

PHFI INSTITUTE OF PUBLIC HEALTH SCIENCES
(Deemed to be University)
STUDENT FEES REFUND POLICY



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STUDENT FEES REFUND POLICY

1. PREAMBLE

PHFI Institute of Public Health Sciences (Deemed to be University), established under Section 3 of the University Grants Commission Act, 1956 and notified under Notification No. 9-2/2024-U.3(A) issued by the Department of Higher Education, Government of India, has been accorded recognition as an Institution Deemed to be University under the "Distinct Category" in the field of public health sciences.

PHFI Institute of Public Health Sciences (Deemed to be University) (hereinafter referred to as "the Institute") affirms its commitment to the highest standards of transparency, equity, and accountability in all matters relating to student admissions and fees. This Policy is framed in consonance with the guidelines and directions issued by the University Grants Commission (UGC) for the academic session 2025–26 and is intended to ensure that students are provided a fair and reasonable opportunity to revisit their academic decisions and, where necessary, to pursue alternative educational pathways without being subjected to unwarranted or disproportionate financial burden.

2. OBJECTIVE

The primary objectives of this policy are to:

- Provide students with a transparent framework for understanding the refund of fees in cases of admission cancellation or withdrawal;
- Ensure compliance with UGC directives and regulatory requirements;
- Protect the financial interests of students while maintaining institutional sustainability;
- Establish a fair and non-discriminatory mechanism for processing refund requests;
- Facilitate timely resolution of refund-related grievances.

3. SCOPE AND APPLICABILITY

This policy applies to all students pursuing degree programmes, postgraduate programmes, diploma programmes, and certificate courses offered by the Institute. The policy is applicable to all academic sessions, including but not limited to undergraduate, postgraduate, and continuing education programmes conducted by the Institute, whether in regular or distance modality.

4. ELIGIBILITY FOR REFUND

4.1 Admission Cancellation

A student shall be eligible for a refund of fees paid upon formal submission of a written application for cancellation of admission to the Admissions Office or authorized student services office, provided the cancellation request is processed in accordance with the timelines stipulated in Section 5 of this policy.

4.2 Withdrawal from Programme

A student enrolled in an ongoing programme may request withdrawal and seek a refund of fees as per the timeline and refund schedule outlined in this policy. The Institute recognizes circumstances such as personal hardship, relocation, or family exigencies that may necessitate a student's withdrawal from the programme.

4.3 Non-Commencement of Studies

Students who have paid admission fees but have not commenced their studies may also be eligible for refund as per the applicable timelines and refund percentages outlined in Section 5.

5. REFUND SCHEDULE AND TIMELINES

Refund of fees shall be administered in accordance with the following schedule, which is consistent with UGC guidelines for the academic session 2025-26:

Sr. No.	Refund Percentage	Period (From Date of Cancellation/Withdrawal Request)
1	100% (Full Refund)	15 days or more before the formally notified last date of admission
2	90% (Refund)	Less than 15 days before the formally notified last date of admission
3	80% (Refund)	15 days or less after the formally notified last date of admission
4	50% (Refund)	More than 15 days but not exceeding 30 days after the formally notified last date of admission
5	0% (No Refund)	More than 30 days after the formally notified last date of admission

5.1 Processing Fee Exemption during Extended Period

For the extended period, students who withdraw their admission shall receive a refund with a deduction of a maximum of Rs. 1,000 (Rupees One Thousand only) as a processing fee, notwithstanding the refund percentage applicable as per the schedule above. This provision is in compliance with UGC circular for the academic session 2025-26.

5.2 Refund Processing Timeline

All approved refunds shall be processed and remitted to the eligible student's designated bank account within a period of 15 calendar days from the date of receipt of the formal written cancellation/withdrawal request by the Admissions Office.

