



ज्ञान-विज्ञान विमुक्तये

आचार्य मनिष र. जोशी
सचिव

Prof. Manish R. Joshi
Secretary



सत्यमेव जयते

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आज़ादी का
अमृत महोत्सव

विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O. No.F.14-4/2023 (CPP-II)(C.No.131173)

10th June, 2024 / 20 ज्येष्ठ, 1946

Subject: Guidelines on Public Self-Disclosure by Higher Education Institutions, 2024

आदरणीय महोदया/महोदय,

The National Education Policy (NEP) 2020 emphasizes transparent self-disclosure by Higher Education Institutions (HEIs). Public self-disclosure by HEIs, in fact, is one of the fundamental principles of the NEP. The NEP contemplates that HEIs shall be responsible and accountable to the stakeholders through transparent self-disclosure of all relevant records. The availability of information in the public domain is an important source of accountability.

Stakeholders in the higher education system, such as students, parents, research scholars, prospective students, regulatory bodies, accreditation agencies, alumni, and the public, desire to seek information from the websites of HEIs.

The Commission has considered the matter in its 580th meeting held on 15 May 2024 and approved the Guidelines on Public Self-Disclosure by Higher Education Institutions, 2024. A copy of the same is attached with this letter.

As per the Guidelines, all Higher Education Institutions are required to maintain a functional website to provide relevant information to stakeholders. The information disclosed on the website should be easily accessible to everyone without any need for registration or login. Additionally, there should be a 'Search' facility available for easy navigation.

The Higher Education Institutions are requested to take necessary measures to comply with the guidelines to ensure a fair and transparent system that will contribute to the growth of the Indian Higher Education system.

सादर,

भवदीय,

(मनिष जोशी)

संलग्नक: यथोपरि

सेवा में,

सभी विश्वविद्यालयों के कुलपति।

सभी महाविद्यालयों के प्राचार्य।



UNIVERSITY GRANTS COMMISSION

Guidelines on Public Self-Disclosure by Higher Education Institutions

National Education Policy (NEP) 2020 emphasizes transparent self-disclosure by Higher Education Institutions (HEIs). Public self-disclosure by HEIs, in fact, is one of the fundamental principles of the policy. NEP contemplates that HEIs shall be responsible and accountable to the stakeholders through transparent self-disclosure of all relevant records.

2. The availability of information in the public domain is an important source of accountability.
3. Stakeholders in the higher education system such as students, parents, research scholars, prospective students, regulatory bodies, accreditation agencies, alumni, and the public desire to seek information from the websites of HEIs.
4. Every Higher Education Institution shall maintain a functional website for making relevant self-disclosure to the stakeholders. The disclosure made on the website shall have unrestricted access without any requirement of log-in/registration and shall have a 'Search' facility for easy access.
5. Higher Education Institutions may provide information related to the following on their websites and provide the links, wherever possible:

a) About HEI

- About us: Overview
- Act and Statutes or MoA
- Institutional Development Plan
- Constituent Units/ Affiliated Colleges, Affiliating University (in case of Colleges) Off-campus/Off-shore campus/Learning Support Centres under ODL mode (Wherever applicable)
- Accreditation/ Ranking status (NAAC, NBA NIRF)
- Recognition / Approval (2(f), 12B, etc. as applicable)
- Annual Reports
- Annual Accounts including Balance Sheet, Income and Expenditure Account, Receipts and Payments Account along with Audit Report
- Sponsoring body details, if any

b) Administration (Profiles with photographs and contact details)

- Chancellor
- Pro Chancellor
- Vice-Chancellor
- Pro-Vice-Chancellor (wherever applicable)
- Registrar
- Principal (wherever applicable)
- Finance Officer
- Controller of Examination
- Chief Vigilance Officer
- Ombudsperson
- Executive Council/Board of Governors by whatever name called, Board of Management, Academic Council, Board of Studies, Finance Committee – composition and members with particulars
- Internal Complaint Committee
- Academic Leadership (Dean/HoD of Schools/Departments/Centres)

