



No. MANUU/CIT/F.70/2018-19/38

03.01.2019

CIRCULAR

Sub: MANUU - Admission Withdrawal and Refund of Fee – Reg.

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In order to deal with Admission Withdrawals and Online Fee Refund cases in a systematic manner and to reduce the processing time, it has decided by the University to adopt the Standard Operating Procedures (SOPs) attached with this Circular with immediate effect.

All concerned are required to take a note of the same for necessary action.


31/1/2019
Registrar

Encls: as above

- Copy to:** (i) O/o Vice-Chancellor
(ii) O/o Finance Officer , COE
(iii) All Deans of Schools / Dean, Satellite Campuses/Dean Students' Welfare
(iv) All Heads of Departments/ Principals of CTEs / Polytechnics
(v) Director, Directorate of Admissions
(vi) Director, Distance Education
(vii) Director, CIT – **for uploading on website**
(viii) President, MSU
(ix) Concerned file

Standard Operating Procedure (SOP) for Admission Withdrawal

- Student submits the Admission Withdrawal Proforma (Attached at Annexure – I) either in person or through post/email in the concerned HOD's Office along with the clearance from, if applicable/required.
- The concerned Head of Department/Principal/In charge examines the case to take a note of reason of admission withdrawal and forwards the Proforma to the Directorate of Admissions.
- Directorate of Admissions office verifies the student status including fee receipt by logging into iUMS system. (iUMS Account will be provided by CIT)
- Directorate of Admissions office recommends admission withdrawal / refund of fee as per provisions.
- Director, Directorate of Admissions approves Admission Withdrawal and fee amount for refund.
- The Proforma is sent to the Registrar, MANUU for his approval.
- The approved Proforma is forwarded to Finance Office for refund using NEFT/RTGS.
- Proforma is returned to Directorate of Admissions with information on the transaction performed.
- Directorate of Admissions office updates the information in the iUMS and also inform the candidate and department on action taken through email.

Standard Operating Procedure (SOP) for Fee Refund for Online Transactions

- Fee Refund may be claimed, in case student/candidate has made duplicate transaction or deposited the fee in incorrect head, or has taken admission in another program.
- To get the refund, student/candidate opens up the website <http://manuucocoe.in/OnlinePayment> and select Fee Refund from the menu.
- To proceed further he/she will have to provide his/her Enrollment Number/Roll Number or Application Number.
- A 5-digit OTP number will be send to the student using SMS on his/her mobile number last used by the student/candidate for transacting fee with MANUU.
- After validating the OTP provided by the Applicant, all transactions performed by the student will be displayed on screen.
- Student will select the transaction(s) to be refunded and also provide Bank details to be used by MANUU for refund purposes. Reason for refund will also be provided by the student.
- A ticket for processing refund request is generated which student can print for future reference.
- The ticket will be processed by CIT (later it can be delegated to the concerned department).
- The person responsible for processing will accept or reject any or all refund request(s) made by the student. In addition he/she will also identify the transactions which have been successful and caused such refund transactions redundant and liable for refund.
- Once this work is successfully completed, an Online Refund Claim Form carrying complete application details will be printed and forwarded to the Office of the Registrar for necessary processing.
- If approved, by the Registrar, the Finance Office will refund the amount through NEFT/RTGS and return the Proforma to CIT for update of ticket and iUMS.
- Student can view the status of his/.her request Online.



مولانا آزاد نیشنل اردو یونیورسٹی
MAULANA AZAD NATIONAL URDU UNIVERSITY
(A Central University established by an Act of Parliament in 1998)
(Accredited with Grade "A" by NAAC)

Admission Withdrawal Form

Application No (For candidate applying for admission): Enrolment No (Old Student):

Roll No (Old Student): Name:

Fee Payment ID: Fee Amount Paid: Program/Course:

Reason of Withdrawal:

Applied for Wrong Program

Cannot afford fee

Could not get Hostel (Only for Regular

Got Admission in another University

Got Admission in another Program of MANUU

Any other reason

Contact Email ID Contact No/Mobile No:

Bank Accounts Details to be used for Fee Refund Purpose (Please ensure that correct details are provided by you. MANUU will not be responsible for any errors made by you in the information provided by you. No Further claim will be entertained):

Bank Name: Branch Name:

Name of Account Holder Bank Account Number: IFSC Code:

Date:

Signature of the Candidate

Forwarding by HOD.....

To be Used by Directorate of Admissions

Fee of Rs. was received against Payment Id dated: As per provisions made in para of the Prospectus permission for withdrawal of admission may be accorded and

- (i) An amount of Rs. may be approved for refund to the candidate.
(ii) No refund is admissible.

Date:

Name & Signature of Official

Withdrawal Approved/Not Approved

Director, Admissions

To be Used by the Office of The Registrar

Refund of Rs. as per above details Approved /NOT APPROVED.

Date:

Signature of Official

Registrar

To be Used by Finance and Accounts Office

Amount of Rs. has been refunded vide RTGS transaction No : dated

Date:

Name & Signature of Official

Finance and Accounts Office

To be Used by Directorate of Admissions

iUMS has been updated and an Email has been sent to the candidate/student on

by (name) (Signature)

This Form is to be submitted in the Office of the Director, Directorate of Admissions, MANUU, Gachibowli, Hyderabad – 500 032 or via Email to director.admissions@manuu.edu.in (Expected Processing time: 5-working days)