தமிழ்நாடு திறந்தநிலைப் பல்கலைக்கழகம்

TAMIL NADU OPEN UNIVERSITY

Refund Policy - 2025



Tamil Nadu Open University

(A State Open University Established by Government of Tamil Nadu, Recognized by UGC - DEB,
Member in Asian Association of Open Universities & Association of Commonwealth Universities)

No: 577, Anna Salai, Saidapet, Chennai - 600 015, Tamil Nadu, India

FEE REFUND POLICY OF TNOU (AY-2025-2026 onwards)

1. PREAMBLE

The refund of fees to learners shall be governed by the University Grants Commission (UGC) – *"Refund of Fees and Non-Retention of Original Certificates"* Guidelines (2024) and the regulations of Distance/Online Education Bureau (DEB). TNOU shall ensure transparency, learner-centric procedures, and timely refund settlement.

The Fee Refund Policy of Tamil Nadu Open University from the Academic Year 2025-26 onwards is in accordance with the guidelines issued by the University Grants Commission (UGC) as per their Notification D.O. No.F.2-71/2022(CPP-II) (C-114546) dated June 12, 2024.

2. REFUND STRUCTURE (FIVE-TIER SYSTEM AS PER UGC 2024)

The following five tire system shall be followed by the Tamil Nadu Open University to process the withdrawal/cancellation of admission from AY 2025-26 onwards.

S.N.	Refund Percentage of Fee	Point of time when notice/application of withdrawal of admission is received in the Higher Educational Institution.
1	100%	15 days or more before the formally notified last date of admission.
2	90%	Less than 15 days before the formally notified last date of admission.
3	80%	15 days or less after the formally notified last date of admission.
4	50%	30 days or less, but more than 15 days, after formally notified last date of admission.
5	00%	More than 30 days after formally notified last date of admission.

Note:

- In all cases, processing charges amounting to 5% of the total fee collected may be deducted as per UGC norms. However, the processing charges, including the registration fee and application fee as per TNOU norms will not be refunded under any circumstances.
- For a deceased learner, the programme fee (excluding the processing fee, registration fee, and ICT charges) may be fully refunded if the University has not commenced academic services during that admission cycle.
- Caution Deposit/Security Deposit is fully refundable, if any

3. APPLICABILITY

This Refund Policy shall be applicable to all categories of learners admitted to TNOU, in compliance with the UGC and UGC-DEB guidelines.

3.1 Programmes Covered

This policy applies to all Open and Distance Learning (ODL) and Online programmes offered by TNOU, including:

- Research Programmes
- Postgraduate (PG) programmes
- Undergraduate (UG) programmes
- Diploma and advance diploma programmes
- Certificate programmes
- Vocational / Skill-based programmes under ODL/Online mode
- Short-Term Courses

3.2 Categories of Admission Included

The policy applies to:

- **Fresh Admissions:** Learners admitted for the first time into a programme for an academic session.
- **Provisional Admissions:** Learners admitted based on provisional eligibility, subject to later document verification.
- **Lateral Entry Admissions:** Candidates entering directly into higher semester/year as per TNOU norms.
- **Re-registration Cases:** Learners continuing/renewing their studies in subsequent semesters, wherever applicable.

3.3 Learners Covered

The refund provisions apply to:

- Regional, Indian and international (online) learners
- Learners admitted through Regional Centres (including study centres) through online admission.
- Sponsored learners (as per sponsoring organization's rules)

4. DEFINITIONS

4.1 Last Date of Admission

The **"Last Date of Admission"** refers to the final day notified by TNOU for completing admissions into a particular programme/academic cycle.

This date is:

- Published in the TNOU admission notification based on UGC-DEB notification

- Displayed on the official website (www.tnou.ac.in)
- Based on UGC-DEB academic calendar requirements
- Uniformly applicable to Regional Centres (including study centres) through online admission.

For refund calculation, this date acts as the baseline to determine the percentage of fees refunded under the UGC five-tier system.

4.2 Effective Date of Cancellation

The Effective Date of Cancellation is the actual date on which TNOU receives the learner's request for withdrawal, along with required documents.

