



TANTIA UNIVERSITY

Sri Ganganagar (Rajasthan)-335002

**Grievance Redress Mechanism Policy for Ph.D.
Scholars**

Grievance Redress Mechanism Policy for Ph.D. Scholars

1. Introduction

Tantia University is committed to fostering a supportive, respectful, and inclusive environment for its Ph.D. scholars. This Grievance Redress Mechanism (GRM) outlines the framework to address and resolve grievances promptly and effectively, ensuring transparency and fairness.

2. Objectives

The key objectives of the GRM are:

1. To provide Ph.D. scholars with a structured process for addressing their concerns.
2. To ensure timely and fair resolution of grievances.
3. To promote a culture of accountability, trust, and mutual respect.
4. To minimize disruptions to the research environment.

3. Scope

The policy applies to all Ph.D. scholars enrolled at Tantia University. Grievances may pertain to but are not limited to:

- Academic matters (assessment, supervision, or guidance)
- Administrative issues
- Facilities and infrastructure
- Harassment, discrimination, or misconduct
- Financial or scholarship-related issues

4. Definition of Grievance

A grievance is any formal complaint or concern raised by a Ph.D. scholar regarding the actions, decisions, or behaviors that negatively affect their academic or personal experience at the university.

5. Grievance Redress Mechanism

Step 1: Informal Resolution

1. Ph.D. scholars are encouraged to address their concerns informally by discussing the issue with the relevant faculty member, supervisor, or department head.
2. If the issue is resolved informally, no further action is required.

Step 2: Formal Grievance Submission

1. If the grievance is not resolved informally, the scholar can file a formal grievance by submitting a written complaint to the Grievance Redress Committee (GRC).
2. The complaint must include:
 - Name and contact details of the scholar
 - Description of the grievance (including relevant dates, locations, and individuals involved)
 - Any supporting documents or evidence
 - Desired resolution

Step 3: Acknowledgment

1. The GRC will acknowledge receipt of the grievance within three (3) working days.
2. The grievance will be recorded in the university's grievance management system.

Step 4: Investigation

1. The GRC will conduct a thorough investigation of the grievance.

2. This may involve:

- Meeting with the complainant and relevant parties
- Reviewing evidence
- Seeking input from subject matter experts, if required

Step 5: Resolution

1. The GRC will aim to resolve the grievance within fifteen (15) working days from the date of acknowledgment.
2. A written resolution will be communicated to the complainant, detailing the findings and any corrective actions taken.

Step 6: Appeal

1. If the scholar is dissatisfied with the resolution, they may appeal to the Vice-Chancellor's Office within seven (7) working days of receiving the resolution.
2. The Vice-Chancellor's decision will be final and binding.

6. Grievance Redress Committee (GRC)

The GRC shall consist of the following members:

1. Chairperson (Senior faculty member)
2. Faculty representative
3. Administrative officer
4. Ph.D. scholar representative
5. External advisor (if required)

7. Confidentiality and Non-Retaliation

1. All grievances will be handled with the utmost confidentiality.
2. No Ph.D. scholar shall face retaliation for filing a grievance in good faith.

8. Monitoring and Review

1. The GRC will maintain records of all grievances and their resolutions for audit and review.
2. This policy will be reviewed annually to ensure its effectiveness and relevance.