

Fees and Refund Policy for Online Programs

Fee Policy

1. Introduction

This Fee Policy outlines the components of fees and the mode of payment of the fees for students enrolled in Online programs offered by the University. It enables the University to administer the fees for the relevant academic year and ensures transparency and consistency in financial transactions between the University and its students. It therefore abides by the regulatory requirements.

2. Programs Covered

This policy applies to all the online programs offered by Centre of Distance and Online Learning (CDOE) of the University.

3. Fee Components

3.1 Application Fee

Purpose: Covers the cost of entrance exam and processing admission applications.

Nature: One-time, non-refundable.

Amount of Application Fee: As approved by the fee fixation committee from time to time.

Payable at: Time of application for admission.

3.2 Admission/Enrolment/Registration Fee

Purpose: Confirms the student's admission.

Nature: One-time, refundable as per fee refund policy set by UGC.

Amount of Enrolment Fee: As approved by the fee fixation committee from time to time.

Payable at: Upon acceptance of admission offer.

3.3 Tuition Fee

Purpose: To fund academic instruction, university facilities, support services, administration and infrastructure development and augmentation.

Nature: Annually over the duration of the program.

Amount of Tuition Fee: As approved by the fee fixation committee from time to time

Payable At: As directed by Registrar office.

Late Fee: As directed by Registrar office.

Refundable: As governed by fees refund policy set by UGC

4. Mode of Payment

The mode of payment of the Fees shall be online only through the payment gateways and UPIs.

Refund Policy

1. Introduction

Atlas SkillTech University is committed to ensuring transparency and fairness in all academic and administrative processes. This Refund Policy outlines the procedure for the refund of program fees to students enrolled in Online Degree Programs, in accordance with the UGC (Open and Distance Learning Programmes and Online Programmes) Regulations, 2020, and the latest UGC Public Notice on Fee Refund Norms.

The policy is designed to protect learner interests and ensure that students are not subjected to any financial hardship in cases of withdrawal, cancellation, or delay in program commencement.

2. Objective

This policy aims to:

- Establish clear guidelines for the refund of tuition and registration fees for online learners.
- Ensure compliance with UGC norms and institutional ethical standards.
- Provide a transparent and student-friendly process for handling refund requests.

3. Applicability

This policy applies to:

- All students who are admitted to Online Degree Programs (Undergraduate and Postgraduate) offered by Centre of Distance and Online Learning (CDOE) of University.
- All types of program fees, including admission, registration, and tuition fees, as specified in the program brochure or website.

Note: Application processing fees (if specified as non-refundable) shall not be eligible for refund.

4. Refund Norms (As per UGC Guidelines)

Refund eligibility is based on the date of withdrawal relative to the formally notified commencement of the program.

S. No.	Withdrawal Timeline	Refund Amount (as per UGC Guidelines)	Processing Time
1	15 days or more before the batch closure date	100% of fees (after deduction of processing charges up to ₹1,000)	Within 30 working days from Receipt of Cancellation form
2	Less than 15 days before the batch closure date	90% of total fees	Within 30 working days from Receipt of Cancellation form

3	15 Days or lesser after the batch closure date	80% of total fees	Within 30 working days from Receipt of Cancellation form
4	More than 15 days but within 30 days after the batch closure date	50% of total fees	Within 30 working days from Receipt of Cancellation form
5	More than 30 Days after the batch closure date	No refund	N/A

5. Refund Procedure:

a) Submission of Request:

- The student must submit a written refund application via email to the Office of the Deputy Registrar (CDOE) at refund@atlasuniversity.edu.in
- The subject line should clearly state “*Fee Refund Request – [Program Name / Student ID]*”.

b) Verification:

- The admission and finance teams will verify enrolment details, payment records, and eligibility as per refund norms.

c) Approval:

- The refund request shall be approved by the Director – CDOE and processed by the Accounts Department.

d) Disbursement:

- The refund amount shall be credited to the original mode of payment or to the student’s registered bank account within 15 working days of approval.

e) Acknowledgment:

- A confirmation email shall be sent to the student upon successful refund processing.

6. Important Conditions:

- Refunds shall be processed only after submission of all required documents, including the admission confirmation letter and proof of payment.
- Processing fees up to ₹1,000 may be deducted for administrative purposes in line with UGC regulations.

- Refund requests beyond the stipulated period will not be entertained under any circumstances.
- If a student is found ineligible for admission at a later stage due to misrepresentation or falsified information, no refund will be granted.

7. Force Majeure Clause:

In circumstances beyond the University’s control (such as pandemic, natural disaster, or government restrictions), the University reserves the right to alter refund timelines or procedures, ensuring all actions remain student-friendly and compliant with UGC guidelines.

8. Grievance Redressal:

If a student is not satisfied with the outcome of a refund request (after 30 working days), they may escalate the matter as follows:

Level	Authority	Email / Contact	Response Time
Level 1	Deputy Registrar – CDOE	refund@atlasuniversity.edu.in	Within 5 working days
Level 2	Director – CDOE	cdoe@atlasuniversity.edu.in	Within 5 working days
Level 3	Grievance Officer	grievances@atlasuniversity.edu.in	Within 10 working days

Further appeals, if unresolved, can be directed to the Ombudsperson as per UGC (Redressal of Grievances of Students) Regulations, 2023.

9. Contact Details for Refund-Related Queries: refund@atlasuniversity.edu.in

10. Policy Review

This Refund Policy shall be reviewed annually or as directed by the UGC/DEB to ensure continued compliance with updated regulations. Any changes shall be notified on the University website and communicated to all stakeholders.


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