

General Guidelines:

- Admissions are subject to eligibility check as per norms of SCDL.
- Students admitted on provisional basis and irrespective of their fee payment status, will not be allowed to appear in any examinations or submit any assignments for the enrolled program, until the time they comply with all the deficiencies for confirmed admission (all documents to be submitted in prescribed format).
- Students are expected to learn through the learning management system provided to registered students, no hard copy books would be provided as this is a virtual program.
- Mode of Payment:
 - Online: Students can pay application form fees, program fees, exam fees or any other applicable fee (if any) online through payment gateway.
 - Cash: No cash payment are allowed under any circumstances.

Assessments:

- Students get 2 free and 2 paid attempts of assignments (in case of failure) and subsequently have to pay Rs 350/- per attempt.
- Students are required to pay Rs 450/- per exam, for the enrolled program.
- Exam fee is to be paid separately, per paper per attempt and is not included in program fee. Exam fee is non-refundable and non-transferable.
- After exam fees payment the students would get access to the exam slot booking.
- The students should ensure they attend the exams on timely manner exactly as per the time slot selected. Logging in early or late by even 5 minutes in exams; it would disqualify the students for exams, as the system would consider the student as absent.
- Results for exams would be declared within 60 days from date of exam conduction.
- Validity of the program is double the duration of the program. Students are required to complete the program within the said validity period as specified on the SCDL student ID card and admission letter.

Cancellation of Admission

- It is the sole responsibility of the student to pay all prescribed fees as per the timelines mentioned on the website for the program in which he/she has enrolled. If a student fails to pay the fees as per the timelines, then in such a case, his/her admission shall stand cancelled.
- In case of students enrolled on a provisional basis, if the documents required for the purpose of eligibility are not submitted or if submitted with deficiencies (i.e. not in the manner prescribed) and the deficiencies are not made good within the last date specified or within 45 days from closure of admission batch, whichever is later, then his/her admission shall stand cancelled.
- In an event of not completing the program within the time / validity period specified by SCDL, the student login shall be locked and admission shall stand cancelled.
- In all the cases as mentioned above the student is not entitled to any refund of paid fees.

Refund of Program Fees

- Students desiring to cancel their admission need to submit an application for cancellation of admission (Application for Refund of Program Fees) only in the prescribed format as provided by pgp.support@scdl.net within 45 days from the date of payment first payment/installment.
- Students will receive only the refund for program fees paid by them after the deduction of ₹1000/- as administrative charges, on the paid amount.
- Any application for refund of program fees will not be accepted if received after 45 days from date of payment of first fees payment/installment.

Support Cell:

Support Cell will facilitate minimizing the student's queries as far as possible and will also help in achieving highest student's satisfaction.

Pl note it is mandatory to specify student registration number in all emails that are sent

Step 1. Posting the Queries to Support team on pgp.support@scdl.net

1. Student first has to forward the query to pgp.support@scdl.net for accurate & timely updates
2. The support team would reply to the addressed query within 2 business days.
3. In case, any follow up is associated with the addressed query, support dept. shall update you the timeline in which the updates are expected.
4. If required, student can revert to the same support dept. for further updates with respect to the address query which is under follow up.

Step 2. Address Your Grievance.

1. Student may approach the Grievance Cell, if he/she is not satisfied with the reply received from pgp.support@scdl.net.
2. Student is required to forward the trail emails / copy of letters or reference of telephone conversation to grievance cell in detail for further action.
3. Head of Student Care Department, shall look into the grievance & will communicate the decision of SCDL.
4. Contact Email id of Grievance Cell is grievance@scdl.net.

Procedure Followed by Grievance Cell for Addressing Grievance:

1. Grievance Cell shall address each grievance received, through emails from student/s & shall provide updates, upon completion of the investigation within 2 business days.
2. In case, of any follow up associated with the addressed query, Grievance cell will respond to you after investigation is over. The updates shall be informed, by Email, within 10 business days from the day of receipt of your grievance at SCDL.
3. Queries addressed to Grievance Cell wrt any policy decision, within purview of SCDL, shall be put up in Student Grievance Committee (SGC) for further action / decision.
4. SGC is held, once every month, at SCDL Pune Main campus.

Important dates:

1. Admissions Open for: **AY 2020**
2. Last date to submit deficient document/s to SCDL: **Within 45 days from the date of admission.**
3. Pay Full Program Fee as per one of the below options:
 - Option 1: One Instalment: Pay 1st Instalment within 30 days of grant of confirmed admission.
 - Option 2: Two Instalments: Pay 1st Instalment within 15 days of grant of confirmed admission. Pay 2nd Instalment within 60 days of payment of 1st Instalment payment or on or before the last date to pay full fee, whichever is earlier or as informed by SCDL.
4. Assignment Release : **Feb. 2021**
5. Exams Release: **Mar 2021.**