



Ramesh <rameshcsarala@gmail.com>

Urgent Grievance: Eastpoint College Withholding TC & Original Documents – Illegal Fee Demand & Unaccounted Cash Collection

7 messages

Ramesh <rameshcsarala@gmail.com>

Mon, Sep 15, 2025 at 4:21 PM

To: gssec.ugc@nic.in, complaint@aicte-india.org, e-samadhan@ugc.gov.in

Cc: contact.ugc@nic.in, bnuregistrar@karnataka.gov.in, feenivaran-ugc@gov.in, "mnk.kumar2010@gmail.com" <mnk.kumar2010@gmail.com>, Rakshitha N <rakshitha934@gmail.com>

Respected Sir/Madam,

I, **Ramesh**, parent of **Mr. Venugopal C R (Registration No. U19MT24S0129)**, wishes to lodge a serious grievance against **Eastpoint College of Higher Education / Eastpoint Group of Institutions**, where my son was admitted to the **BCA course** in Academic Year 2024–25.

Case Background:

1. My son discontinued the BCA course after the **first year** due to personal and academic reasons. Accordingly, we requested his **Transfer Certificate (TC)** and original documents.
2. On **09 September 2025** and **11 September 2025**, we personally visited the college. The **Principal approved the TC request** and issued an **NOC Request Form**.
3. The NOC form has already been cleared by **Lab, HOD, Library, and Hostel departments**.
4. However, the **Admission / Fee Department** has refused to grant clearance, **demanding full fees for all 3 years**, even though my son only studied for 1 year.
5. Today, during our third visit, the Fee Department again denied clearance and TC, repeating the same unlawful demand.
6. Additionally, during admission for the **first year fees (₹1,10,000)**, the institute demanded **₹25,000 in cash**, which was paid but **no receipt or acknowledgment was ever issued**. This constitutes a very serious violation of accounting and regulatory norms.

Legal & Regulatory Position

- **UGC Notification No. F. No. 6-1(7)/2006(CPP-I), dated 23rd April 2007** prohibits withholding Transfer Certificates or original documents for unpaid fees beyond the period actually studied.
- **Supreme Court Judgments:**
 - *Islamic Academy of Education vs. State of Karnataka (2003)*
 - *P.A. Inamdar vs. State of Maharashtra (2005)*Both restrict institutions from profiteering and make clear that only fees proportionate to services actually availed can be charged.
- **Consumer Protection Act, 2019** considers such coercive demands as **unfair trade practice** and **deficiency of service**.
- Collecting **cash without issuing receipts** violates **basic financial regulations, accounting norms, and ethical standards expected of higher education institutions**.

We have already cleared all dues relating to the **first year** (including the above-mentioned cash payment) and are ready to pay any genuine balance pertaining to that period. However, demanding fees for unstudied years and refusing receipts for cash payments is **illegal, exploitative, and indicates financial malpractice**.

In light of the above, I urgently request your good offices to:

- Intervene and direct **Eastpoint College of Higher Education** to issue clearance from the Admission/Fee Department without demanding unstudied years' fees.
- Ensure immediate release of the **Transfer Certificate (TC)** and all original documents of my son.
- Investigate and take strict action regarding the **unreceipted cash collection of ₹25,000**, which raises serious concerns of financial irregularity.
- Issue suitable directions to prevent recurrence of such malpractices.

Student Details:

- Name: **Venugopal C R**
- Registration No.: **U19MT24S0129**
- Course: **BCA**
- College: **East Point College of Higher Education / Eastpoint Group of Institutions**
- Academic Year of Admission: **2024–25**

Sincerely,

Ramesh (Parent of Venugopal C R)

9740787885 / 9141469096

rameshcsarala@gmail.com

2 attachments**IMG_6214.JPG**
716K**IMG_6213.JPG**
1063K**UGC Help Desk** <contact.ugc@nic.in>To: rameshcsarala@gmail.com

Mon, Sep 15, 2025 at 4:22 PM

Auto-Generated Reply – Important Instructions

Dear,

Thank you for reaching out to us.

This is an auto-generated email.

To help us process your request efficiently, we kindly ask you to:

Provide your complete details (Name, Contact, Reference Number, if any).

Visit ugc.gov.in and check the concerned section related to your query.

Send your email directly to the appropriate section for faster response.

You may keep us in CC for reference purposes.

Your cooperation will help us serve you better.

Warm Regards,

UGC Help Desk,
Delhi

प्रिय,

हमसे संपर्क करने के लिए आपका धन्यवाद।

यह एक स्वतः उत्पन्न ईमेल है।

आपके अनुरोध को सही ढंग से प्रक्रिया में लेने के लिए कृपया निम्नलिखित करें:
अपनी पूर्ण जानकारी (नाम, संपर्क विवरण, संदर्भ संख्या यदि उपलब्ध हो) अवश्य लिखें।
कृपया ugc.gov.in पर जाकर अपनी समस्या से संबंधित उचित विभाग/सेक्शन देखें।
त्वरित समाधान हेतु सीधे उसी विभाग को मेल भेजें।
सूचना हेतु आप हमें सीसी (CC) में अंकित कर सकते हैं।
आपके सहयोग से हमें आपको बेहतर सेवा देने में सहायता मिलेगी।