This may be:

- The date of online / offline submission of the withdrawal request, OR
- The date on which the application is received and acknowledged at /Regional Centres/Headquarters.

Important Notes

- Incomplete online applications will not be considered until all required documents are submitted.
- The effective date is used to calculate the refund percentage applicable to the learner.
- Delay caused by postal/courier services (producing required documents) will not be considered; TNOU will rely only on the *date of receipt*.

5. PROCEDURE FOR WITHDRAWAL & REFUND

5.1 Submission of Request

A learner wishing to withdraw from a programme and seek a refund must submit a formal application, ensuring that the following components are included:

5.1.1 Refund Request Form

- Can be downloaded from the TNOU website or collected from a Study Centre/Regional Centre.
- Must be accurately filled with programme details, admission year, contact information, and reason for withdrawal.

5.1.2 Signed Request Letter

- A written request expressing the intention to withdraw.
- Must bear the learner's signature; digital signature is accepted for online submissions.
- Parent/guardian signature may be required for minor /Deceased learners.

5.1.3 Proof of Fee Payment

Acceptable documents include:

- System-generated fee receipt
- Bank transaction receipt / online payment acknowledgement
- UPI transaction screenshot with ID

5.1.4 Bank Account Details

- A cancelled cheque for CCs / bank passbook copy must be provided.
- The bank account must be in the learner's name (or in case of minors, deceased learners' parent/guardian's name).
- Incorrect bank details causing failed transactions are the sole responsibility of the learner.

5.1.5 Identification Details

- TNOU Learner Enrolment ID / Application Number / Registration Number
- A copy of Government-issued ID may be requested for verification.

5.2 Mode of Submission

TNOU offers multiple channels to make the process accessible.

5.2.1 Online Submission

- Learners may apply through the TNOU Online Admission Portal.
- Uploading required documents digitally is mandatory.
- An acknowledgement email/SMS will be issued automatically.

5.2.2 Offline Submission

Learners may submit the application physically at:

- TNOU Headquarters (Chennai)
- Regional Centres

Physical submissions will be:

- Date-stamped
- Entered into the refund processing register by Admission sections
- Forwarded to the Finance Division through the Registrar

5.3 Verification Process

TNOU will undertake a multi-step verification:

5.3.1 Admission Status Check (By Admission Section)

- Confirm whether admission is completed, provisional, pending, or cancelled.
- Check if the learner has already been allotted a Learner Enrolment ID.

5.3.2 Fee Payment Verification

- Cross-check payment received in TNOU Admission fund accounts.
- Validate payment mode, transaction reference, and dates.

5.3.3 Document Verification

- Verify identity documents
- Confirm correctness of bank account details
- Ensure the refund request form is complete

5.3.4 Eligibility Check for Refund Category

TNOU will calculate:

- Number of days before/after the last date of admission
- Tier of refund percentage applicable
- Non-refundable fees (if any)

5.3.5 Refund Amount Calculation by Admission Section

A detailed internal statement is prepared showing:

- Total amount paid
- Refundable amount
- Deductions applicable
- Final approved refund amount

The file is then forwarded to the **Finance Division** for payment processing.

5.4 Processing Timeline

5.4.1 Standard Processing Time

TNOU shall process refunds within 10–15 working days from the date of receiving a complete and verified application.

5.4.2 Delays

Delays may occur due to:

- Incomplete documents
- Incorrect bank details
- Administrative/verification issues

In such cases, TNOU will inform the learner via email/SMS.

5.4.3 Internal Tracking

TNOU shall maintain in the admission portal:

- Digital tracking of refund applications
- A status dashboard accessible to the learner (if available)

5.5 Mode of Refund

Refunds shall be made only through electronic bank transfer to ensure transparency and traceability.

Acceptable modes include:

- NEFT
- RTGS
- IMPS
- Direct bank transfer through TNOU's Finance Management System

Important Conditions:

- No cash refunds will be issued.
- Refunds cannot be transferred to third-party accounts.
- Once processed, TNOU will send a transaction confirmation via SMS/email.

