

Centre secures 1.56 Crore Relief for Aspirants & Students in Education Sector through Refunds from Coaching Centres

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Ministry of Consumer Affairs, Food & Public Distribution
Press Release
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The Department of Consumer Affairs (DoCA), Government of India has successfully secured refunds amounting to ₹1.56 crore for over 600 aspirants and students in the education sector. These students, enrolled in coaching centres for Civil Services, Engineering Course and other programmes, were previously denied rightful refunds despite following the terms and conditions set forth by the coaching institutes.

The relief was made possible through grievances filed by the students via the National Consumer Helpline (NCH), which facilitated a streamlined process for dispute resolution. The swift action by the Department has helped students receive compensation for unfulfilled services, late classes, or cancelled courses, ensuring they do not bear the financial burden of unfair business practices.

In its decisive direction, Department of Consumer Affairs has instructed all coaching centres to adopt a student-centric approach, mandating clear, transparent refund policies to protect student's financial interests. The Department has also made it clear that the unjust practice of denying legitimate refund claims will no

longer be tolerated, urging educational institutions to uphold consumer rights.

The Department of Consumer Affairs, through its proactive efforts, has also committed to strengthening the complaint redressal mechanism and educating students on their consumer rights, empowering them to take action in case of unfair treatment.

The National Consumer Helpline has proven to be a vital resource in empowering students and aspirants in their quest for justice. Many students have shared their positive experience, highlighting how the NCH assisted them in navigating the complexities of refund claims and providing timely resolutions.

Through the platform, individuals were able to resolve issues without the need for protracted legal battles, saving time and energy while ensuring fair outcomes. By resolving grievances at the pre-litigation stage, NCH has helped prevent the escalation of disputes, offering an effective and accessible alternative to formal legal proceedings. This service has proven especially beneficial for students, who now have a dependable avenue to safeguard their interests.

As part of the initiative, the DoCA continues to advocate for student rights and encourages all students facing similar issues to use the National Consumer Helpline platform for quick resolution. The Department also urges Coaching Centres to adhere to the guidelines set forth, ensuring transparency, accountability, and a student-friendly approach.

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Abhishek Dayal/Nihi Sharma

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