THE APOLLO UNIVERSITY

FEE REFUND POLICY

1. Purpose

The Fee Refund Policy of **The Apollo University (TAU)** establishes a transparent, consistent and student-friendly framework for processing refunds of fees paid towards admission, academic programmes and associated services.

The Policy aims to ensure clarity regarding the circumstances, timelines, deductions and procedures applicable to fee refunds arising from cancellation of admission, withdrawal from a programme or other eligible circumstances.

The University shall implement this Policy in accordance with applicable **UGC regulations, notifications, directions of statutory/professional regulatory bodies, University regulations and applicable Government requirements**, as amended from time to time.

2. Scope

This Policy shall apply to students admitted to undergraduate, postgraduate, doctoral and other academic programmes offered by The Apollo University, subject to programme-specific regulations and applicable statutory requirements.

The Policy shall cover, as applicable:

- Admission and tuition fees
- Academic and other institutional fees
- Refundable deposits
- Hostel and mess-related fees
- Other programme-related charges
- Refunds arising from cancellation or withdrawal of admission

3. General Principles

1. All fees payable by students shall be communicated transparently through the University's admission prospectus, fee structure, admission portal or other official communication.
2. Refunds shall be governed by the applicable UGC fee-refund framework and other statutory requirements prevailing during the relevant admission cycle.
3. The University shall not retain a student's original academic certificates as a means of enforcing payment of fees.
4. No refund shall be denied merely because a student has requested return of original certificates or withdrawal from the programme, where such retention is prohibited under applicable regulations.
5. Refunds shall ordinarily be made through the original payment mode or directly to the eligible student's registered bank account.
6. Any programme-specific or regulatory requirement shall prevail over this Policy to the extent applicable.

4. Refund on Cancellation of Admission

Where a student cancels admission or withdraws from a programme, the amount refundable shall be determined with reference to:

- The date on which the written withdrawal/cancellation request is received by the University;
- The formally notified last date of admission for the concerned programme;
- The applicable UGC/statutory refund provisions;
- The nature of the fee paid; and
- Any applicable non-refundable statutory or third-party charges.

The University shall follow the refund percentages and timelines prescribed by the applicable UGC notification/circular for the relevant academic session.

5. Refund Framework

Subject to the applicable UGC provisions, the following framework may be adopted for admission cancellations:

Timing of Withdrawal/Cancellation	Refund of Eligible Fees
15 days or more before the formally notified last date of admission	**100%**
Less than 15 days before the formally notified last date of admission	**90%**
Within 15 days after the formally notified last date of admission	**80%**
More than 15 days and up to 30 days after the last date of admission	**50%**
More than 30 days after the formally notified last date of admission	**No refund**

Note: The above table is subject to the applicable UGC fee-refund notification/circular for the relevant academic session. The University shall adopt any revised percentage, cut-off date, deduction or procedure prescribed by the UGC or another competent statutory authority.

The above refund structure reflects the UGC framework that has been continued for recent academic sessions, subject to subsequent revisions by the Commission.

6. Application/Processing Fee

Application, registration, entrance-test or processing fees may be **non-refundable**, where specifically declared in the admission notification/prospectus and permitted under applicable regulations.

Such charges shall be clearly disclosed to applicants before payment.

7. Security Deposit

Where a student has paid a **refundable security deposit**, the amount shall ordinarily be refunded after adjustment of any legitimate outstanding dues, damage charges or other recoverable amounts, subject to University rules.

The refundable balance shall be processed after completion of the prescribed clearance procedure.

8. Hostel and Mess Fee Refund

Hostel and mess fee refunds shall be governed by the University's **Hostel Accommodation, Fee Tariff & Related Charges Policy** and the applicable terms communicated at the time of allotment.

Refunds may depend upon:

- Date of cancellation of hostel accommodation;
- Date of actual vacating;
- Notice period, where applicable;
- Services already availed; and
- Outstanding dues or recoverable charges.

9. Scholarship and Fee Concession

Where admission has been granted with a scholarship, fee concession, sponsorship or other financial benefit, the refund shall be calculated on the basis of the **actual amount paid by the student**, subject to the terms and conditions governing the scholarship/concession.