6.REFUND OF DOUBLE / EXCESS PAYMENT OF TUITION FEES

6.1 Applicability

This guideline applies when:

- A learner's bank account shows **successful debit**, but the transaction status on TNOU's admission portal displays **"failed", "pending", or "not captured"**.
- The learner makes **multiple payments** for the same academic service, programme, or tuition/Re-registration /Examination fee due to technical issues, network interruptions, or payment gateway errors.
- The system records the payment more than once for the same admission/Re-registration /Examination fees

6.2 Eligibility for Refund

A double/excess payment is eligible for **100% refund without any deduction**, irrespective of the date of the request, provided:

- The payment was indeed made more than once for the same purpose.
- Supporting transaction proof is submitted.

6.3 Required Documents

The learner must submit:

1. Refund Request Form (Form A)
2. Proof of double/excess payment:
    - Bank statement showing multiple debits
    - Payment receipt(s) or transaction confirmation
    - Screenshot of failed/pending transaction (if available)
3. Learner ID / Application Number

4. Bank account details (passbook copy)

6.4 Verification Process

Upon receiving the request, TNOU (**SR & ED**) shall:

- Verify fee receipts in the admission ERP system
- Cross-check transactions with payment gateway records
- Confirm duplicate debit entries through the Finance Division
- Ensure the fee was not adjusted for any other academic service

6.5 Mode and Timeline of Refund

- Refund will be made **only through electronic bank transfer**.
- Processed within 10–15 working days after verification.
- No administrative, processing, or academic service charges shall be deducted.

7. REFUND FOR NON-FULFILMENT OF EDUCATIONAL QUALIFICATIONS OR OTHER REQUIREMENTS

These guidelines apply to learners whose admission is cancelled due to failure in meeting minimum eligibility criteria as per UGC /TNOU Norms or failure in completing mandatory admission steps.

7.1 Cases Considered for Refund

Refund may be granted in the following situations:

7.1.1 Non-fulfilment of Minimum Educational Qualification

Learner is found ineligible because:

- Required minimum marks/grades were not obtained.
- The qualifying examination was not passed.
- Certificates or documents submitted do not meet respective programme criteria.
- Documents (transfer certificate, mark sheets, degree certificate) are not genuine or not as per UGC-recognised institutions.

7.1.2 Non-Submission of Mandatory Documents Within TNOU Deadlines

Admission may be cancelled when the learner:

- Fails to upload required documents within the stipulated timeline.
- Uploads incomplete or illegible documents.
- Does not respond to verification queries raised by TNOU.

7.1.3 Rejection Due to Mismatch in Personal/Academic Details

- Name mismatch between documents
- Incorrect date of birth

- Incorrect academic data
- Contradictory information discovered during verification

7.1.4 Rejected Due to Statutory Restrictions

Programmes requiring:

- Additional eligibility conditions
- Recognition from statutory bodies (NCTE, AICTE, BCI, PCI) – when not fulfilled

7.2 Refund Rules for Ineligible Candidates

7.2.1 Before the Last Date of Admission

If the learner applies for cancellation due to ineligibility **before** the last date of admission:

- Academic/tuition fee shall be refunded.
- Registration/application processing fee remains **non-refundable**.

7.2.2 After Provisional Admission but Before Document Verification

If the learner is provisionally admitted but later found ineligible **during initial verification**:

- Academic/tuition fee shall be refunded.
- Non-refundable charges (registration, counselling, verification fee) shall be deducted.

7.2.3 False, Forged, or Fraudulent Documents

If certificates/documents are found to be:

- Forged
- Fabricated
- Fraudulent
- Manipulated

No fee shall be refunded, and legal action may be initiated.

7.3 Required Documents from the Learner

1. Refund Request Form (Form A)
2. Copy of admission application
3. All uploaded documents for verification (mark sheets, other certificates)
4. TNOU communication/email confirming rejection/ineligibility (if issued)
5. Bank details (passbook copy)

7.4 Processing Steps

1. Verification of eligibility as per UGC / TNOU Norms
2. Cross-checking academic documents

3. Approval by the **Admission Section**
4. Decision communicated to the learner through email/SMS
5. Refund initiation by the Admission section/ Finance Division

7.5 Timeline

Refund for ineligibility cases will be processed within:

- **15 working days**, subject to complete verification
- Faster if the error occurred due to technical/document upload failure

7.6 Communication

TNOU (**Admission Section**) shall provide clear communication to the learner regarding:

- Reason for rejection
- Refund amount
- Expected processing time
- Additional documents required (if any)

8. REFUND WHEN ENROLMENT NUMBER IS NOT GENERATED DUE TO NON-SUBMISSION OF REQUIRED DOCUMENTS ("MEMO CASES")

As per TNOU's admission norms, an **Enrolment Number** is generated only after the learner:

- Uploads all mandatory documents,
- Submits valid and verifiable academic/identity proofs, and
- Completes the verification process.

