Annexure 1

Refund Policy for online/hybrid Undergraduate (UG) and Executive Postgraduate (PG) programs in compliance with the guidelines set forth by the University Grants Commission (UGC).

This policy aims to safeguard the interests of both the institution and the students, ensuring a fair approach to cancellations and withdrawals.

Key Components of the Proposed Refund Policy:

1. Cancellation within a Specified Timeframe:

    Students who cancel their admissions within 15 days before the formally notified last date of enrollment will be eligible for a 90% refund of tuition fees.

2. Partial Refund for Early Withdrawal:

    In cases where students choose to withdraw their admission from the formally notified last date of enrollment, a prorated refund will be provided based on the duration of enrollment:

Category	Percentage of refund of fees	Point of time when notice of withdrawal of admission is received
(a)	80%	15 days or less after the formally notified last date of admission
(b)	50%	30 days or less, but more than 15 days after formally notified last date of admission
(c)	00%	More than 30 days after formally notified last date of admission

3. Exclusions from Refund:

    Application fees, registration fees, and any non-refundable charges will not be eligible for refund.

4. Procedure for Refund Requests:

    Students must submit a formal written request for cancellation or withdrawal to the admissions office.

    The request should include pertinent details such as student ID, program details, and reasons for withdrawal.

5. Refund Processing Timeframe:

    The institution commits to processing refunds within 30-45 working days from the date of receiving a formal request.

6. Documentation Requirements:

    Students may be required to provide supporting documentation, such as medical certificates or other valid reasons, in cases of withdrawal due to unforeseen circumstances.

7. Special Considerations:

    The institution may consider exceptions for extenuating circumstances on a case-by-case basis.