



POLICY FOR GRIEVANCE REDRESS MECHANISM OF SCHOLARS

Objective

The objective of this policy is to establish a fair, transparent, and time-bound mechanism for addressing academic, administrative, financial, and personal grievances of scholars. It ensures that scholars have a safe and accessible platform to seek redressal without fear of discrimination or retaliation.

Scope

- This policy applies to all enrolled scholars, It covers grievances related to:
- Academic matters (supervision, evaluation, workload, delays, plagiarism disputes, etc.)
- Administrative issues (hostel, library, IT, laboratories, facilities, etc.)
- Financial concerns (stipend, fellowship disbursement, project funding, reimbursements, etc.)
- Harassment or discrimination (gender, caste, religion, disability, etc.)
- Any other matter affecting scholar well-being or academic progress.

Principles

- Accessibility: Multiple channels (online/offline) for grievance submission.
- Confidentiality: All complaints handled with sensitivity and privacy.
- Impartiality: No bias in investigation or decision-making.
- Time-bound: Grievances resolved within defined timelines.
- Non-retaliation: Protection of complainants from victimization.

Grievance Redress Structure

First Level: Supervisor/Department

- Scholars may initially report grievances to their research supervisor, guide, or departmental coordinator.

Second Level: Departmental Grievance Cell

- If unresolved, the grievance may be submitted to the Departmental Grievance Committee (DGC).



KALINGA UNIVERSITY

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Kotni, Near Mantralaya, Naya Raipur, Chhattisgarh, INDIA – 492101
Mob: 9303097043, Email- registrar@kalingauniversity.ac.in

- Composition: Head of Department (Chair), 2 senior faculty members, 1 scholar representative.

Third Level: Institutional Grievance Redress Committee (IGRC)

- Escalated matters go to the Institutional/University-level committee.
- Composition: Dean (Chair), senior faculty, administrative officer, one external expert, and one scholar representative.

Special Cases

- Harassment/Discrimination complaints shall be referred to Internal Complaints Committee (ICC) or Equal Opportunity Cell as per law/policy.

Procedure for Grievance Handling

- Grievance may be submitted through:
 - e-mail
 - Written application (sealed cover, if confidential)
- Acknowledgment issued within 3 working days.
- Preliminary review within 7 working days.
- Resolution timeline:
 - Department Level: 15 working days
 - Institutional Level: 30 working days
- Scholar informed of decision in writing.

Record Keeping & Monitoring

- All grievances shall be recorded in a secure register/portal.
- Annual report of grievances and resolutions to be presented to Board.