If any required document is missing, incorrect, unclear, or invalid, the system places the application under **"Memo" status**, and the Enrolment Number is **not generated** until the learner re-submits the required documents.

If the learner **fails to submit the required documents within the stipulated time**, the admission remains incomplete and becomes **liable for cancellation**.

8.1. Applicability

These guidelines apply when:

- The learner's admission is shown as **Memo / Pending Verification**,
- The learner **does not resubmit/update** the required documents within TNOU deadlines,
- The Enrolment Number is **not generated**, and
- The learner seeks refund or TNOU cancels the incomplete admission.

8.2. Eligibility for Refund

8.2.1 Learner Fails to Submit Required Documents Within Deadline

If the learner fails to resubmit or correct the required documents despite reminders:

- **Tuition/Programme Fee Refund**
  Refund will follow the TNOU refund guideline depending on the date of the learner's withdrawal request or admission cancellation.
- **Non-Refundable Charges**
  - Application/Registration Fee
  - Document Verification Fee
  - Portal/Processing Fee

  These charges will **not be refunded**.

8.2.2 Application Cancelled Automatically by TNOU (Due to Memo Not Cleared)

If admission is cancelled by TNOU due to **non-submission of documents**:

- Academic and other fees will be **forfeited**, because the learner did not complete admission requirements.

8.3 Learner Requests Cancellation Before Admission Deadline

If the learner voluntarily cancels **before the last date of admission**:

- Refund will strictly follow the depending on the timing.
- Application/Registration/ Processing Fee remains **non-refundable**.

8.4. Required Documents from the Learner

To claim refund under Memo / Incomplete Admission:

1. Refund Request Form (Form A)
2. Copy of Application Form
3. Proof of Fee Payment
4. Any correspondence from TNOU indicating *Memo / Pending Verification* status
5. Refund Bank Account proof (passbook copy)

8.5. Processing Guidelines for TNOU

8.5.1 Verification Steps

TNOU shall:

1. Verify that no Enrolment Number has been issued.
2. Check the status of document verification in the system.
3. Confirm that the learner failed to submit documents despite reminders.
4. Calculate refundable amount (excluding non-refundable components).

8.5.2 Refund Timeline

- Refund shall be processed within **10–15 working days** after verification.
- TNOU shall communicate the refund status to the learner via email/SMS.

8.5.3 Non-Generation of Enrolment Number Clause

Non-generation of Enrolment Number due to learner's failure to submit documents **does not make the learner automatically eligible for full refund**.

8.6. Special Situations

8.6.1 If Learner Submits Documents After Deadline

- Admission cannot be revived once cancelled.
- Refund will be processed as per applicable TNOU Refund policy at the time of cancellation.

8.6.2 If Documents Submitted Were Wrong or Invalid

If the learner uploads:

- Incorrect documents
- Wrong certificates
- Invalid/Expired certificates

TNOU may cancel admission

8.6.3 Fraudulent / Tampered Documents

If any document is found fraudulent:

- **No refund of any kind**
- TNOU may initiate legal action as per university norms.

8.7. Communication to Learners

TNOU (**Admission Section**) shall:

- Send reminders for pending documents ("Memo") via email/SMS/portal alerts
- Clearly mention the deadline for submission
- Inform the learner if the admission stands cancelled
- Provide refund details on request

For further clarifications in this regard, TNOU will follow the guidelines issued by UGC vide D.O.No.F.12-5/2024 (FNT/NET)-Fee Nivaran (Notice) dated 27.10.2025. The TNOU Fee Refund Policy will be amended from time to time in accordance with UGC guidelines and the subsequent approval of the statutory bodies of TNOU.

