

GOVERNMENT OF INDIA
MINISTRY OF EDUCATION
DEPARTMENT OF HIGHER EDUCATION

RAJYA SABHA
UNSTARRED QUESTION NO. 2930
ANSWERED ON – 26/03/2025

Fee related complaints

2930 **Shri A. D. Singh:**

Will the Minister of **Education** be pleased to state:

- (a) whether there is sudden increase in the complaints regarding fee related irregularities in the private higher educational institutes in the country;
- (b) if so, the details of the complaints in the last three years;
- (c) the reasons for the sudden increase; and
- (d) efforts being made to resolve the complaints expeditiously and prevent fee related irregularities in private institutions in future?

ANSWER

MINISTER OF STATE IN THE MINISTRY OF EDUCATION
(DR. SUKANTA MAJUMDAR)

(a) to (d): Fees in State Universities are decided by the State Government concerned in accordance with the provisions of their Act and Statutes. Fee Structure in Private Universities is decided by the State Government concerned / State Private Universities Regulatory Authority or by the Private University concerned. Private Colleges are affiliated to Universities and their fees are determined as per the extant policy of their affiliating University.

As informed by the University Grants Commission (UGC) and the All India Council for Technical Education (AICTE), they have received a total of 2652 and 1625 fee related complaints respectively, during the last three years.

The following steps have been taken to resolve the complaints expeditiously and prevent fee related irregularities in private institutions:

- i. UGC has developed a dedicated portal, "UGC e-Samadhan: A step forward: Service to Stake Holders" which is a single window system for all the stakeholders for registering their complaints/grievances on the portal, available 24x7. It offers a structured and efficient mechanism for resolving issues related to admissions,

examinations, scholarships, refund of fees, and other aspects of academic life. The AICTE also has a portal mechanism to address fee related complaints.

- ii. UGC has a dedicated Fee Nivaran Cell to resolve the fee refund grievances received from the students through several channels, i.e. E-samadhan Portal, Fee Nivaran Cell's Email - Feenivaran-ugc@gov.in, Speed Post, etc. After receiving the grievances, these are forwarded to the concerned Higher Education Institutions (HEIs) for resolving the grievances as per UGC guidelines and refund the fee to the students accordingly.
- iii. UGC issued notifications and advisories for adoption of standard operating procedures to prohibit coercive and profiteering institutional practices in the matters related to refund of fees in case of withdrawal from the programmes and retention of original certificates at the time of and/ or after admission (Notification on Refund of Fee and Non-Retention of Original Certificates, 2018).
- iv. UGC has notified the “Redressal of Grievances of Students, Regulations, 2023” wherein delay in, or denial of, the refund of fees due to a student who withdraws admission within the time mentioned in the prospectus, subject to guidelines, if any, issued by the Commission, from time to time", has been defined as one of the grievances.
- v. UGC has also been circulating Fee Refund Policy from time to time on the commencement of academic session.
- vi. AICTE has framed Regulation namely, “All India Council for Technical Education (Redressal of Grievance of Students) Regulation 2019”. Non-compliance of the above Regulation may lead to punitive action against the institute as per Approval Process Handbook.
- vii. AICTE also conducts meeting of Ombudsperson for PGDM course and other courses through SGRC functioning in AICTE approved Institutes and Ombudsperson of the affiliated university, to resolve such grievances.