सादर,
यूजीसी हेल्प डेस्क, दिल्ली

Ramesh <rameshcsarala@gmail.com>
To: UGC Help Desk <contact.ugc@nic.in>

Mon, Sep 15, 2025 at 4:25 PM

++ Mail Attachment
[Quoted text hidden]

 **mail.pdf**
804K

Gender Sensitization Section <gssec.ugc@nic.in>
To: Ajay Kumar Joshi <akjoshi.ugc@nic.in>, Fee Nivaran UGC <feenivaran-ugc@gov.in>
Cc: rameshcsarala <rameshcsarala@gmail.com>

Mon, Sep 15, 2025 at 4:45 PM

===== Forwarded message =====

From: Ramesh <rameshcsarala@gmail.com>

To: <gssec.ugc@nic.in>, <complaint@aicte-india.org>, <e-samadhan@ugc.gov.in>

Cc: <contact.ugc@nic.in>, <bnuregistrar@karnataka.gov.in>, <feenivaran-ugc@gov.in>, "mnk.kumar2010@gmail.com" <mnk.kumar2010@gmail.com>, "Rakshitha N" <rakshitha934@gmail.com>

Date: Mon, 15 Sep 2025 16:21:17 +0530

Subject: Urgent Grievance: Eastpoint College Withholding TC & Original Documents – Illegal Fee Demand & Unaccounted Cash Collection

===== Forwarded message =====

[Quoted text hidden]

2 attachments



IMG_6214.JPG
716K



IMG_6213.JPG
1063K

Ramesh <rameshcsarala@gmail.com>

Tue, Sep 16, 2025 at 1:07 PM

To: Ajay Kumar Joshi <akjoshi.ugc@nic.in>, Fee Nivaran UGC <feenivaran-ugc@gov.in>

Cc: Gender Sensitization Section <gssec.ugc@nic.in>, "mnk.kumar2010@gmail.com" <mnk.kumar2010@gmail.com>, Rakshitha N <rakshitha934@gmail.com>

Hi Ajay / Team,

Eastpoint College is illegally withholding my son's Transfer Certificate and original documents despite clearing first-year dues, demanding fees for unstudied years and collecting unreceipted cash; I request your urgent intervention.

Sincerely,

Ramesh (Parent of Venugopal C R)

9740787885 / 9141469096

rameshcsarala@gmail.com

[Quoted text hidden]

Ramesh <rameshcsarala@gmail.com>

Wed, Sep 17, 2025 at 8:32 AM

To: Fee Nivaran UGC <feenivaran-ugc@gov.in>, Ajay Kumar Joshi <akjoshi.ugc@nic.in>, complaint@aicte-india.org

Cc: "mnk.kumar2010@gmail.com" <mnk.kumar2010@gmail.com>, Rakshitha N <rakshitha934@gmail.com>, Gender Sensitization Section <gssec.ugc@nic.in>

Dear Sir/Madam,

This is with reference to my earlier grievance email dated 15 Sep 2025, regarding the unlawful withholding of the **Transfer Certificate (TC)** and original documents of my son, **Mr. Venugopal C R (Reg. No. U19MT24S0129)**, by **Eastpoint College of Higher Education, Bengaluru**.

I humbly request you to kindly **treat this email as a reminder**, as the matter is of utmost urgency concerning my son's further academics. Any further delay in the issuance of TC and documents will result in a **loss of one academic year**, causing irreparable damage to his education prospects.

Therefore, I sincerely request your good office to treat this case as **very high priority** and to provide **immediate actionable instructions to the college** to release the TC and original documents without insisting on payment of unstudied years' fees.

Your prompt intervention will help safeguard the student's academic future, and I look forward to your support at the earliest.

Sincerely,
Ramesh (Parent of Venugopal C R)
9740787885 / 9141469096
rameshcsarala@gmail.com

On Mon, Sep 15, 2025 at 4:46 PM Gender Sensitization Section <gssec.ugc@nic.in> wrote:

[Quoted text hidden]

Fee Nivaran UGC <feenivaran-ugc@gov.in>
To: admissions <admissions@eastpoint.ac.in>
Cc: rameshcsarala <rameshcsarala@gmail.com>

Wed, Sep 17, 2025 at 5:09 PM

Sir,

Please examine the grievance and do the needful.

Regards,
Fee Nivaran Cell
UGC Delhi

===== Forwarded message =====

From: Ramesh <rameshcsarala@gmail.com>

To: "Fee Nivaran UGC" <feenivaran-ugc@gov.in>, "Ajay Kumar Joshi" <akjoshi.ugc@nic.in>, <complaint@aicte-india.org>

Cc: "mnk.kumar2010@gmail.com" <mnk.kumar2010@gmail.com>, "Rakshitha N" <rakshitha934@gmail.com>,

"Gender Sensitization Section" <gssec.ugc@nic.in>

Date: Wed, 17 Sep 2025 08:32:50 +0530

Subject: Re: Urgent Grievance: Eastpoint College Withholding TC & Original Documents – Illegal Fee Demand & Unaccounted Cash Collection

===== Forwarded message =====

[Quoted text hidden]