

Grams: "TECHNOLOGY"  
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**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY KAKINADA**  
KAKINADA-533 003. ANDHRA PRADESH (India)  
(Established by Andhra Pradesh Act No.30 of 2008)

Lr.No. DAA/B1/Non-refund of fees /2018-19

Dt:16.2.2019

**Prof. V.V.Subba Rao,**  
**B.Tech., M.E., Ph.D.**  
**REGISTRAR**

**Important**

To  
The Principals of all Affiliated Colleges  
JNTUK, Kakinada.

Sir,

Sub:- JNTUK-Affiliated colleges - Retention of original certificates and Non- refund of fees of the opt out students - Reg.

- Ref:- 1. AICTE Approval Process Handbook Book for the A.Y. 2018-19.  
2. This office Lr.No.DAP/B1/Non-refund of fees/2018-19, dated 17.5.2018  
3. This office Lr.No.DAP/B1/Non-refund of fees/2016-17, dated 18.6.2016.  
4. AICTE Approval Process Handbook Book for the A.Y. 2017-18.  
5. Lr.No.II/2007/2017, dated 21.11.2017 of the Dept of Technical Education Government of A.P.

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This is to inform that AICTE/State Government vide references above informed regarding the complaints from the students/Parents regarding non-refund of fees and retention of original certificates by the institutions in respect of the students who opt out after taking admission.

The same has already been informed vide this office letter (2) above.

In this connection, I am by direction inform you to abide by the instructions issued by AICTE/State Government on the above subject.

Yours Sincerely

REGISTRAR

Copy to the Secretary to Hon'ble Vice-Chancellor, JNTUK Kakinada.  
Copy to the PA to Registrar, JNTUK, Kakinada.  
Copy to the Director, Academics & Planning, JNTUK Kakinada.

### 6.13 Refund cases

In the event of a student withdrawing before the starting of the Course, the entire fee collected from the student, after a deduction of the processing fee of not more than ₹1000/- (Rupees One Thousand only) shall be refunded by the Institution. It would not be permissible for Institutions to retain the School/ Institution Leaving Certificates in original. In case, if a student leaves after joining the Course and if the vacated seat is consequently filled by another student by the last date of admission, the Institution must refund the fee collected after a deduction of the processing fee of not more than ₹1000/- (Rupees One Thousand only) and proportionate deductions of monthly fee and hostel rent, where applicable. The last date for withdrawal of PGDM admission for the purpose of refund of fees shall be 30<sup>th</sup> June of every year. In case the vacated seat is not filled, the Institution should refund the security deposit and return the original documents. Institution should not demand fee for the subsequent years from the students cancelling their admission at any point of time. Fee refund along with the return of Certificates should be completed within 7 days.

Institutions not following guidelines issued by the Council regarding refund of fee on cancellation of admission or delaying refunds shall be liable to any one or more of the following punitive actions by the Council.

- Fine for non-compliance of refund rules of fee levied against each case shall be five times the total fee collected per student
- Suspension of approval for supernumerary seats, if any, for one Academic Year
- Reduction in “Approved Intake”
- No admission in one/ more Course(s) for one Academic Year
- Withdrawal of approval for Programme(s)/ Course(s)

**6.14** AICTE shall initiate appropriate penal action, if Plagiarism is found in the academic, research, project work, journal publication, etc. of the Institutions. Each Institution should have a Plagiarism Software to check the integrity of work of the students and Faculty by ensuring that all content is unique.

### 6.15 FDR Cases

In case of Institutions where FDRs are encashed before the date of maturity or non-creation of required FDR at the time of LoA, a penalty of 10% of the value of the FDR shall be imposed. However, Institutions that had not created FDR/created FDR for lesser duration/ lesser amount than prescribed at the time of LoA have to create the same accordingly as specified in Approval Process Handbook 2018-19.

**6.16** Complaints regarding the use of fake Certificates of SC/ST/OBC to be investigated in time bound manner and if found guilty, such admission should be cancelled. Further, appropriate action shall be initiated accordingly with due intimation to AICTE.

**6.17** Penalty amount shall be paid online to the Council as per the instructions.

### 6.18 Complaint Cases

- a. In case of receipt of any Complaint(s) about an Institution, the same shall be processed by Public Grievance Redressal Cell (PGRC) of AICTE.
- b. The Complaint shall be placed before a Standing Complaint Scrutiny Committee (SCSC) for further necessary action. If necessary, the complainant may be called to appear before SCSC at his/ her own cost. Based on the recommendation of SCSC, a Warning or Show Cause Notice





### 7.13 Refund cases

7.13.1 In the event of a student withdrawing before the start of the Course, the entire fee collected from the student, after a deduction of the processing fee of not more than ₹1000/- (Rupees One Thousand only) shall be refunded by the Institution. It would not be permissible for Institutions to retain the School/ Institution Leaving Certificates in original.

