

Grievance Redressal Policy for PhD Scholars

1. Introduction

The university is committed to providing a supportive and conducive environment for PhD scholars. This Grievance Redressal Policy aims to address any issues or concerns that PhD scholars may face during their academic journey in a fair, transparent, and timely manner.

2. Objectives

- To ensure that grievances of PhD scholars are addressed promptly and impartially.
- To provide a mechanism for resolving grievances at various levels within the university.
- To maintain a healthy academic and research environment.

3. Scope

This policy applies to all PhD scholars enrolled in the university, covering grievances related to academic, administrative, and research-related issues.

4. Definition of Grievance

A grievance is defined as any discontent or dissatisfaction, whether expressed or implied, arising out of anything connected with the university that a PhD scholar thinks, believes, or even feels, is unfair, unjust, or inequitable.

5. Grievance Redressal Committee (GRC)

A Grievance Redressal Committee shall be constituted to address and resolve grievances. The committee will comprise:

- Chairperson: Director, Directorate of Research (DoR)
- Members: Faculty representatives of the Institute of the "complainant" or "grievant", a faculty member from the DoR, and a PhD scholar representative
- Secretary: A Faculty member from the DoR (nominated by Director, DoR on requirement basis)



6. Procedure for Grievance Redressal

6.1. Informal Resolution

PhD scholars are encouraged to resolve issues informally by discussing them with their supervisors or the concerned department head.

6.2. Formal Resolution

If the grievance is not resolved informally, the scholar may submit a formal written complaint to the GRC. The process is as follows:

1. **Submission of Grievance:** The scholar submits a written complaint using the prescribed form available on the university website or from the administrative office.
2. **Acknowledgment:** The GRC acknowledges receipt of the grievance within 2 working days.
3. **Preliminary Review:** The GRC conducts a preliminary review to ascertain the validity and seriousness of the grievance within 5 working days.
4. **Hearing:** If the grievance is found to be valid, the GRC schedules a hearing within 10 working days, where the scholar and relevant parties are given an opportunity to present their case.
5. **Decision:** The GRC deliberates and provides a decision within 5 working days of the hearing.
6. **Communication:** The decision is communicated in writing to the scholar and other relevant parties.

7. Appeals

If the scholar is dissatisfied with the decision of the GRC, they may appeal to the Vice-Chancellor within 10 working days of receiving the decision. The Vice-Chancellor's decision is final and binding.





8. Confidentiality

All grievances and proceedings will be treated with the utmost confidentiality to protect the privacy of all parties involved.

9. Protection Against Retaliation

The university prohibits any form of retaliation against PhD scholars who file a grievance in good faith

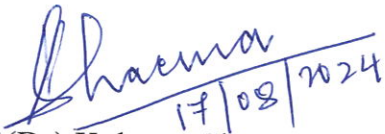
10. Review and Monitoring

The GRC will submit an annual report to the Vice-Chancellor summarizing the grievances received and the outcomes. The policy will be reviewed periodically to ensure its effectiveness and relevance

11. Contact Information

PhD scholars can reach out to the **Grievance Redressal Committee (GRC)** at [director.dor@smu.edu.in] or contact via call/message at **9641580247** for assistance with grievance redressal.

Ref. No. SMU/DoR/2024- 229
Dated: 17.08.2024


17/08/2024
Prof (Dr) Kalpana Sharma,
Director,
Directorate of Research,
Sikkim Manipal University.

