

Policy for Grievance Redressal Mechanism of PhD Scholars

1. Introduction

Suresh Gyan Vihar University (SGVU) is committed to providing a fair, transparent, and student-friendly environment for its PhD scholars. This **Grievance Redressal Mechanism and Policy** aims to ensure that concerns related to academic, administrative, and research matters are addressed in a structured and time-bound manner.

2. Scope of the Policy

This policy applies to all registered PhD scholars at SGVU and covers grievances related to:

- Academic issues (supervisor conflict, course work, thesis evaluation delays, etc.).
- Administrative concerns (registration, fee-related issues, scholarship, etc.).
- Research facilities and funding support.
- Harassment or discrimination.
- Any other university-related concerns impacting research work.

3. Grievance Redressal Committee (GRC)

A dedicated **PhD Grievance Redressal Committee (GRC)** is constituted to address grievances, comprising:

1. **A Professor -Chairperson.**
2. **Members:**
 - Dean/ Principal/Head of the respective school/ department/ centre.
 - Four Professors/ Senior Faculty Members as members.
 - One student representative (PhD Scholar) to be nominated on academic merit/ excellence in sports/ performance in co-curricular activities as special invitee.
 - The term of the chairperson and members shall be for a period of two years.
 - The term of the special invitee shall be one year.
 - The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
 - The SGRC shall send its report with recommendations, if any, to the competent authority of the university, the President office, and a copy thereof to the

aggrieved student, preferably within a period of 15 working days from the date of receipt of the complaint.

4. Grievance Redressal Procedure

PhD scholars must follow a **three-tier** grievance redressal process:

Level 1: Departmental Resolution (3 working days)

- The aggrieved scholar should first submit the complaint to SGVU Grievance Redressal Portal for PhD scholars.
- The HoD, in consultation with the PhD Supervisor, must resolve the issue within **7 working days**.
- When the complaint is successfully resolved, intimation in this regard should be sent to the dean research.
- If unresolved, the scholar may escalate the grievance to the GRC. a Suo-moto action.

Level 2: Grievance Redressal Committee (GRC) (7 working days)

- The GRC will hold a hearing, review evidence, and provide a resolution within the next **3-7 working days**.
- If the grievance remained unresolved, the complaint will further be escalated to the President Office.

Level 3: President's Office (15 working days)

- A formal appeal can be made to the President office within **3 working days** of the GRC's decision.
- The President will review the case and provide a final decision within **15 working days**.

Any student aggrieved by the decision of the President office may prefer an appeal to the Ombudsperson, within a period of 15 days from the date of receipt of such decision

5. Confidentiality and Non-Retaliation

- All grievances will be handled with strict confidentiality.
- No scholar shall face any retaliation for raising a genuine concern.
- The university ensures a fair and unbiased approach in handling grievances.

6. Record-Keeping and Monitoring

- A record of all grievances and resolutions shall be maintained by the **Office of the GRC, Research**.
- The GRC shall submit an annual report to the **President office** on grievance trends and policy improvements.

7. Contact Information

- **Email:** dean.research@mygyanvihar.com
- **Office:** Research & Development Cell, SGVU Campus

Grievance Redressal Mechanism for PhD Scholars