7.13.2 In case, if a student leaves after joining the Course and if the vacated seat is consequently filled by another student by the last date of admission, the Institution must refund the fee collected after a deduction of the processing fee of not more than ₹1000/- (Rupees One Thousand only) and proportionate deductions of monthly fees and hostel rent, where applicable.

7.13.3 The last date for withdrawal of PGDM admission for the purpose of refund of fees shall be 30<sup>th</sup> June of every year.

7.13.4 In case the vacated seat is not filled, the Institution should refund the Security Deposit and return the original documents.

7.13.5 The Institution should not demand fee for the subsequent years from the students cancelling their admission at any point of time. Fee refund along with the return of Certificates should be completed within 7 days.

7.13.6 Institutions not following guidelines issued by the Council regarding refund of fee for cancellation of admission or delaying refunds shall be liable to any one or more of the following punitive actions by the Council.

- Fine for Non-Compliance of refund rules of the fee levied against each case shall be five times the total fee collected per student
- Suspension of approval for NRI and supernumerary seats, if any, for one Academic Year
- Reduction in "Approved Intake"
- No admission in one/ more Course(s) for one Academic Year
- Withdrawal of approval for Programme(s)/ Course(s)

7.14 AICTE shall initiate appropriate penal action, if Plagiarism is found in the academic, research, project work, journal publication, etc. of the Institutions. Each Institution should have a Plagiarism Software to check the integrity of the work of the students and Faculty by ensuring that all content is unique.

### 7.15 Security Deposit

In case of Institutions where FDRs are encashed before the date of maturity or not depositing the required Security Deposit at the time of LoA, a penalty of 10% of the value of the FDR shall be imposed. However, Institutions that had not created FDR/created FDR for lesser duration/ lesser amount than prescribed at the time of LoA have to create the same accordingly as specified in Approval Process Handbook.

7.16 Complaints regarding the use of fake Certificates of SC/ ST/ OBC to be investigated in time bound manner and if found guilty, such admission should be cancelled. Further, appropriate action shall be initiated accordingly with due intimation to AICTE.

7.17 Penalty amount shall be paid online to the Council as per the instructions.



GOVERNMENT OF ANDHRA PRADESH  
DEPARTMENT OF TECHNICAL EDUCATION

Letter No. II/2007/2017

Dated: 21.11.2017

From: Sri G.S. PANDA DAS, I.A.S.,  
Spl. Commissioner of Technical Education,  
1st and 2nd floors, ANR Towers,  
Prasadampadu, Vijayawada - 521 108, AP.

To  
The Registrars of all Affiliating  
Universities in the State of  
Andhra Pradesh.

Sir,

- Sub: Technical Education – Private Unaided Professional  
Colleges – AICTE Approval Process Hand Book 2017 –  
Return of original Certificates of students – Reg.  
Ref: Several complaints received from students and parents on  
receiving their original certificates from the colleges.

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It is to inform that several complaints have been received by this office from students and their parents stating that the managements of various professional colleges are demanding fee for the subsequent years /more than the prescribed fee for issuing the original certificates to the students who discontinues their course.

In this regard, it is to inform to all Affiliating Universities that the AICTE in its Approval Process Hand Book 2017-18 under Chapter IV ie., Penal Action in case of Violation of Regulations/ Approval Process Handbook 2017-18, Sl No. 11 (page nos. 54 & 55) mentioned about the Refund cases and also the punitive actions in case of not following the guidelines issued by AICTE.

The AICTE in the above reference has clearly mentioned that "In case the vacated seat is not filled, the Institution should refund the security deposit and return the original documents. Institution should not demand fee for the subsequent years from the students cancelling their admission at any point of time. Fee refund along with the return of Certificates should be completed within 7 days".

The Registrars of the affiliating Universities in the State of AP are requested to inform the above mentioned provision of AICTE to all their affiliated colleges and to instruct them to follow scrupulously, failing which the matter shall be placed before Government & AICTE with a recommendation not to accord further Approvals for that Institution.

Encl: As above

Yours faithfully,  
Sd/- G.S.Panda Das  
Spl Commissioner

Copy submitted to the Special Chief Secretary to the Government, AP Secretariat, Higher Education (EC) Department, Velagapudi, Amaravathi for favour of information.

Copy to the Secretary, APSCHE, Tadepalli, Guntur Dt for favour of information.

Ramchani  
For Spl. COMMISSIONER 21/11/17

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## 8 Non-adhering to the timing/ faculty requirements for the second Shift

The second Shift shall have to be run as per the declared timings from 1 pm to 9 pm with 50% additional faculty, which would be subject to surprise inspection leading to closure of Course in case timings are not being followed and with insufficient faculty.

## 9 Excess admission

Excess admission over the "Approved Intake" shall not be allowed under any circumstances. In case any excess admission is reported to/ noted by the Council, appropriate penal action shall be initiated against the Institution. The Institution shall be liable to any one or more of the following punitive actions by the Council.

