Notification No. SIU/28/659 dated 18th February, 2017

Subject: Rules for remittance & refund of fees and other students centric issues

It is hereby notified for information of all concerned that the UGC has issued guidelines on remittance & refund of fees and other students centric issues vide its Notification No. 1-3/2007(CPP) Dated 6th December 2016. The rules framed by the University based on the UGC guidelines are attached as Annexure 'A' to this notification.

These rules will come into effect from the date of this notification.

Authority: BoM Resolution No. A 7 dated 7th September, 2016

SIU/28/17/75G
Dated: 18th February, 2017

Dr. M. S. Shejul
Registrar

Copy for information to:-

Hon’ble Chancellor, Vice Chancellor, Principal Director, Symbiosis Society, Dean-Academics & Administration, Symbiosis Society, Sr. Advisor Symbiosis, Directors of Constituents and Departments of SIU, Heads of Support Service Departments, Deputy Directors of Constituents and Departments of SIU, Officers of Symbiosis International University, Officers of Symbiosis Society, Administrative Officers / Assistant Office Administrative Officers / Superintendents of Constituents and Departments of SIU.
RULES FOR REMITTANCE AND REFUND OF FEES AND OTHER STUDENT-CENTRIC ISSUES

The UGC has vide its Notification No.1-3/2007(CPP) Dated 6th December 2016, issued an elaborative guidelines on ‘REMITTANCE AND REFUND OF FEES AND OTHER STUDENT-CENTRIC ISSUES.

APPLICABILITY AND ENFORCEMENT:

a) It shall be applicable to Undergraduate, Postgraduate and Research, Diploma and Certificate Programmes run by Symbiosis International University.

b) 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.

VERIFICATION AND NON-RETENTION OF STUDENTS’ ACADEMIC AND PERSONAL TESTIMONIALS:

a) None of the constituent institution 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.

b) Students shall be allowed to submit self-attested documents such as Mark Sheets, Birth Certificates etc. for all purposes of administrative requirements.

c) 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.

d) 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.

e) None of the constituent institute 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 prospectus or other compulsions.

f) 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.

RULES FOR REFUND OF FEES:
Rules in respect of Refund of Fees to the students were in place in the University. Thereafter, UGC in its Notification No.F.No.1-3/2016 (CPPPI/DU) dated July 11, 2016 UGC (Institutions Deemed to be University) Regulations, specified the Refund of Fees u/s 6.2(2) and (3). Thereafter, UGC has issued a Notification on remittance and refund of fees and other student centric issues on 6th December, 2016. This Notification revised rules for Refund of Fees to the students shall be as under:

PROCEDURE:
CANCELLATION/ WITHDRAWAL OF ADMISSION:
i) A student shall apply for cancellation of admission in the prescribed format to the Constituent Institution.

ii) The Constituent Institution 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.

PART A:

RULES FOR 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 Institution concerned shall follow the following four-tier system for the refund of fees remitted by the student.

<table>
<thead>
<tr>
<th>Sr. No</th>
<th>Percentage of Aggregate fees</th>
<th>Refund of Aggregate fees</th>
<th>Point of time when the student has applied for withdrawal/ cancellation of admission</th>
</tr>
</thead>
<tbody>
<tr>
<td>(1)</td>
<td>90% (After deducting processing charges of 10%)</td>
<td>15 days before the formally notified last date of admission</td>
<td></td>
</tr>
<tr>
<td>(2)</td>
<td>80%</td>
<td>Not more than 15 days after the formally notified last date of admission</td>
<td></td>
</tr>
<tr>
<td>(3)</td>
<td>50%</td>
<td>More than 15 days but less than 30 days after formally notified last date of admission</td>
<td></td>
</tr>
<tr>
<td>(4)</td>
<td>00%</td>
<td>More than 30 days after formally notified last date of admission</td>
<td></td>
</tr>
</tbody>
</table>
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.

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.

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 any other case which is not covered in these rules, the decision would be taken by the Vice Chancellor.

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 of the University before commencement of the programme, then 100% fees shall be transferred to the other constituent. 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 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. 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:
NON REFUNDABLE FEES
1) Insurance Premium
2) International English Language Assessment (IELA) Test fees (Applicable to Foreign Nationals only)

GRIEVANCE REDRESSAL COMMITTEE:

a) The Constituent Institutions shall mandatorily constitute/established a “Grievance Redressal Committee” (GRC) mandated by UGC (Grievance Redressal) Regulations 2012 to address and effectively resolve complaints, representations and grievances related to any of the issues mentioned in UGC Notification dated 6th December, 2016 and among others articulated in the Regulations.

b) The GRC of the university concerned shall furnish to Commission the “Action Taken Report” and/or status of the grievance resolution within a period of twenty days from the date of receipt of the Commission’s missive.

MISCELLANEOUS:

a) 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 institutions to update their website covering all details.

b) Constituent institutions 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.

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