**Grievance Solutions** 2 days ago

to me, Meenu, Priyank, Chanchal ▾

**Dear Divya,**

We have communicated with you our decision and we have all the valid reasons for not refunding the amount.

We are here to help you with your PR process and if you have dropped the plans concerning your personal need then we as professional consultants have no role in it.

As far as concern for your case ineligibility so we are sure that Mr. Priyank must have evaluated your all credentials well in advance and none of the information was hidden before you initiated the process. If you move forward with the case then we can advise with various options but if you are not willing and seeking a refund then unfortunately, we are also abided by our service mandate terms.

Our response will remain the same on your refund request, you can refer to the service agreement you signed with and **attached** with this email, our professional fee is non-refundable on any given personal grounds or withdrawals at personal choice/wish.

If you have taken a legal action already so kindly wait for our response too.

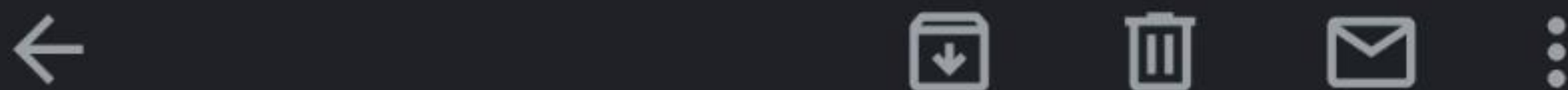
Thanks,  
Stay safe#

(Available from 10:00 am to 06:00 pm (IST), Mon-Sat)

In case my number is not reachable, you are requested to drop a mail. We will get back to you on utmost priority. Prior information for an in-person meeting will be highly appreciated.





**Divya Koli** Yesterday

to Grievance, Meenu, Priyank, Ch... ▾



Hello Yusra0,

Firstly I would like to inform you that when I first had a word with Mr. priyank Tayal, he informed me that I was eligible for the PR process where I had clearly informed him about my job profile as a **Customer Relation Advisor** in a Call center. This conversation happened way before I paid the consulting fee. Fee was paid on 6th April at **1.57 pm** via payUMoney and the resume was sent at **3.06pm**. Even in my resume there is nowhere mentioned as a **Supervisor**. So why did Mr. priyank misguided and gave false information stating that I was eligible? The assessment report document which was shared by him in which my NOC code states as Supervisor which is incorrect. Although, I confronted him stating that the duties and NOC are incorrect but he said that he checked internally and claimed that it was correct at that time. As a proof I am sharing my whatsapp screenshot and the emails.

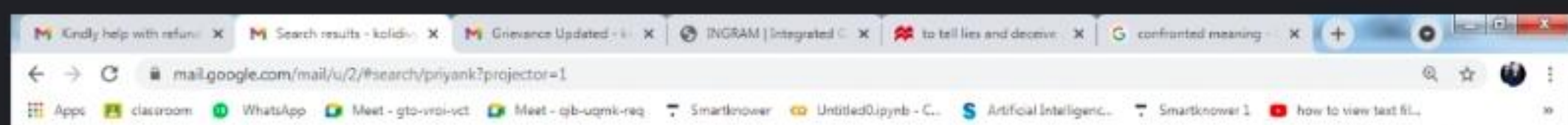
I had also shared my resume and my role and responsibilities letter with him which clearly shows that I do not fall under **customer service supervisor category** despite that he gave me assurance saying that it is correct but it was not. I have the screenshots attached

As you are claiming that your company is a professional consultant then why did the company misguide me with incorrect information. I have all the proof and attachments emails with me.

Well, If you are still insisting me to continue with the PR process with the incorrect NOC code which has no significance for my work experience, where I do not belong to the category O, A & B which is absolutely obsolete. How do you justify this during this Holy month?

Well, I have raised the issue to the consumer site but however I will go ahead with the lawyers assistance anyway possible.

please find attachments and below screenshots FYI.

**Nationwide Visas**





## Nationwide Visas

### Job NOC Code And Responsibilities:

#### 6314 – Customer and information services supervisors

This group performs some or all of the following duties:

- Co-ordinate, assign and review the work of clerks engaged in the following duties: providing information and customer service; and serving customers in banks, trust companies and other financial institutions
- Examine and verify accuracy of work and authorize routine deposits and withdrawals
- Establish work schedules and procedures and co-ordinate activities with other work units or departments
- Resolve work-related problems and prepare and submit progress and other reports
- Identify training needs and train workers in job duties and company policies
- Requisition supplies and materials
- Ensure smooth operation of computer systems and equipment and arrange for maintenance and repair work
- May perform the same duties as workers supervised.

## Nationwide Visas



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