

Grievance Redressal Mechanism

PHFI Institute of Public Health Sciences (Deemed to be University)

The PHFI Institute of Public Health Sciences (PHFI-IPHS) is committed to providing a fair, transparent, and responsive mechanism for the redressal of grievances of students, faculty members, and staff. The University encourages all members of its community to raise genuine grievances without fear of discrimination or retaliation.

Who Can Submit a Grievance?

The following may submit a grievance:

- Students and Research Scholars
- Faculty Members
- Administrative and Technical Staff
- Contractual Employees of the University

Nature of Grievances

Grievances may relate to:

- Admission and academic matters
- Examination and evaluation
- Student support services
- Administrative services
- Campus facilities
- Service-related matters of employees
- Any other matter relating to the functioning of the University

The following matters shall not ordinarily be considered under this mechanism:

- Anonymous or pseudonymous complaints.
- Matters pending before any Court or statutory authority.
- Complaints relating to sexual harassment, which shall be dealt with by the Internal Committee constituted under the applicable law.
- Matters for which a separate statutory mechanism exists.

How to Submit a Grievance

A grievance may be submitted by:

- Email to complaints@phfiiphs.ac.in; or
- Through the Online Grievance Portal available on the University website.

The complaint should contain: [Link](#)

- Name of the complainant
- University ID (where applicable)
- Contact details
- Brief description of the grievance
- Relevant supporting documents, if any

Grievance Redressal Process

1. The grievance shall be acknowledged within **three (3) working days**.
2. The grievance shall be examined by the appropriate authority or the Grievance Redressal Committee, as applicable.
3. The complainant and the concerned person(s) may be asked to provide additional information, if required.
4. Every effort shall be made to dispose of the grievance within **fifteen (15) working days** from the date of receipt of a complete complaint.
5. The decision shall be communicated to the complainant through email or other appropriate means.

Confidentiality

All grievances shall be treated with due confidentiality. Information relating to a grievance shall be shared only with persons directly concerned with its examination and resolution.

Protection Against Retaliation

No person shall be subjected to discrimination or retaliation for submitting a grievance in good faith.

Contact

Grievance Redressal Cell

PHFI Institute of Public Health Sciences (Deemed to be University)

Email: complaints@phfiiphs.ac.in

The University is committed to ensuring a fair, transparent, and timely resolution of grievances in accordance with the applicable UGC Regulations and the University rules.

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Student Grievance Redressal Committee (SGRC) List

Student Grievance Redressal Committee (SGRC)			
S. No	Composition of the Committee	Proposed Name	Role
1	Senior Professor (preferably women faculty) nominated by the Vice Chancellor	Prof. Debarati Mukherjee	Chairperson
2	Four Professors / Senior Faculty nominated by the Vice Chancellor		
2A		Prof. Shailaja Tetali	Member
2B		Prof. Ambarish Dutta	Member
2C		Prof. Sarit Kumar Rout	Member
2D		Dr. Sirshendu Chaudhuri	Member
3	Student Representatives		
3A	One Male Representative		Special Invitee
3B	One Female Representative		Special Invitee
4	Ombudsperson nominated by the Vice Chancellor	Prof. Vayunandan	

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