



# **Policy for Grievance Redressal Mechanism for Research Scholars**

## **Glocal University Saharanpur**



# **Policy for Grievance Redressal Mechanism of Ph.D. Research Scholars Glocal University, Saharanpur**

## **1. Preamble**

Glocal University, Saharanpu (hereinafter referred to as “the University”) is committed to maintaining a fair, transparent, and robust **Grievance Redressal Mechanism** to address and resolve the concerns of Ph.D. research scholars in accordance with the **University Grants Commission (Redressal of Grievances of Students) Regulations, 2023** and relevant provisions of the **UGC (Minimum Standards and Procedure for Award of Ph.D. Degree) Regulations, 2022**. This policy ensures that the academic, administrative, and research-related grievances of Ph.D. scholars are handled in a structured, impartial, and time-bound manner, fostering an environment of academic excellence and research integrity.

## **2. Legal Framework and Applicability**

This policy is enacted under the authority granted to the University under **Section 26(1) (g) of the UGC Act, 1956**, and is applicable to all enrolled Ph.D. research scholars, supervisors, and academic departments. It aligns with the principles of **natural justice, due process, and academic fairness** as mandated by the UGC, ensuring compliance with **Article 14 and Article 21 of the Constitution of India**, which safeguard the right to equality and personal liberty.

## **3. Objectives**

The **Grievance Redressal Mechanism** aims to:

1. Provide a structured process for addressing academic and administrative grievances of Ph.D. scholars.
2. Ensure a time-bound resolution of complaints through a well-defined procedural framework.
3. Promote an academic ecosystem where scholars can pursue research without fear of bias, discrimination, or undue influence.
4. Enhance accountability, transparency, and responsiveness in the University’s research governance.
5. Establish a **Ph.D. Research Scholars’ Grievance Redressal Committee (PRSGRC)** to oversee grievance resolution fairly and impartially.

## **4. Scope of Grievances Covered**

Ph.D. scholars may seek redressal for grievances relating to:

1. **Supervisory Issues:** Delay in approvals, unethical conduct by research supervisors, denial of required guidance, etc.
2. **Evaluation & Assessment:** Issues related to research progress assessment, unfair examination processes, and dissertation evaluation.
3. **Academic Infrastructure:** Inadequate access to research facilities, libraries,

laboratories, or computing resources.

4. **Financial Matters:** Non-disbursal of fellowships, scholarships, or financial support for research.
5. **Administrative Delays:** Issues concerning registration, thesis submission, plagiarism reports, and procedural delays.
6. **Discrimination & Harassment:** Allegations of unfair treatment based on caste, gender, religion, or other biases.
7. **Research Misconduct & Plagiarism Allegations:** Disputes regarding authorship, data falsification, or ethical breaches in research.

## 5. Constitution of the Ph.D. Research Scholars' Grievance Redressal Committee (PRSGRC)

The **PRSGRC** shall be a statutory body responsible for receiving, reviewing, and resolving grievances in a timely manner. The committee shall be composed as follows:

Designation	Role	Remarks
<b>Vice Chancellor (Ex-Officio)</b>	Chairperson	Provides overall leadership and ensures impartiality.
<b>Dean/Director (R &amp; D)</b>	Member Secretary	Oversees research-related Grievance Redressal processes.
<b>Senior Professor (Interdisciplinary Research)</b>	Member	Evaluates complex research grievances with academic expertise.
<b>External Expert</b>	Independent Member	Ensures regulatory compliance and impartial oversight.
<b>Ph.D. Scholar Representative (Nominated by Vice-Chancellor)</b>	Student Member	Represents research scholars' interests and concerns.

The tenure of the committee members shall be **Three/One** years, with the possibility of renewal. The committee shall meet **at least once every quarter** or as required to address grievances in a timely manner.

**Accordingly the Ph.D. Research Scholars' Grievance Redressal Committee (PRSGRC) will be as follows:**

Sr. No.	Designation	Name
1.	Chairperson	
2.	Member Secretary	
3.	Member	
4.	Independent Member	
5.	Student Member	



### **Contact Details:**

**Mobile No:**

**Email Id:**

## **6. Grievance Redressal Procedure**

### **6.1. Filing a Grievance**

1. A Ph.D. scholar may file a formal grievance online or through a written submission addressed to the **Member Secretary of PRSGRC**.
2. The grievance must be **supported by documentary evidence**, including email correspondences, letters, or other relevant materials.
3. The scholar shall receive an **acknowledgment within 48 hours** of submission.

### **6.2. Preliminary Review**

1. The PRSGRC shall conduct a **preliminary screening within seven working days** to determine the **admissibility** of the grievance.
2. If the grievance lacks merit or evidence, the committee shall provide a reasoned explanation for its rejection.

### **6.3. Inquiry & Resolution**

1. For admissible grievances, the committee shall conduct a **formal inquiry within 15 working days**, including consultation with relevant faculty members, supervisors, or administrative personnel.
2. The scholar shall be provided an opportunity to present their case before the committee.
3. The committee shall deliver a **written decision within 30 working days**, with clear directives on remedial actions.

### **6.4. Appeal Mechanism**

1. If dissatisfied with the PRSGRC's decision, the aggrieved scholar may appeal to the **University Grievance Redressal Committee (UGRC)** within **15 days** of receiving the decision.
2. The UGRC shall review the appeal and issue a **final decision within 30 days**, which shall be binding.

## **7. Confidentiality and Non-Retaliation**

The University ensures **strict confidentiality** in handling grievances. No Ph.D. scholar shall face retaliation or academic repercussions for filing a legitimate grievance. Any breach of confidentiality or victimization shall attract **disciplinary action** under the relevant UGC and institutional regulations.

## **8. Monitoring & Compliance**

1. The PRSGRC shall submit a **bi-annual report** to the **Vice-Chancellor and the UGC**, outlining the number and nature of grievances handled and recommendations for policy improvements.
2. The University shall conduct periodic **audits of the grievance redressal mechanism** to enhance its efficiency and fairness.



## 9. Implementation and Amendments

1. This policy shall take effect immediately upon approval by the **Academic Council and the Executive Council** of the University.
2. Amendments to this policy may be proposed by the PRSGRC and shall require approval from the **Statutory Bodies of the University**, ensuring compliance with **Section 12(d) of the UGC Act, 1956**.

## 10. Conclusion

Glocal University, upholds the **highest standards of academic governance and research integrity**. The establishment of a structured **Ph.D. Grievance Redressal Mechanism** ensures that research scholars can pursue their academic endeavors in a fair, supportive, and legally compliant environment. By institutionalizing **transparency, accountability, and timely resolution of grievances**, the University reaffirms its commitment to fostering **excellence in doctoral research and scholarly contributions to society**.