6. COMPONENTS OF REFUND

6.1 Fees Eligible for Refund

The following fee components shall be eligible for refund in accordance with the refund percentage prescribed:

- Tuition fees
- Admission fees
- Registration fees
- Technology and development fees
- Any other academic fee component as specified in the Institute's fee structure

6.2 Fees Ineligible for Refund

Notwithstanding the provisions of this policy, the following fee components shall not be subject to any deduction and shall be refunded in full, without the application of any refund percentage:

- Caution money and security deposits
- Examination fees (if examination has not been conducted)
- Library deposits and other deposits not forming part of the regular fee structure
- Any other amount held in trust or as security

6.3 Non-Refundable Components

The following fees and charges shall not be refunded under any circumstances:

- Placement cell registration fees (after placement services have been utilized)
- Alumni association fees (after enrolment in alumni membership)
- Charges incurred for services rendered (e.g., photocopying, certification, transcript issuance beyond the prescribed number)
- Any amounts already expended for the student's direct benefit (e.g., thesis printing, fieldwork materials)

7. PROCESS FOR REFUND REQUEST

7.1 Submission of Refund Application

Students seeking a refund of fees shall submit a formal written application to the Admissions Office through the prescribed proforma (Annexure A), which should include the following information:

- Full name and registration number
- Programme and academic year of enrolment
- Date of admission
- Reason for cancellation or withdrawal
- Designated bank account details for refund remittance
- Supporting documents as applicable

7.2 Verification and Approval

Upon receipt of the refund application, the Admissions Office shall:

- Verify the eligibility of the student based on the refund schedule;
- Ensure all outstanding dues, if any, have been settled or adjusted against the refund;
- Confirm the refund percentage applicable based on the timeline of withdrawal;
- Forward the approved application to the Finance Office for processing of the refund.

7.3 Bank Details and Identity Verification

The student must provide valid bank account details (savings bank account in the name of the student) along with a photocopy of the passbook/cheque leaf for verification. The bank account shall be verified to ensure accuracy before remittance of the refund amount.

8. SPECIAL CIRCUMSTANCES AND EXCEPTIONS

8.1 Medical Grounds

In exceptional circumstances where a student is unable to pursue their programme due to medical reasons certified by a recognized medical authority, the Institute may, at its discretion, consider granting an enhanced refund percentage or extension of the refund timeline. Such requests shall be considered on a case-by-case basis by the designated Review Committee.

8.2 Force Majeure Events

In the event of circumstances beyond the reasonable control of the student (such as prolonged illness, death of an immediate family member, natural disasters), the Institute may grant an extension of the refund timeline or waive certain refund-related conditions. Such claims must be supported by verifiable documentary evidence.

8.3 Institutional Changes

Should the Institute withdraw or significantly modify a programme, students who have paid fees for such a programme shall be eligible for a full refund without any deduction, regardless of the timeline of withdrawal.

9. ADJUSTMENT OF REFUND AGAINST DUES

9.1 Outstanding Fees and Dues

Any outstanding amounts payable by the student to the Institute (including library fines, damage charges, pending mess dues, or any other institutional dues) shall be adjusted against the refund amount. The Finance Office shall prepare a detailed statement of all outstanding dues before processing the refund and shall communicate this to the student.

9.2 Communication of Adjustment

The student shall be informed in writing of any amounts being adjusted against the refund, with a detailed breakup provided within the refund processing period of 15 days.

10. RETENTION OF ORIGINAL DOCUMENTS

In accordance with UGC regulations, the Institute shall not retain original documents (certificates, mark sheets, identity documents, etc.) submitted by a student during the admission process. Only self-attested photocopies shall be retained for institutional records.

Upon processing of refund and completion of all withdrawal formalities, the Institute shall return all original documents to the student without delay. The Institute shall not link the return of documents to any outstanding dues or grievances.

11. GRIEVANCE REDRESSAL MECHANISM

11.1 Grievance Cell

Students who experience delays, denial of refund, or other irregularities related to the implementation of this policy may lodge a formal grievance with the Institute's Student Grievance Redressal Cell within 10 days of the occurrence of the grievance or within 10 days of the expected refund processing date.

11.2 Escalation Procedure

Should the grievance remain unresolved within 30 days of submission, the student may escalate the matter to:

- The Dean of Academic Affairs
- The Registrar's Office
- The University Grants Commission (UGC) Grievance Portal

11.3 Compliance and Penalties

The Institute is committed to strict compliance with UGC directives. Non-compliance with this refund policy shall be treated as a serious institutional violation and may invite penalties as prescribed in the UGC Notification on Refund of Fees and Non-Retention of Original Certificates (October 2018).

