

*“No carelessness until there is a cure. Wear Mask, follow physical distancing & maintain hand hygiene.”*

**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  
E mail: [pgcdelhi@nic.in](mailto: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: 01.09.2021

Complainant : Ms. Tanya Singh.  
Respondent : The Vice Chancellor,  
Guru Gobind Singh Indraprastha University,  
Govt. of NCT of Delhi.  
Through Sh. Naveen Bhardwaj,  
Section Officer, I.P. University – Present.  
Grievance No. : PGC/2021/A.II/HE/01

**1. Brief facts of the complaint**

1.1 Ms. Tanya Singh has filed a grievance petition before Public Grievances Commission aggrieved by non-refund of fees by I.P. University, Delhi for MBA course. She has stated in her grievance that she took admission in I.P. University, Delhi but withdraw her admission on 31.12.2020. However, the University has not refunded her fees till date.

**2. Relevant facts emerging during the hearing**

2.1 Sh. Naveen Bhardwaj, Section Officer, G.G.S.I.P. University came after the hearing was over and filed a status report dated 26.08.2021. It is stated in the report that *“The matter regarding refund of fee against cancellation/withdrawal of admission upto 31.12.2020 was put up before the Competent Authority of the University. The Competent Authority has considered and approved the same. At present, the file for refund of fee to the students who have applied for withdrawal of admission upto*

31.12.2020 in various programs is under process. A copy of the same is enclosed herewith for your reference please. In view of above, it is humbly submitted that the petition may be disposed of accordingly.”

2.2 The complainant was present in the hearing.

### 3. **Directions of the PGC**

3.1 Sh. Naveen Bhardwaj, Section Officer of the respondent department has filed a status report which states that the competent authority of the University has considered and approved the matter regarding refund of fee against cancellation/withdrawal of admission upto 31.12.2020. The Commission is satisfied with the action taken by the department and **the matter is disposed of in the Commission.** However, the complainant is free to approach the department as well as Commission in case she has any further grievance with regard to her present complaint.

(SUDHIR YADAV)  
MEMBER

No. PGC/2021/A.II/HE/01

Dated:

1. The Vice Chancellor, Guru Gobind Singh Indraprastha University, Sector 16 C, Dwarka, New Delhi – 110078.
2. Ms. Tanya Singh