

Privacy Policy

The All India Council for Open Education (AICOE) respects the privacy of all its learners, Coordinators, and members. Any personal information collected during registration or communication is used solely for internal academic and administrative purposes.

- Information such as name, contact details, identification documents,

and academic records may be collected at the time of enrollment.

- These details are used for issuing certificates, maintaining records, and student support only.
- Data is shared only with authorized personnel or centres affiliated with AICOE, and not with any third party without consent—unless required by law.
- AICOE is committed to maintaining the confidentiality and security of all collected data.

Refund Policy

- All payments made to AICOE towards admission, examination, or documentation are non-refundable.
- Students are advised to read all details carefully before making any
- In the event of duplicate or excess payment, refund requests will be considered only if reported within 7 working days, and after internal verification.
- No refund will be granted due to change of mind, course withdrawal, or delay in document delivery by post.

Grievance Redressal

AICOE believes in transparent and timely resolution of all legitimate concerns raised by students or members.

If any student has a grievance, they may:

- Email the concern to: grievance@aicoe.in
- Mention full name, registration number, course name, and centre details

- Attach any supporting documents (if applicable)

AICOE aims to acknowledge valid complaints within 3–5 working days and resolve them within 30 working days, depending on complexity.

Unresolved grievances may be reviewed by the Internal Grievance Committee, whose decision shall be final and binding.

Legal Disclaimer & Jurisdiction

- AICOE is an autonomous, non-formal educational trust, registered under relevant Indian Trust Acts. It does not claim equivalence with any State Board, Central Board, or Government-recognized
- All programs offered by AICOE are part of its internal academic framework for non-formal education, learning motivation, and self-
- If any government, private institution, or employer accepts AICOE's certificates for admission or job purposes, it is solely their discretion and responsibility.
- AICOE shall not be held liable for decisions made by third parties based on any certificate issued by the

Jurisdiction & Legal Proceedings

- All disputes related to admissions, certification, coordination, or administration shall fall under the exclusive jurisdiction of the Courts at Kolkata and Jalpaiguri, West Bengal.
- No legal proceedings shall be entertained in any other State or Union
- If any person initiates such proceedings outside the mentioned jurisdiction, their admission and certification shall stand automatically void.

This jurisdiction clause applies to students, coordinators, and all other stakeholders