

# Refund Policy



AMAR SHAHEED KANCHAN SINGH AUTONOMOUS P.G College

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0		Issued for Implementation
Rev.	Date	Description
	22/08/2024	Refund Policy

## **Introduction**

Amar Shaheed Kanchan Singh Autonomous P.G College, Shivpuri Fatehpur, is committed to maintaining a transparent and fair refund policy for its students. This policy outlines the conditions and procedures under which students may be eligible for refunds of tuition and other fees. It aims to ensure that students and their families are fully aware of the circumstances under which refunds can be granted, as well as the process for requesting and receiving refunds.

## **Objectives**

The primary objectives of the Refund Policy are:

- To maintain fairness and transparency in the handling of fee refunds.
- To establish clear and consistent guidelines for determining eligibility for refunds.
- To ensure that eligible refunds are processed and disbursed in a timely manner.
- To balance the financial stability of the institution with the needs of students.

## **Scope**

This policy applies to all students enrolled in academic programs at Amar Shaheed Kanchan Singh Autonomous P.G College, Shivpuri Fatehpur. The policy covers tuition fees, examination fees, and other related charges.

## **Refund Eligibility**

### **1. Tuition Fee Refunds**

#### **1.1 Exceptional Circumstances**

- In cases of exceptional circumstances such as medical emergencies, family bereavement, or other significant hardships, students may be eligible for a prorated refund. Such cases will be reviewed on a case-by-case basis by the Refund Committee.

### **2. Examination Fee Refunds**

- Examination fees are generally non-refundable. However, in cases where a student is unable to attend an examination due to documented medical reasons or other exceptional circumstances, a partial refund or credit towards future examinations may be granted.

### **3. Other Fees and Charges**

#### **3.1 Hostel Fees**

- Students who cancel their hostel accommodation before occupying the room are eligible for a full refund of hostel fees, minus any non-refundable administrative fees.
- Refunds for hostel fees after occupation will be prorated based on the duration of stay, minus any non-refundable administrative fees.

#### **3.2 Library and Laboratory Fees**

- Library and laboratory fees are generally non-refundable once the term has started. Exceptions may be made for students who withdraw before utilizing these facilities.

## **Refund Process**

### **1. Refund Request**

- Students must submit a written request for a refund to the Registrar's Office using the official refund request form. The form must be accompanied by all relevant documentation supporting the request (e.g., medical certificates, withdrawal forms).

## **2. Review and Approval**

- The Refund Committee will review all refund requests. The committee comprises representatives from the Accounts Office, the Finance Department, and the Academic Affairs Office.
- The committee will assess the eligibility of the refund request based on the criteria outlined in this policy and any supporting documentation provided.

## **3. Notification**

- Students will be notified in writing of the decision regarding their refund request within 10 working days of submission. The notification will include the amount of the refund, if approved, and the timeline for disbursement.

## **4. Disbursement**

- Approved refunds will be processed and disbursed within 15 working days of the notification of approval.
- Refunds will be issued via the original method of payment or as a check payable to the student or the account holder who made the original payment.

### **Appeals Process**

- 1. Filing an Appeal:** Students who are dissatisfied with the decision regarding their refund request may file an appeal. Appeals must be submitted in writing to the Accounts Office within 10 working days of receiving the refund decision.
- 2. Review of Appeal:** The Appeals Committee, comprising senior administrators not involved in the original decision, will review the appeal. The committee will consider all relevant information and documentation before making a decision.
- 3. Notification of Appeal Decision:** Students will be notified in writing of the appeal decision within 10 working days of the appeal submission. The decision of the Appeals Committee is final.
- 4. Record Keeping:** The Accounts Office will maintain records of all refund requests, decisions, and disbursements. These records will be kept for a minimum of five years.

### **Communication of the Refund Policy**

- 1. Policy Dissemination:** The Refund Policy will be widely disseminated to all students, faculty, and staff. It will be available on the college's website, included in student handbooks, and posted on official notice boards.
- 2. Orientation and Information Sessions:** Information about the Refund Policy will be included in orientation sessions for new students and information sessions throughout the academic year.

### **Monitoring and Evaluation**

1. **Regular Review:** The Refund Policy will be reviewed regularly to ensure its continued relevance and effectiveness. Reviews will consider feedback from students, faculty, and staff, as well as changes in regulations and best practices.
2. **Monitoring Compliance:** The college will monitor compliance with the Refund Policy through regular audits and reviews of refund requests and disbursements.

#### **Roles and Responsibilities**

1. **Accounts Office:** The Accounts Office is responsible for processing refund requests, maintaining records, and communicating decisions to students.
2. **Refund Committee:** The Refund Committee is responsible for reviewing refund requests, assessing eligibility, and making decisions on refunds.
3. **Appeals Committee:** The Appeals Committee is responsible for reviewing and deciding on appeals related to refund decisions.
4. **Finance Department:** The Finance Department is responsible for processing approved refunds and ensuring that disbursements are made in a timely manner.

#### **Financial Implications and Planning**

1. **Budget Considerations:** The college will consider the financial implications of the Refund Policy in its annual budgeting process. An estimated amount for potential refunds will be included in the financial planning.
2. **Financial Aid and Scholarships:** Refunds for students receiving financial aid or scholarships will be coordinated with the Financial Aid Office to ensure compliance with the terms and conditions of the aid or scholarship.

#### **Risk Management**

1. **Identifying Risks:** Potential risks associated with the refund process, such as financial fraud, non-compliance, and procedural errors, will be identified and assessed.
2. **Mitigation Strategies:** Strategies to mitigate identified risks will be developed, including regular audits, training for staff involved in the refund process, and robust verification procedures.

#### **Ethical Considerations**

1. **Fair Treatment:** All refund requests will be handled fairly, without bias or discrimination.
2. **Transparency:** The refund process will be transparent, with clear guidelines and communication at every stage.
3. **Accountability:** Staff involved in the refund process will be accountable for their actions and decisions, ensuring integrity and ethical conduct.

#### **Feedback and Improvement**

1. **Feedback Mechanisms:** Feedback from students regarding the refund process will be collected through surveys, suggestion boxes, and direct communication.

- 2. Continuous Improvement:** Feedback will be used to make continuous improvements to the Refund Policy and procedures, ensuring that they meet the needs of the students and the institution.

**Conclusion**

The Refund Policy at Amar Shaheed Kanchan Singh Autonomous P.G College, Shivpuri Fatehpur, is designed to ensure fairness, transparency, and efficiency in handling fee refunds. By adhering to the principles and procedures outlined in this policy, the college aims to support its students and maintain financial stability. This policy will be reviewed and updated regularly to ensure its continued relevance and effectiveness in meeting the needs of the college community.

**Approved By**



**Principal**