12. TRANSPARENCY AND DISCLOSURE

12.1 Public Disclosure

This policy shall be:

- Prominently displayed on the Institute's website;
- Included in the admission prospectus and student handbook;
- Communicated to all admitted students at the time of enrollment;
- Made available in hard copy at the Admissions Office and other student service centers.

12.2 Communication with Students

The Institute shall maintain clear and transparent communication with students regarding their refund status and shall not impose any undisclosed conditions or charges related to the refund process.

13. ROLES AND RESPONSIBILITIES OF THE CONCERNED OFFICES

13.1 Admissions Office

- Receive and document refund applications
- Verify student eligibility and applicable refund percentage
- Maintain records of all refund applications and outcomes
- Communicate with students regarding status of refund requests

13.2 Finance Office

- Process approved refunds within the stipulated 15-day timeline
- Prepare detailed statements of outstanding dues
- Maintain financial records of all refunds processed
- Ensure accurate crediting of refunds to student bank accounts

13.3 Student Grievance Redressal Cell

- Receive and process student grievances related to refunds
- Investigate delays or irregularities
- Recommend remedial actions
- Maintain confidentiality and impartiality in grievance resolution

13.4 Academic Administration

- Update student status in academic records upon receipt of withdrawal/cancellation
- Coordinate with Finance and Admissions offices for timely refund processing
- Ensure no penalization of students seeking refunds

14. POLICY REVIEW AND AMENDMENTS

This policy shall be reviewed annually or as necessitated by amendments to UGC guidelines. Any revisions to this policy shall be communicated to all stakeholders through official channels. Amendments to this policy shall not be applied retrospectively to students who have already submitted refund requests.

15. EFFECTIVE DATE AND SUPERSESSION

This policy is effective from the academic session 2025-26 and supersedes all previous refund policies issued by the Institute. For the transitional period, any pending refund cases from previous academic years (2021-22 to 2024-25) shall be resolved in accordance with the guidelines in force at the time those requests were submitted.

16. CONTACT INFORMATION

For queries or submission of refund applications, students may contact:

Admissions Office

PHFI Institute of Public Health Sciences (Deemed to be University)

Hyderabad

Email: admissions@phfiiphs.ac.in

Telephone: 040 24006000

Office Hours: Monday to Friday, 9:30 AM to 5:30 PM

ANNEXURE A

APPLICATION FORM FOR REFUND OF FEES

TO

THE ADMISSIONS HEAD,

PHFI Institute of Public Health Sciences (Deemed to be University),

Hyderabad- 500030

Telangana, INDIA

I hereby request refund of fees paid by me for admission/enrollment in the following programme:

1. Student Details:

Name	
Registration Number	
Admission Roll Number	
Date of Birth	
Contact Number	
Email Address	

2. Programme Details:

Programme Name	
Mode of Study (Regular/Distance)	
Batch/Year of Admission	
Date of Admission	
Date of Withdrawal Request	

3. Refund Request Details:

| Reason for Withdrawal | |
| Date of Application | |

4. Bank Account Details (for Refund Remittance):

Bank Name	
Account Number	
IFSC Code	

| Account Holder Name (as in Passbook) | |
| Account Type (Savings/Current) | |

5. Supporting Documents Attached:

- ☐ Copy of Passbook/Cheque leaf
- ☐ Identity Proof (Aadhaar/Passport/Voter ID)
- ☐ Medical certificate (if applicable)
- ☐ Other supporting documents: _____

6. Declaration:

I _____ hereby declare that the information provided in this application is true and correct to the best of my knowledge. I understand that any false or misleading information may result in rejection of my refund application and may invite disciplinary action.

Date: _____

Student Signature: _____

Student Name (Print): _____

FOR OFFICIAL USE ONLY

Received by	
Date of Receipt	
Verification Status	
Refund Percentage Applicable	
Approved/Rejected By	
Approved Date	
Reference Number	

ACKNOWLEDGEMENT

This policy is framed in strict adherence to the University Grants Commission (UGC) Guidelines on Fees Refund for the academic session 2025-26, as per Circular No. D.O. No. F.2-71/2022 (CPP-II) (C-114546) and subsequent amendments. The Institute remains committed to the student-centric approach advocated by the UGC and shall ensure full compliance with all regulatory directives [1][2][3].