- Penalty for excess admission amounting to five times the total fee collected per student shall be levied against each excess admission
- Suspension of approval for supernumerary seats for one Academic Year
- Reduction in "Approved Intake"
- No admission in one/ more Courses for one Academic Year
- Withdrawal of approval for Programme/ Course
- Withdrawal of approval of the Institution

## 10 Charging excess fee than the fee prescribed by the concerned State/ Fee Regulatory Committee

No Technical Institution shall be entitled to receive from the students fee for the subsequent years and any other fee (Payment/ Amount) whatever name it may be called in addition to the fee fixed by the State/ Fee Regulatory Committee. If any Institution does not follow the said guidelines, the Institution shall be liable to punitive actions from any one or more of the following by the Council:

- Penalty for charging excess fee than the fee prescribed by the concerned State/ Fee Regulatory Committee levied against each case shall be twice the total fee collected per student and excess fee collected shall be refunded to the student.
- Suspension of approval for supernumerary seats for one Academic Year
- Reduction in "Approved Intake"
- No admission status in one/ more Courses for one Academic Year
- Withdrawal of approval for Programme/ Course.
- Withdrawal of approval of the Institution

## 11 Refund cases

In the event of a student withdrawing before the starting of the Course, the entire fee collected from the student, after a deduction of the processing fee of not more than ₹1000/- (Rupees One thousand only) shall be refunded by the Institution. It would not be permissible for Institutions to retain the School/ Institution Leaving Certificates in original. Should a student leave after joining the Course and if the vacated seat is consequently filled by another student by the last date of admission, the Institution must refund the fee collected after a deduction of the processing fee of not more than ₹1000/- (Rupees One thousand only) and proportionate deductions of monthly fee and proportionate hostel rent, where applicable. In case the vacated seat is not filled, the Institution should refund the security deposit and return the original documents. Institution should not demand fee for the subsequent years from the students cancelling their admission at any point of time. Fee refund along with the return of Certificates should be completed within 7 days.

Institutions not following guidelines issued by the Council regarding refund of fee on cancellation of admission or delaying refunds shall be liable to any one or more of the following punitive actions by the Council.

- Fine for non-compliance of refund of fee levied against each case shall be twice the total fee collected per student
  - Suspension of approval for supernumerary seats, if any for one Academic Year
  - Reduction in "Approved Intake"
  - No admission in one/ more Courses for one Academic Year
  - Withdrawal of approval for Programme/ Course
- 12 Penalty amount shall be paid online to the Council as per the instructions.
- 13 **Complaint Cases**
- In case of receipt of any complaint(s) about an Institution, the same shall be processed by Grievance Redressal Cell (GRC) of AICTE.
- The complaint shall be placed before a Standing Complaint Scrutiny Committee (SCSC) for further necessary action. If necessary, the complainant may be called to appear before SCSC at his/ her own cost. Based on the recommendation of SCSC, a warning or Show Cause Notice may be issued to the Institution or EVC may be conducted.
- If an EVC was conducted or Show Cause notice was issued based on complaints, the same shall be placed before the Standing Hearing Committee (SHC). A representative of the Institution shall be called to place their point of view before the Standing Hearing Committee. If necessary, the complainant may be called to appear before SHC at his/ her own cost. The recommendations of SHC shall be placed before the EC for approval. The decision of the EC shall be communicated to the Institution by a detailed Speaking Order. If the Institution is aggrieved by the decision of the EC, the Institution shall have the right to appeal as per the procedure in Chapter I.
- As per CVC guidelines, Anonymous/ Pseudonymous complaints shall not be processed.
- 14 **Procedure for restoration against punitive action except in case of Withdrawal of Approval**
- 14.1 Applicant shall make an application for restoration on the Web-Portal along with the application for Extension of Approval of the next Academic Year.
- 14.2 The restoration is subject to Expert Visit Committee verifying all the requirements as per the Approval Process Handbook.
- 14.3 Expert Visit Committee Report shall be placed before Standing Hearing Committee.
- 14.4 Recommendations of the Standing Hearing Committee shall be placed before Executive Committee for necessary Approval/ Ratification.
- 14.5 If the Institution is aggrieved by the decision of the EC, the Institution shall have the right to appeal as per the procedure in Chapter I of Approval Process Handbook.
- 14.6 The Council shall give an opportunity for presenting its case before SAC. The recommendations of the SAC shall be considered by the Council.
- 14.7 In case of restoration, EoA with restored Intake shall be uploaded in the AICTE Web-Portal, or otherwise Speaking Order shall be issued to the Institution.
- 15 Under extraordinary circumstances, if restoration/ Punitive action (except fine) is approved by the Council beyond 30<sup>th</sup> April 2017, the same shall be implemented for the next Academic Year only.