

Prof. Soniya Nityanand, MD, Ph.D.  
(Padma Shri Awardee, 2025)

Vice Chancellor

प्रो० सोनिया नित्यानंद, एम०डी०, पी०एच०डी०,  
(पद्म श्री सम्मानित, 2025)  
कुलपति



King George's Medical University, U.P.  
Lucknow

किंग जार्ज चिकित्सा विश्वविद्यालय, उ०प्र०,  
लखनऊ

Ref. No.: KGMU/VC/ 69 /2025

Date: July 19, 2025



## Circular

In supersession to Order #VC/KGMU/200/February dated February 09, 2018, "Grievance Committee for Employees " is being re-constituted as following:

1. Registrar	Chairperson
2. Chief Medical Superintendent, GM&AH	Member
3. Chief Medical Superintendent, Trauma Centre	Member
4. Medical Superintendent, GM& AH	Member
5. Medical Superintendent, Trauma Centre	Member
6. Liaison officer, SC /ST	Member
7. Liaison Officer, OBC	Member
8. Finance Officer	Member
9. Deputy Registrar E Section	Member

S. Nityanand  
(Prof. Soniya Nityanand)  
Vice Chancellor

### **Distribution:-**

1. Dean Faculty of Medicine/Dental/Nursing/Paramedical Sciences, KGMU, Lucknow.
2. All Head of the Departments, KGMU, Lucknow.
3. CMS/MS, GM& AH, KGMU, Lucknow.
4. CMS/MS, Trauma Centre, KGMU, Lucknow.
5. Chief Proctor/Proctor, KGMU, Lucknow.
6. Above concerned officers.
7. Registrar, KGMU, Lucknow.
8. Finance Officer, KGMU, Lucknow.
9. Order Book.

01 Shahmina Road, Chowk, Lucknow, Uttar Pradesh, India – 226003

Ph: +91-522-2257540, 2258880; Web: kgmu.org

E-mail: vc@kgmcindia.edu, Twitter: @kgmulucknow

Facebook: kgmuupdate

**King George's Medical University, Lucknow**  
**Standard Operating Procedure (SOP)**  
**Grievance Committee For Employees**

### **Purpose**

This SOP outlines the procedures for lodging, processing, and resolving grievances submitted by non-teaching employees (administrative, technical, support staff, etc.) of the University. The objective is to ensure fair, transparent, and timely resolution of all genuine grievances related to service and official matters.

The Grievance Committee will examine and address all such concerns in accordance with the University's policies, ensuring a just and supportive work environment.

### **Submission of Grievances**

- All grievances must be addressed to the Chairperson of the Grievance Committee for Employees and submitted to the Office of the Registrar, KGMU, both as a hard copy and via email at registrar@kgmcindia.edu.
- The grievance application must be duly forwarded by the Head of the Department and must include the following details:
  - Full name, designation, and department of the aggrieved
  - Detailed description by the aggrieved
  - Evidence in support of the grievance, if any
  - Signature and date of the aggrieved on the application
- In case grievance is related to the HOD of the department, the aggrieved may submit the grievance directly to the Chairman of Grievance Committee.

### **Processing Timeline:-**

- The committee will address and evaluate the grievance presented to them within 2 week of the receipt of the Grievance.
- The committee will ensure to draw its resolution by maximum within 4 weeks from the date of receipt of the grievance and the same be conveyed to the aggrieved immediately via email or post.

If the aggrieved employee is not satisfied with the resolution of the Grievance Committee, appeal may be made to the Hon'ble Vice Chancellor, King George's Medical University.

### **Record Keeping**

The Office of the Registrar shall maintain a confidential grievance register and archive all complaints, proceedings, and decisions for institutional records and audit purposes.

- Anonymous complaints will not be entertained.
- Frivolous or malicious complaints may result in disciplinary action.
- The committee may seek assistance or opinion from relevant departments or legal experts as needed.

Grievances can be submitted:

- In person or by post to:  
Office of the Registrar  
King George's Medical University  
Chowk, Lucknow – 226003, Uttar Pradesh
- Via email: [registrar@kgmcindia.edu](mailto:registrar@kgmcindia.edu)