



OM STERLING GLOBAL UNIVERSITY

(ESTABLISHED UNDER HARYANA PRIVATE UNIVERSITIES ACT-2006 AS PER SECTION 2F OF UGC ACT-1956)

NH-52, Hisar-Chandigarh Road, Hisar-125001

Policy for Grievance Redress of 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: Dean Research
- Members: Dean/ In-charge/ HoD/ Faculty representative from the School of the "complainant" or "grievant", a senior faculty member from allied department and a PhD scholar representative
- Secretary: A Faculty member nominated by the Hon'ble Vice Chancellor

Recd.



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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/ in-charge/dean.

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 format available in research cell.
- 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 one week.
- 4. Hearing:** If the grievance is found to be valid, the GRC schedules a hearing within two weeks, where the scholar and relevant parties are given an opportunity to present their case.
- 5. Decision:** The GRC deliberates and provides a decision within a week of the hearing.
- 6. Communication:** The decision is communicated in writing to the scholar and other relevant parties.
- 7. Appeal:** 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 research@osgu.ac.in or contact via call/message at 9817708906 for assistance with grievance redressal.

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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: _____

For Office Use Only

13. Grievance Receiving Date: _____

14. Reference No. _____

15. Action Taken

17. Final Resolution Date:

18. Comments:

For any further queries, please contact - research@osgu.ac.in or 9817708906 for assistance with grievance redressal

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Recd.

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