To,

1. Registrar, SMU
2. Dean, SMIMS
3. Director, SMIT
4. Director, CDOE
5. Asso Dean (Research), SMIMS
6. Asso Director (Research), SMIT
7. Controller of Examination, SMU
8. Principal, SMCON
9. Principal, SMCPT
10. Coordinator, Medical Biotechnology
11. Coordinator, FHSSLA, SMU
12. Coordinator, AHP, SMU
13. Coordinator, MHA, SMU
14. Sr. Finance Officer, SMU
15. Finance Department, SMIT



Grievance Submission Form for PhD Scholars
Sikkim Manipal University
Grievance Redressal Committee

Section 1: Personal Information

1. **Name of the Scholar:** _____
2. **Registration Number:** _____
3. **Department/Institute:** _____
4. **Contact Information:**
 - o Phone Number: _____
 - o Email Address: _____

Section 2: Grievance Details

5. **Nature of Grievance:** (Check the appropriate box)
 - o Academic
 - o Administrative
 - o Research-related
 - o Other (Please specify): _____
6. **Details of the Grievance:** (Please provide a detailed description of the issue)

7. **Date of Incident:** _____

8. **Persons Involved:** (If applicable)



9. **Previous Attempts at Resolution:** (Describe any informal attempts to resolve the issue, including discussions with supervisors or department heads)

Section 3: Supporting Documents

10. **List of Attached Documents:** (Attach any relevant documents supporting your grievance)

Section 4: Desired Outcome

11. **Preferred Resolution/Outcome:** (Describe what resolution you are seeking)

Section 5: Declaration

12. **Declaration:**

- I hereby declare that the information provided in this form is true and accurate to the best of my knowledge.
- I understand that the university may require me to provide additional information or attend a hearing regarding my grievance.
- I acknowledge that the university will maintain the confidentiality of my grievance to the extent possible.

Signature of the Scholar: _____

Date: _____

Section 6: For Office Use Only

13. **Date of Receipt:** _____

14. **Grievance Reference Number:**



15. Acknowledgment Sent on:

16. Action Taken:

17. Final Resolution Date: _____

18. Comments:

Contact Information

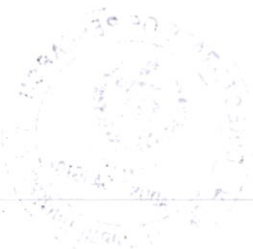
For any assistance related to grievance redressal, please contact:

Grievance Redressal Committee (GRC)

[Sikkim Manipal University]

Phone: DoR Phone Number: **9641580247**

Email: **director.dor@smu.edu.in**



Date:

To,

[Scholar's Name]

[Registration Number]

[Department/Institute]

[University Name]

Subject: Acknowledgment of Grievance Receipt

Dear [Scholar's Name],

We acknowledge the receipt of your grievance, letter dated [Date of Grievance Submission] regarding [brief description of the grievance]. Your grievance has been registered with the **Grievance Redressal Committee (GRC)** and is being processed under the reference number [Grievance Reference Number].

The details of your grievance are as follows:

- **Nature of Grievance:** [Academic/Administrative/Research-related/Other]
- **Summary of Grievance:** [Brief summary of the grievance provided by the scholar]

The SMU GRC will conduct a preliminary review of your grievance within the next 5 working days. If deemed valid, a hearing will be scheduled within 10 working days where you and any relevant parties will be given the opportunity to present your case.

We assure you that your grievance will be handled with the utmost confidentiality and impartiality. Should you have any queries or require further information, please feel free to contact us at [GRC Email Address] or [GRC Phone Number].

Thank you for bringing this matter to our attention.

Sincerely,

[Name of the Chairperson]

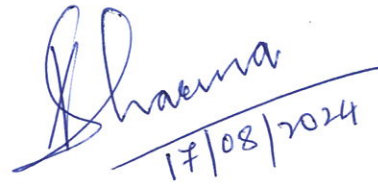
Chairperson, Grievance Redressal Committee

[Sikkim Manipal University]



Contact Information:

Grievance Redressal Committee (GRC),
Office of Director, Directorate of Research,
Sikkim Manipal University
Phone: GRC Phone Number: **9641580247**
Email: **director.dor@smu.edu.in**



Prof (Dr) Kalpana Sharma,
Director,
Directorate of Research,
Sikkim Manipal University

