issued an elaborative guidelines on 'REFUND OF FEES AND NON-RETENTION OF ORIGINAL CERTIFICATES'

1. APPLICABILITY AND ENFORCEMENT:

- i) It shall be applicable to Undergraduate, Postgraduate, Research Degree, Diploma and Certificate Programmes offered by Symbiosis International (Deemed University).
- ii) It shall come into force with immediate effect and shall have regulatory force on extent as well as future grievances over issues and matters covered herein.

2. VERIFICATION AND NON-RETENTION OF STUDENTS' ACADEMIC AND PERSONAL TESTIMONIALS:

- i) None of the Constituent Institute/ Department shall insist upon a student to submit the original academic and personal certificates and testimonials like Mark Sheets, School Leaving Certificates and all other such documents at the time of submitting application form.
- ii) Students shall be allowed to submit self-attested documents such as Mark Sheets, Birth Certificates etc. for all purposes of administrative requirements.
- iii) The office shall verify the original certificates and testimonials before the finalization of the process of admission of the students in his / her presence and return them immediately after satisfying about their authenticity and veracity, keeping the attested copies for office records.
- iv) At any stage, if there is a need of any other kind of documents the self-attested copies be accepted and physical verification of originals be undertaken in the presence of student. Such verified originals certificates and testimonials shall be immediately returned to the student.
- v) None of the Constituent Institute/ Department shall keep certificates and testimonials of any student into institutional custody under any circumstances or pretexts, as it is strictly prohibited for it is a coercive tactic which can be misused for black mailing students who wish to withdraw admission from the Institute for better prospects or other compulsions.
- vi) 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.

3. RULES FOR REFUND OF FEES:

Rules for Remittance and Refund of Fees and other students centric issues were revised on the basis of UGC Notification No.F.No.1-3/2016 (CPPPI/DU) dated July 11, 2016 and and the notification issued on 6th December, 2016.

Now the UGC has issued a Notification on Refund of fees and Non-Retention of Original Certificates' in October 2018. Therefore, the Rules on refund of fees and non-retention of original certificates' have been revised as under:

4. PROCEDURE:

CANCELLATION/ WITHDRAWAL OF ADMISSION:

- i) A student shall apply for cancellation of admission in the prescribed format to the Constituent Institute / Department.
- ii) The Constituent Institute/ Department after following due procedure will cancel the admission of the applicant and shall refund fees to the student within **15 days** from the date of his / her application.
- iii) The Constituent Institute/ Department shall cancel the admission of the student in the following situations:-
 - 1) Non - payment of fees for more than 1 semester.
 - 2) Non - reporting to the institute for more than 30 days,

- without prior intimation in writing to the concern authority

5. PART A:

REFUND OF FEES (ACADEMIC AND NON-TUITION INCLUDING HOSTEL AND MESS):

If a student applies to withdraw/ cancel his/ her admission from the programme of study in which he/ she is enrolled, the Constituent Institute/ Department 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:*

i) In case of (1) in the table above, the University 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.

ii) Fees shall be refunded by the University to an eligible student within fifteen days from the date of receiving a written application from him/her in this regard.

iii) In case of (2) in the table above, the University shall deduct an amount of 10% of the academic fees paid by the student as processing charges.

6. LAST DATE OF ADMISSION:

For the purpose of refund of Fees, the last date of admission will be considered as one day prior to the date of commencement of programme.

7. MEDICAL INSURANCE:

Medical Insurance premium of the student is deposited to the Insurance Company, immediately after the student obtains provisional admission. Hence, this amount is **NON REFUNDABLE**.

In case the student's admission is cancelled for reasons what so ever, he/she will continue to draw all benefits under the said insurance scheme for the period insured (policy year). Students may contact Symbiosis Centre of Health Care (SCHC) at 9552525015 (24 X 7) for any query / assistance.

8. REFUND OF DEPOSIT:

- i) Refund of Institution deposits shall be subject to such deductions as may be necessary on account of any damage to the property of the Institution concerned such as breakages to laboratory equipment, assets such as computers, gadgets etc., loss of library books for which the student would be responsible.
- ii) Refund of the Hostel deposit shall be subject to such deductions as may be necessary on account of any damage to the property of the Institution concerned such as fans, cupboards, glass panes, tables, chairs etc. for which the student would be responsible.

9. REFUND OF FEES IN OTHER CASES:

- i) In case, admission of student is cancelled on account of disciplinary action or violation of Anti Ragging Regulations or Substance Abuse or breach of Code of Conduct or any other Rules & Regulations of the University, No Refund of fees is permissible. Only the respective deposits would be refunded to the student.
- ii) In case, admission of student is cancelled on account of ineligibility, the refund of fees (academic and non-tuition including hostel and mess) will be on prorata basis.
- iii) In any other case which is not covered in these rules, the decision would be taken by the Vice Chancellor.

10. TRANSFER OF FEES IN CASE OF TRANSFER OF ADMISSION TO ANOTHER CONSTITUENT/ DEPARTMENT OF SIU:

- 1) In case student applies for transfer of admission from one constituent of SIU to another constituent of SIU, the transfer application shall be processed and if approved by the University; the transfer of fees shall be as under:
 - i) If the student applies for transfer of admission to another Constituent Institute/ Department of the University before commencement of the programme, then 100% fees shall be transferred to the other Constituent Institute/ Department. In case, the

programme fees are different, then the student will have to pay the difference in the fees or else the amount will be adjusted in the next instalment/ refunded to the student.

- ii) If the student applies for transfer of admission to another Constituent Institute/ Department of the University, after commencement of the programme, then the proportionate amount of academic, hostel and mess fees shall be deducted and remaining amount after deductions shall be transferred to the other Constituent Institute/ Department. In case, the programme fees are different, then the student will have to pay the difference in the fees or else the amount will be adjusted in the next instalment/ refunded to the student.
- 2) If the student applies for transfer of admission to another constituent of the University and his/her transfer is approved by the University then the first constituent from where the student has been transferred will hand over certificates/ documents to the student, to enable him/ her to submit the documents /certificates in the other constituent.

PART B:

11. NON REFUNDABLE FEES

- i) Insurance Premium
- ii) International English Language Assessment (IELA) Test fees (Applicable to Foreign Nationals only)
- iii) Registration/ Administrative Fees

12. GRIEVANCE REDRESSAL MECHANISM (GRM):

- i) The Constituent Institutes/ Departments 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.
- ii) The GRM shall be available on University website.
- iii) The University shall ensure that all grievances received are addressed as deemed fit within 30 days.

13. MISCELLANEOUS:

- i) The students shall not be insisted to purchase the institutional prospectus any time during the programme of study, as purchasing prospectus shall be the personal choice of the student. Student can access information from institutional website, if he/ she so desires. It shall be mandatory for all Constituent Institutes / Departments to update their website covering all details.
- ii) Constituent Institutes / Departments 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 programme of study or for more than one semester/ year in which a student is enrolled is restricted.
