

PUBLIC GRIEVANCES COMMISSION
GOVT. OF NATIONAL CAPITAL TERRITORY OF DELHI
I.P. Estate (near ITO), Vikas Bhawan, M-Block, New Delhi-110110
Tel Nos. 011-23379900-01 Fax No.011-23370903
Website : www.pgc.delhigovt.nic.in E-mail :pgcdelhi@nic.in

Order under Para 2(B) of the PGC Resolution No F.4/14/94-AR dated
25.9.97

Date of hearing: 17.9.2019

Complainant : Ms. Riya – Present.

Respondent : The Vice Chancellor,
Guru Gobind Singh Indraprastha
University.
Through Sh. Naveen Bhardwaj, CPIO/S.O.
Ms. Namrata,
Asstt.Professor, BLMCE – Present.

Grievance No. : PGC/2019/A.II/H.E./02

1. Brief facts of the complaint

1.1 Ms. Riya, has filed a grievance petition before Public Grievances Commission, aggrieved by non-refund of admission fee due to withdrawal of her admission from Bhavan's Leelawati Munshi College of Education(BLMCE), affiliated to Guru Gobind Singh Indraprastha University(GGSIPU) Dwarka, New Delhi. She requested the Commission to intervene for direction to the respondent department for refund of the same at the earliest.

2. Relevant facts emerging during the hearing

2.1 Ms. Namrata, Asstt.Professor, representing Bhavan's Leelavati Munshi College of Education (affiliated to GGSIP University) and Sh. Naveen Bhardwaj, CPIO, GGS IP University filed a report which has been taken on record. It states that cheques were made in the names of three students for Rs.16,750/- including the complainant, Ms. Riya. They were called to collect the cheques from the office. Ms. Riya, inspite of repeated phone calls did not

come to receive the cheques whereas the other two students received the cheques from the college office. It was further stated that Ms.Riya was never harassed and the department has adopted proper procedure for releasing the cheque. It was further assured by the representatives of the respondent department that a fresh cheque for an amount of Rs.16,750/- shall be issued within two days from today to Ms.Riya, complainant, towards refund of fee against withdrawal of her admission.

2.2 On 20.9.2019, a letter through email has been received from Shri Naveen Bhardwaj, CPIO(RTI/PGMS), GGS Indraprastha University stating that due payment vide Cheque No.000740 dated 17.9.2019 for Rs.16,750/- towards full settlement of refund of fee has been handed over to Ms. Riya, candidate on 19.9.2019. Copy of the cheque bearing signatures of Ms. Riya, complainant, regarding acknowledgement has also been sent along with the letter.

2.2 On 20.9.2019, a letter through e-mail has been received from Ms. Riya, Complainant, stating the she is satisfied with the results of the hearing and want to dispose of her complaint accordingly.

3. Directions of the PGC

3.1 Considering the submissions of the respondent department & documentary proof, and the communication of the complainant, the Commission believes that the matter has been resolved and the complainant has received the refund of fee amounting to Rs.16,750/-. The Commission appreciates the action taken by the respondent department and complied with the directions of PGC in resolving the grievance of the complainant.

1.2 In view of the above, the grievance case of the complainant stands disposed of in the Commission.

(MRS. MADHU SHARAN)
MEMBER

No. PGC/2019/A.II/H.E./02

Dated:

Copy to :-

1. The Vice Chancellor, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, New Delhi-110078.
2. The CPIO (RTI & PGMS), Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, New Delhi-110078.
E mail: cpio.pgms@ipu.ac.in
3. Ms. Riya.