

## **Grievance Redressal Mechanism for Scholar**

### **Pacific Academy of Higher Education and Research University, Udaipur**

1. The Grievance Redressal Committee of university will also look after the Grievances received from scholars.
2. The quorum for the meeting including the Chairperson, but excluding the special invitee, shall be three.
3. In considering the Grievances before it, the Scholar Grievance Redressal Committee shall follow principles of natural justice.
4. An aggrieved scholar may submit an application seeking redressal of Grievance online or offline.
5. The Scholar Grievance Redressal Committee shall send its report with recommendations, if any, to the competent authority of the institution concerned and a copy thereof to the aggrieved scholar, preferably within a period of 15 working days from the date of receipt of the grievance.
6. Any scholar aggrieved by the decision of the Scholars' Grievance Redressal Committee may appeal to the Ombudsperson, within a period of fifteen days from the date of receipt of such decision.
7. The appointment, tenure, removal and conditions of services of ombudsperson shall be as per UGC Regulations from time to time.
8. The function of Ombudsperson shall be as per UGC Regulations from time to time.
9. On the receipt of Grievance by a aggrieved Scholar the institution shall refer the complaint to the appropriate Scholars' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal/ offline.
10. The Scholars' Grievance Redressal Committee, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the institution and the aggrieved scholar.

11. An aggrieved scholar may appear either in person or authorize a representative to present the case.

12. Grievances not resolved by the Scholars' Grievance Redressal Committee within the time period provided in these regulations may be referred to the Ombudsperson by the university.

13. Institutions shall extend co-operation to the Ombudsperson or the Scholar Grievance Redressal Committee(s), in early redressal of Grievances.

14. The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the Grievance and provide such relief as may be appropriate to the aggrieved scholar.

15. The institution, as well as the aggrieved scholar, shall be provided with copies of the order under the signature of the Ombudsperson.

16. The institution shall comply with the recommendations of the Ombudsperson.

17. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

18. The institution shall furnish prominently all relevant information regarding Ombudsperson and Scholar Grievance Redressal Committee on the website.