



File Ref.No.31769/Admn B II/2025/UOK

UNIVERSITY OF KERALA

(Abstract)

University Office - Refund of fee remitted to KUF by students/affiliated colleges/institutions for various academic/examination related purposes - Guidelines revised - Sanctioned - Orders issued

Ad B II

10306/2025/UOK

Dated: 01.12.2025

Read:- 1. U.O.No.Ad.BII/5622/06/2016 dated 24.06.2016.

2. Item No. 26.75.26 of the minutes of the meeting of the Syndicate held on 13.04.2021.

3. Minutes of the meeting of the Sub-Committee constituted for the revision of refund guidelines held on 25.01.2023.

4. Item No. 51.70 of the minutes of the meeting of the Syndicate held on 09.02.2023.

5. U.O.No.Ad.DII/4810/2025/UOK dated 27.05.2025.

ORDER

The existing guidelines for refund of academic and examination related fees was issued, vide order read as (1) above. The same was examined in detail by the Syndicate, considering the increasing number of online transactions, network related failures and refund requests received from students, affiliated colleges and other institutions. Accordingly, the Syndicate resolved to constitute a Sub-Committee to revise the refund guidelines and to address refund related issues, vide paper read as (2) above.

The Syndicate, vide paper read as (4) above, considered the recommendations of the Sub-Committee and resolved to introduce multiple payment gateways to enhance the online payment process and reduce network issues and thereafter to revise the guidelines for refund of fees. Subsequently, a new payment gateway was introduced, vide paper read as (5) above.

Sanction has therefore been accorded by the Vice-Chancellor, to implement the revised guidelines for refund of fee for academic/examinations related purposes, as detailed below:

1. As a general rule, fee once remitted shall not be refunded.
2. Requests for refund arising from the incorrect entry of candidate code shall not be considered under any circumstances.
3. Fee remitted for certificate-related payments, fee adjustments and other faulty remittances shall not be considered for refund under normal circumstances.



4. Refund of fee will be considered under the following conditions:

a) If there is a fault on the part of the University (such as incorrect information given in notification/website or in cases of courses cancelled by University).

b) As per the recommendations of the dealing section, supported by the credit verification report from the FO Section/Accounts V C/Cash Section.

5. Subject to eligibility, refundable amount - after deducting administrative charges shall be released to the candidates/individuals from the Kerala University Fund, as specified in the table below:

Sl. No.	Amount to be refunded	Refund criteria
1.	Below Rs. 50/-	No refund
2.	Between Rs. 51/- and Rs. 999/-	5% will be deducted as administration charges
3.	Rs. 1,000/- and above	5% or Rs. 500/- (Whichever is lower) will be deducted as administration charges

6. Subject to eligibility, refundable amount - after deducting administrative charges shall be released to the Director/HOD/Principal of the Colleges/Institutions from the Kerala University Fund, as specified in the table below:

Sl. No.	Amount to be refunded	Refund criteria
1.	If the amount to be refunded is below Rs. 2,000/-	No refund
2.	If the amount to be refunded is Rs. 2,000/- and above	20% or Rs. 2,000/- (whichever is lower) will be deducted as administration charges

7. No administrative charges shall be imposed in cases of payment gateway errors/ network issues, subject to certification from the Kerala University Computer Centre.

8. Refund of tuition fees of candidates who discontinue their studies from the University College of Engineering shall be governed by the Government Orders issued by the Higher Education Department for each academic year, subject to the rules of AICTE.

9. Refund of fee of candidates who discontinue their studies from the Departments (including School of Distance Education)/Centres (UITs, UIMs, IMKs & KUCTEs) shall be governed by the UGC refund guidelines issued for each academic year.

10. Any refund not included in the above, shall be specifically approved by the Vice-Chancellor after



considering merit.

The revised guidelines shall be applicable to all transactions effected on or after the date of issuance of this order, with respect to the date of remittance.

Orders are issued accordingly.

REEJA S.

DEPUTY REGISTRAR
For REGISTRAR

To

1. PS to Vice Chancellor
2. PA to Registrar/Finance Officer/Controller of Examinations.
3. The Sections concerned/Heads of the Departments/Affiliated Colleges/Centres
4. Ad.G/ KUCC
5. Finance/Audit Sections/Accounts V C/ Cash section
6. PRO section (for uploading in university website)
7. Stock File/File copy.

Forwarded / By Order
Sd/-
Section Officer

