



MANSAROVAR GLOBAL UNIVERSITY

Sehore, Madhya Pradesh

POLICY FOR GRIEVANCE REDRESSAL MECHANISM

Ph.D. Research Scholars

In accordance with UGC (Redressal of Grievances of Students) Regulations, 2023

1. Preamble

Mansarovar Global University (MGU) is committed to providing a fair, transparent, and time-bound mechanism to address grievances of its Ph.D. Research Scholars. This policy is enacted in compliance with the UGC (Redressal of Grievances of Students) Regulations, 2023, and the UGC (Minimum Standards and Procedure for Award of Ph.D. Degree) Regulations, 2022, ensuring an environment of academic excellence, research integrity, and scholar well-being.

2. Legal Framework & Applicability

This policy is enacted under:

- Section 26(1)(g) of the UGC Act, 1956
- UGC (Redressal of Grievances of Students) Regulations, 2023
- UGC (Minimum Standards and Procedure for Award of Ph.D. Degree) Regulations, 2022
- Articles 14 and 21 of the Constitution of India (Right to Equality and Personal Liberty)

This policy applies to all enrolled Ph.D. Research Scholars, their supervisors, and academic departments of Mansarovar Global University.

3. Objectives

1. Provide a structured, impartial process for addressing academic and administrative grievances of Ph.D. scholars.
2. Ensure time-bound resolution of complaints through a well-defined procedural framework.
3. Promote an environment where scholars can pursue research free from bias, discrimination, or undue influence.
4. Establish and operationalize a Ph.D. Research Scholars' Grievance Redressal Committee (PRSGRC) for fair oversight.
5. Enhance accountability, transparency, and responsiveness in research governance.

4. Scope of Grievances Covered

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

- Supervisory Issues: Delays in approvals, unethical conduct, denial of required guidance.
- Evaluation & Assessment: Unfair research progress assessment or dissertation evaluation.
- Academic Infrastructure: Inadequate access to libraries, laboratories, or computing resources.
- Financial Matters: Non-disbursal of fellowships, scholarships, or research funding.
- Administrative Delays: Registration, thesis submission, plagiarism reports, or procedural delays.
- Discrimination & Harassment: Unfair treatment based on caste, gender, religion, disability, or other grounds.
- Research Misconduct: Disputes regarding authorship, data falsification, or ethical breaches.

5. Ph.D. Research Scholars' Grievance Redressal Committee (PRSGRC)

The PRSGRC is a statutory body responsible for receiving, reviewing, and resolving grievances. Its composition is as follows:

S.No.	Designation	Role in Committee	Remarks
1	Vice Chancellor (Ex-officio)	Chairperson	Overall oversight & final authority
2	Dean of Research	Member Secretary	Coordinates grievance process
3	Senior Professor (nominated)	Member	Academic expertise
4	External Expert	Independent Member	Ensures impartial oversight
5	Ph.D. Scholar Representative	Student Member	Represents scholar interests

Tenure: Three (3) years, renewable. The Committee shall meet at least once per quarter or as needed.

6. Grievance Redressal Procedure

6.1 How to File a Grievance

A Ph.D. scholar may file a grievance through:

- Online: Through the University's official online grievance portal.
- Written Submission: A written application (in sealed cover if confidential) addressed to the Member Secretary, PRSGRC.
- Email: Addressed to the designated official email of PRSGRC.

The grievance must be supported by relevant documentary evidence (emails, letters, etc.).

6.2 Processing Timeline

Stage	Action	Timeline
Submission	Acknowledgment to Scholar	Within 48 hours
Preliminary Review	Admissibility Check by PRSGRC	Within 7 working days

Stage	Action	Timeline
Formal Inquiry	Investigation & Hearing	Within 15 working days
Decision	Written Order by PRSGRC	Within 30 working days
Appeal (if any)	Review by UGRC	Within 30 days (final)

6.3 Appeal Mechanism

If a scholar is dissatisfied with the PRSGRC decision:

- The scholar may appeal to the University Grievance Redressal Committee (UGRC) within 15 days of receiving the decision.
- The UGRC shall issue a final, binding decision within 30 days.
- If still unresolved, scholars may escalate to the UGC via the e-Samadhaan portal (<https://esamadhan.nic.in>).

7. Special Provisions

- Harassment & Discrimination: Such complaints shall be referred to the Internal Complaints Committee (ICC) or Equal Opportunity Cell as per applicable law and UGC guidelines.
- Confidentiality: All grievances shall be handled with strict sensitivity and privacy.
- Non-Retaliation: No scholar shall face academic repercussions or victimization for filing a legitimate grievance. Any breach shall attract disciplinary action under UGC and institutional regulations.
- Anonymous Complaints: May be reviewed at the discretion of the PRSGRC if substantiated by evidence.

8. Monitoring, Record Keeping & Compliance

- All grievances shall be recorded in a secure, centralized register or digital portal.
- The PRSGRC shall submit a bi-annual report to the Vice-Chancellor and the UGC, detailing the number, nature, and resolution of grievances.
- Periodic audits of the grievance mechanism shall be conducted to assess efficiency and fairness.
- An annual summary report shall be presented to the Board of Governors.

9. Implementation & Amendments

This policy shall take effect immediately upon approval by the Academic Council and the Board of Governors. Amendments 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.