TAMIL NADU OPEN UNIVERSITY

CHENNAI

Refund Request Form – Form A

(As per UGC & UGC-DEB Refund Guidelines)

A. Learner Details

1. **Name of the Learner:** _____
2. **Father's / Mother's / Guardian's Name:** _____
3. **Date of Birth:** ____ / ____ / _____
4. **Gender:** ☐ Male ☐ Female ☐ Transgender ☐ Other
5. **Mobile Number:** _____
6. **Email ID:** _____
7. **Learner ID / Application Number:** _____
8. **Programme Applied For:** _____
9. **Academic Year / Admission Cycle:** _____
10. **Mode of Study:** ☐ ODL ☐ Online

B. Admission Details

1. **Date of Admission / Fee Payment:** ____ / ____ / _____
2. **Fee Amount Paid:** ₹ _____
3. **Payment Mode:**
   ☐ Online (UPI / Net Banking)
   ☐ Debit/Credit Card
   ☐ Challan
   ☐ Bank Transfer
4. **Transaction ID / Reference No.:** _____
5. **Study Centre / Regional Centre /HQ (if applicable):** _____

C. Reason for Withdrawal (Select One)

☐ Personal Reasons
☐ Health Issues
☐ Financial Constraints
☐ Wrong/Multiple Fee Payment
☐ Admitted Elsewhere
☐ Not Eligible (document issues)
☐ Delay in Document Submission
☐ Other (specify): _____

D. Bank Details for Refund

(Refund will be transferred only to learner's/parent's account as per policy)

1. **Account Holder's Name:** _____
2. **Bank Name:** _____
3. **Account Number:** _____
4. **IFS Code:** _____
5. **Branch Name & Location:** _____
6. **Mobile Number Linked to Bank:** _____

(Attach cancelled cheque (CCs) / first page of passbook)

E. Declaration by Learner

I, _____ (Name), hereby request cancellation of my admission and refund of fees as per the TNOU Refund Policy and UGC Guidelines.

I declare that:

- The information furnished above is true and correct.
- I understand that the refund amount will be processed as per the prescribed UGC refund system.
- I agree that non-refundable charges, if applicable, may be deducted.
- I understand that incorrect bank details submitted by me may delay the refund.

Signature of Learner: _____

Date: ____ / ____ / _____

F. For Minors (Below 18 Years) /Deceased learners

Parent/Guardian Declaration

I, _____ (Name), parent/guardian of the learners/Deceased learners, endorse this refund request and confirm that the details and documents submitted are accurate.

Signature of Parent/Guardian: _____

Date: ____ / ____ / _____

G. Enclosures (Tick & Attach)

☐ Completed Refund Request Form
☐ Copy of Admission Receipt / Fee Payment Proof
☐ Copy of Aadhaar / ID Proof
☐ Copy of Application / Learner ID Card
☐ Cancelled Cheque or Passbook Copy
☐ Any other relevant document: _____

