Submission for Representative Class Action Against upGrad Education Private Limited

Student Details

Full Name:	**Avinash Bharadhvaz Pakala**
Father's Name:	**Narendra Prasad Pakala**
Fee Paid:	**12,00,000**
Age:	**29**
Full mailing address with the pin code:	**Gandhi Bomma Center, H no 3-1-74/1, Manuguru, 507117, Bhadradri Kothagudem, Telangana, India**
Email:	**Avinashbharadhvaz@gmail.com**
Phone:	**+919573607361**
Program Enrolled:	**MBA 90 ECTS**
Enrollment Date:	**10/07/2024**
Present Occupation:	**Part time in McD**
Aadhar Card Details:	**256477666567**

Synopsis of Grievances (Limit to 2 Pages)

I, **Avinash Bharadhvaz** a former student of upGrad Education Private Limited, hereby submit my grievances for inclusion in the representative class action complaint.

In **2023**, I was induced to enroll in the **MBA 90 ECTS program** based on representations made by upGrad, including misleading advertisements and communications from their representatives.

Key promises included:

- "100% Placement Assistance" or "Job Guarantee" or “7 Assure Interviews” in ads and brochures.
- "Highest CTC ₹1.23 crore" is prominently displayed without disclaimers or program-specific data in multiple ads and brochures.
- "Live interactive classes" with industry experts.
- Loan assistance and visa support (e.g., 87% success rate for international programs).
- 90% of the students of IU landing jobs within six months of graduation.
- Partnerships with reputed institutions imply high-quality, recognised education.

However, the reality was deficient:

- Classes were conducted for namesake almost 60% of the faculty have no clue what they are teaching and what is the curriculum, No Guidance for exam preparation, No deeper explanantion, Not even timely release of results,.
- No meaningful placement support or job outcomes were provided; the "assistance" was limited to generic resume tips, with no guarantees or results.
- There are no limits to Scams in IU, If you are giving exams on a timely manner, Ie two or more exams in a month, They will put an allegation on you saying that you somehow cheated and deny releasing the results and cancel the attempt, And sometime cancelling all the results of the exams that you have written and cleared. And also banning you from giving any exams for 3 to 6 months. They won’t provide any explanations or give any justification for it. You cannot appeal as well, Due to not being able to pay for the attorney.
- Refund requests were denied, citing one-sided clauses in the terms and conditions, which were not clearly disclosed during enrollment.
- IU gives you a false sense of security by offering flexible exam attempts, Where you can give exams whenever you are ready, But the reality is that students will be under the false impression that I will exams later and I can clear all of then within a month or two then the banning starts as explained above. And you can only submit an application for thesis until you clear more than 60% of the exams, But they wont tell you that before, Once the time for thesis registration starts then you will get to know this. And they will delay the results so that you cannot start your thesis on time so you have to pay for extension of the studies. In my case they delayed my results for the Subject “Operations” for more than 13 weeks.
- There will be no one sitting in the campus to deal with the students issues, Only Mail addresses. And you will be lucky to even get a reply within 3-4 months. I have asked several questions regarding my fee reduction, Attendance and such, But no response.
- Misrepresentation of Admission for the desired Intake

These issues are common across upGrad's/IU programs, as evidenced by similar grievances from other students. I have the same interest as the group in seeking redress for unfair trade practices and deficiency in service under the Consumer Protection Act, 2019.

Attachments Required: (You can add as many as you want to support your case as evidence)

1. Copy of fee receipt / Invoice / Payment Proof
2. Offer Letter / Enrollment Confirmation
3. Screenshots of Misleading Ads / Chats / Programme Brochures
4. Loan Docs (If you took a Loan to fund your program)
5. Any other supporting documents

I consent to be included as a complainant in this representative action and authorise the lead complainant(s) or counsel to represent me.

Signature: Avinash Bharadhvaz
Date: 12/01/2025
Place: Berlin