GOKUL GLOBAL UNIVERSITY
Fees Refund Policy and Guidelines

A.Y.2024-25

1. Introduction:

This policy outlines the refund process for the students who wish to withdraw or cancel his/her admission at **Gokul Global University**. The policy ensures that refunds are processed fairly and transparently in accordance with university guidelines and applicable regulations.

2. UGC Guidelines for Refund:

As per the UGC Letter **D.O. No. F.2-7/2022 (CPP-II) (c-114546)** dated **12th June, 2024**, the following refund policy applies for the current academic year:

- **Refund of the entire paid fees (except processing fees):**
  Notwithstanding any guidelines/prospectus/notification/schedule, a full refund of the paid fees shall be made by the Higher Education Institutions (HEIs) for all cancellations of admissions/migrations of students up to **30th September 2024**.
  For cancellations of admissions/migrations till **30th September 2024**. a refund will be processed with a deduction of not more than ₹1,000 as a processing fee.

3. Eligibility for Refund:

A student may be eligible for a refund of fees under the following conditions:

1. **On or before 31st October 2024**, as per UGC guidelines refund with a ₹1,000 deduction.

2. **Withdrawal/ cancellation after 31st October 2024:** Refunds will be processed based on the standard university schedule mentioned below.

3. **Fees refund for Paramedical Courses:** Refunds for students enrolled in paramedical courses will follow the refund policies and guidelines set by the relevant paramedical councils.

4. Standard Fee Refund Schedule:

Point of time when notice of withdrawal of admission is received in the HEI	Percentage of Refund of tuition fees*	Deduction
15 days or more before the formally notified last date of admission	100% of the fees paid	₹1,000 as processing fee
Less than 15 days before the formally notified last date of admission	90% of the fees paid	10% deduction
15 days or less after the formally notified last date of admission	80% of the fees paid	20% deduction
30 days or less, but more than 15 days after formally notified last date of admission	50% of the fees paid	50% deduction

Point of time when notice of withdrawal of admission is received in the HEI	Percentage of Refund of tuition fees*	Deduction
notified last date of admission		
More than 30 days after formally notified last date of admission	No Refund	N/A

Note: Refunds will be calculated based on the total fees paid at the time of withdrawal. No refund is applicable for miscellaneous charges like registration fees, hostel fees, or material fees once the session begins unless specified.

5. Step-by-Step Process for Fee Refund:

Step 1: Submission of application for the refund of paid fees

- The student must submit a **written application** for the refund of fees to the **Student Section**. The application can be submitted either in person or through email/Prescribed format.

- The application must include:

    o Name and signature of the student

    o Program/course enrolled in

    o Date of admission

    o Reason for withdrawal/cancellation

    o Remarks from the HOD/ HOI/Dean of the faculty

    o Bank account details for refund transfer (Bank name, Account number, IFSC code)

Step 2: Verification and Approval

- The student section shall verify the details in the application and confirm the student's enrolment status, attendance, and fee payment history.

- The request will be forwarded to the **Finance Department** for the calculation and eligibility of refund as per the refund policy.

- In case of any discrepancies or missing documentation, the student will be notified to provide additional information.

Step 3: Calculation of refund

- The Finance Department shall calculate the eligible refund based on the **Refund Schedule** and deduct any applicable charges or outstanding dues.

- The refund amount shall be documented, and approval shall be sought from the office of the **University Registrar** or other designated authority.

Step 4: Approval

- Once verified and calculated, the **Registrar** will approve the refund, following which the **Finance Department** will initiate the refund process.

Step 5: Payment Processing

- The refund will be processed via **direct bank transfer** to the student's provided bank account details. In certain cases, refunds may be processed via cheque or other electronic methods as per the requirements.

- The university will issue a **confirmation receipt** or email once the refund has been processed.

Step 6: Timeframe for the refund

- The entire refund process, from application to disbursement, will take a maximum of **15-30 working days** depending on the complexity of the case and approval hierarchy.

- Students are encouraged to follow up with the **Finance Department on account@gokuluniversity.ac.in** for status updates on the refund if it exceeds the stated timeframe.

6. Important Notes:

1. **Non-Refundable Fees:** Registration fees, application processing fees, hostel and boarding fees (once the term begins), and exam fees are non-refundable.

2. **Disputes:** Any disputes related to refunds will be addressed by the university's grievance cell, and their decision will be final.

3. **Force Majeure:** In the event of unforeseen circumstances such as natural disasters or national emergencies, the university reserves the right to amend the refund policy as per the prevailing situation.

7. Contact Information:

For any queries or assistance regarding fees refund, students can contact:

Finance Department
Gokul Global University, Sidhpur
Email: account@gokuluniversity.ac.in

Registrar's Office
Gokul Global University, Sidhpur
Email: registrar@gokuluniversity.ac.in

This **Fee Refund Policy** now includes the UGC directive, highlighting the **refund deadlines as 31st October 2024**, with a provision for paramedical course refunds as per their respective councils. It

also details the process and guidelines for requesting and processing fee refunds in a fair and transparent manner.

Registrar
Gokul Global University, Sidhpur