c) Academics

- Details of Academic Programs
- Academic Calendar
- Statutes/Ordinances pertaining to Academics/Examinations
- Schools/Departments/ Centres
- Department/School/Centre wise faculty/staff details with photographs
- List of UGC-recognized ODL/Online programs, if any
- Internal Quality Assurance Cell (IQAC)
- Library
- Academic collaborations

d) Admissions & Fee

- Prospectus (including fee structure for various programs)
- Admission process and guidelines
- Fee refund policy

e) Research

- Research and Development Cell (including Research and Consultancy Projects, Foreign Collaboration Industry Collaborations)
- Incubation Centre/Start-ups/Entrepreneurship Cell
- Central facilities

f) Student Life

- Sports facilities
- NCC/NSS - Details
- Hostel details (wherever applicable)

- Placement Cell and its activities
- Details of Student Grievance Redressal Committee (SGRC) and Ombudsperson
- Health facilities
- Internal Complaint Committee
- Anti-Ragging Cell
- Equal Opportunity Cell
- Socio-Economically Disadvantaged Groups Cell (SEDG)
- Facilities for differently-abled (e.g., barrier-free environment)

g) Alumni

- ▶ Alumni Association with details

h) Information Corner

- RTI: Details of Central Public Information Officer (CPIO) and Appellate Authority (wherever applicable)
- Circulars and Notices
- Announcements
- Newsletters
- News, Recent events & Achievements
- Job openings
- Reservation Roster (wherever applicable)
- Study in India
- Admission procedure and facilities provided to International Students

i) Picture Gallery

j) Contact us

- Details with Phone Number, Official Email ID and Address, Location map
- Telephone Directory



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विश्वविद्यालय अनुदान आयोग
University Grants Commission
(शिक्षा मंत्रालय, भारत सरकार)
(Ministry of Education, Govt. of India)

D.O. No.F.2-71/2022 (CPP-II) (C-114546)

12th June, 2024 / 22 ज्येष्ठ, 1946

Subject: Fee Refund Policy 2024-25

आदरणीय महोदया/महोदय,

The University Grants Commission receives many representations/complaints from students/parents on the non-refund of fees by the Higher Education Institutions (HEIs) on cancellation/withdrawal of admissions.

2. Students should be allowed a full refund of fees within a specified period to enable them to opt for a course of their choice.

3. The Commission has considered the matter in its 580th meeting held on 15 May 2024, and after considering the relevant factors decided, the following fee refund policy for the academic session 2024-25:

- Notwithstanding anything contained in any guidelines/ prospectus/ notification/ schedule, a full refund of fees shall be made by the HEIs on account of all cancellations of admissions/migrations of students up to 30 September 2024 and with a deduction of not more than Rs. 1,000, as a processing fee, up to 31 October 2024.
- It shall apply to all higher education institutions, whether established or incorporated by or under a Central Act or a State Act, and every institution recognized by the University Grants Commission under clause (f) of Section 2 of the University Grants Commission Act, 1956 and to all institutions deemed to be a University declared as such under Section 3 therein and to all higher education institutions affiliated to a University.
- These guidelines would also be applicable to organizations, consortiums, committees, associations, etc., constituted for the purpose of conducting counselling or processing admissions and collecting fees on behalf of participating HEIs, and the HEI concerned will be responsible for refund fees.
- For any admission schedule extending/commencing beyond/after 31 October 2024, the provisions contained in the UGC Notification issued in October 2018 on Refund of Fees and Non-Retention of Original Certificates shall apply (reproduced below for ready reference):

Category	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

Cont...

- e. This policy will remain in force for subsequent academic sessions until the issuance of a revised policy by the UGC.

4. It may also be noted that the UGC has notified the Redressal of Grievances of Students Regulations, 2023, wherein "delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time" has been defined as one of the grievances.

5. The Higher Education Institutions are requested to ensure compliance with the fee refund policy for the academic session 2024-25 and redress any grievance by the provisions of the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

6. Any HEI violating the provisions of UGC Fee Refund Policy 2024-25 shall be liable for punitive action as notified in Clause 5 of the UGC Notification on Refund of Fees and Non-Retention of Original Certificates issued in October 2018.

सादर,

भवदीय,



(मनिष जोशी)

सेवा में,

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सभी महाविद्यालयों के प्राचार्य।