H. Office Use Only (TNOU)

1. Date of Receipt of Application: ____ / ____ / _____

2. Verified Refund Category:
☐ 100% ☐ 90% ☐ 80% ☐ 50% ☐ No Refund

3. Documents Verified by (Admission section) :
Name: _____ Designation: _____
Signature: _____ Date: ____ / ____ / _____

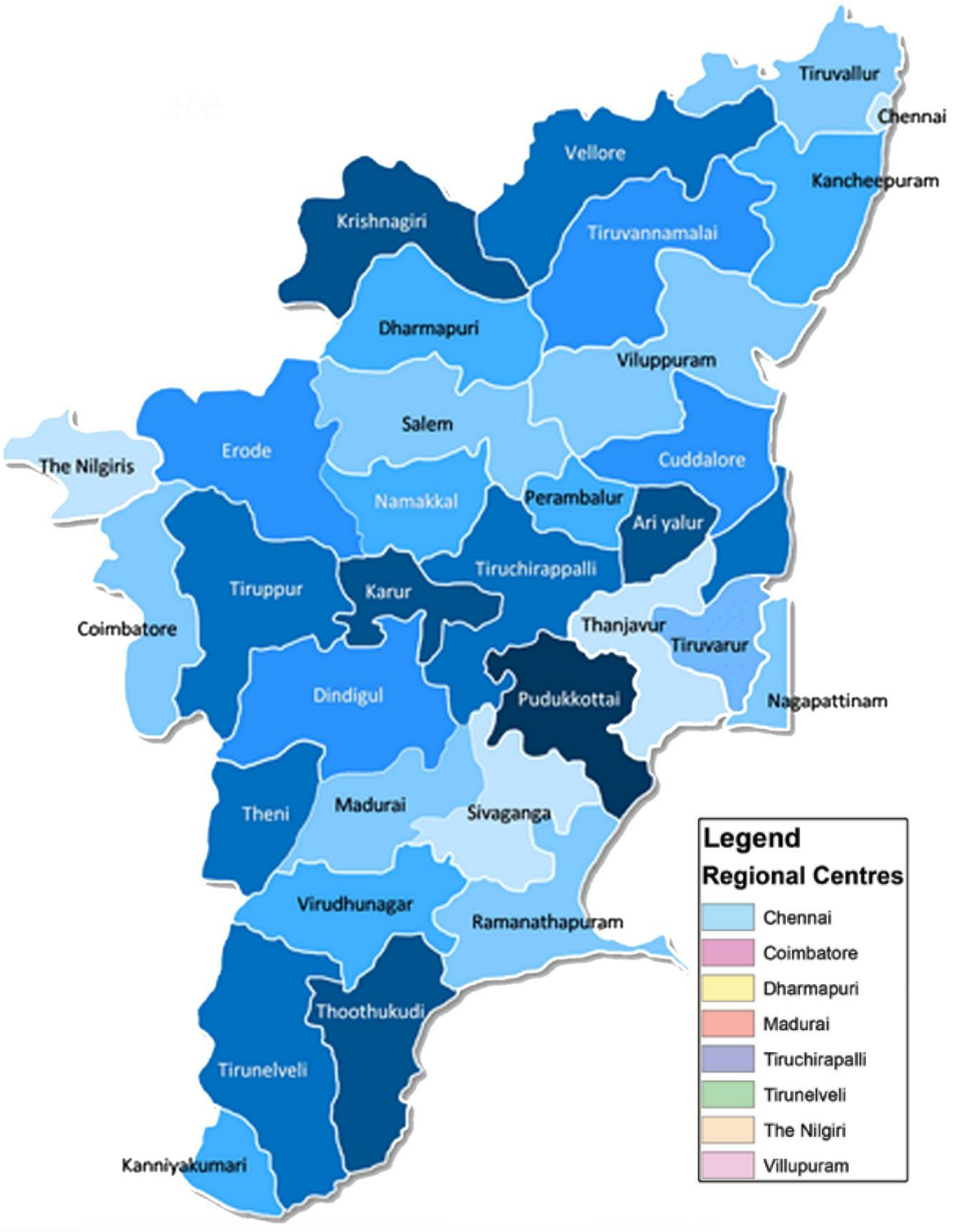
4. Verified Amount Eligible for Refund: ₹ _____

5. Approved by Competent Authority:
Name: _____ Signature: _____
Date: ____ / ____ / _____

6. Refund Processed by Finance Division:
Transaction ID: _____
Date of Refund: ____ / ____ / _____
Signature (Accounts): _____

Committee for the preparation of Fee Refund Policy of TNOU

Sl. No.	Name	Committee Member
1.	Prof. G.R. Senthil Kumar Registrar	Convener
2.	Thiru. K. Balamurugan Finance Officer	Member
3.	Dr. S. Umamaheswari Controller of Examination	Member
4.	Thiru. R. Vasudevan Deputy Registrar (Finance)	Member
5.	Dr. R. Tamilmaran Associate Professor & Director i/c, CIQA	Member
6.	Dr. R. Meenambigai Assistant Professor & Dy. Director i/c, CIQA	Member
7.	Dr. E. Kumar Assistant Professor & Dy. Director i/c, CIQA	Member
8.	Dr. R. Arumugam Assistant Professor & Director i/c, Admission	Member



தமிழ்நாடு திறந்தநிலைப் பல்கலைக்கழகம்

TAMIL NADU OPEN UNIVERSITY