Any amount received from an external sponsoring agency shall be dealt with in accordance with the applicable sponsorship terms.

10. Withdrawal After Commencement of Academic Session

A student seeking withdrawal after commencement of the academic session shall submit a formal withdrawal request to the University.

The refund, if any, shall be determined according to the applicable UGC/statutory provisions and the University's approved academic and financial regulations.

The student shall be responsible for clearing all legitimate outstanding dues before completion of the withdrawal process.

11. Refund Due to Non-Commencement or Cancellation of a Programme

If the University is unable to commence an admitted programme or cancels a programme before commencement for reasons attributable to the University, the University shall provide an appropriate refund of the fees paid by the student, subject to applicable regulatory requirements.

Where applicable, the University may also communicate an alternative academic option to the student.

12. Refund in Exceptional Circumstances

Requests arising from exceptional circumstances, including serious personal circumstances, unforeseen events or other cases not specifically covered under this Policy, may be considered by the **Competent Authority** on a case-by-case basis.

Such consideration shall not override any mandatory statutory or regulatory requirement.

13. Procedure for Claiming Refund

The student shall:

1. Submit the prescribed **Fee Refund/Withdrawal Application** to the concerned University office.
2. Provide the admission/enrolment details and payment information.
3. Submit the required bank account details and supporting documents.
4. Complete the applicable academic, library, hostel and financial clearance formalities.
5. Obtain acknowledgement of the refund application.

The concerned administrative and finance offices shall verify the application and process the eligible refund.

14. Refund Processing Timeline

The University shall endeavour to process eligible refunds **within the timeline prescribed by applicable UGC/statutory regulations** and, where no specific statutory timeline applies, within a reasonable period after completion of verification and clearance formalities.

The student shall be informed if additional documentation or clarification is required.

15. Mode of Refund

Refunds shall ordinarily be made through:

- Online bank transfer;
- Refund to the original payment instrument; or
- Any other approved electronic mode.

Cash refunds shall ordinarily not be made.

16. Adjustment of Outstanding Dues

Before processing a refund, the University may adjust legitimate and documented outstanding dues payable by the student, including applicable:

- Academic dues;
- Hostel dues;
- Library dues;
- Damage/loss charges;
- Other approved institutional dues.

The student shall be provided with the relevant refund calculation wherever applicable.

17. No Unauthorized Deductions

No deduction shall be made from an eligible refund except:

- A deduction expressly permitted under applicable UGC/statutory regulations;
- A declared non-refundable charge;
- Legitimate outstanding dues; or
- Any other deduction specifically authorized under University regulations or applicable law.

18. Records and Transparency

The University shall maintain appropriate records of:

- Fee payments;
- Refund applications;
- Approval/processing of refunds;
- Amounts refunded;
- Deductions made, where applicable; and
- Supporting documentation.

The refund policy and applicable fee structure shall be made available through the University's official admission/public-disclosure channels.

19. Grievance Redressal

A student who has a concern regarding the calculation or processing of a refund may submit a written representation to the designated University authority.

The matter may be reviewed by the appropriate administrative/financial authority in accordance with the University's grievance-redressal mechanism.

Nothing in this Policy shall restrict a student's right to approach an appropriate statutory or regulatory authority where such a remedy is available.

20. Regulatory Compliance

This Policy shall be read together with the applicable:

- UGC regulations, notifications and fee-refund directions;
- AICTE requirements, wherever applicable;

- Professional/statutory council regulations, wherever applicable;
- Government orders and directions;
- University statutes, ordinances and regulations; and
- Programme-specific admission rules.

In case of any inconsistency between this Policy and a mandatory provision issued by a competent statutory/regulatory authority, the **statutory/regulatory provision shall prevail**. UGC has specifically directed HEIs to comply with its fee-refund policy and has stated that violations may attract action under the applicable framework.

21. Review and Amendment

The University reserves the right to review, modify or amend this Policy from time to time to ensure compliance with changes in UGC regulations, statutory requirements and institutional practices.

Any amendment shall become effective from the date specified by the Competent Authority.