

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

SOP in Case of Grievances

STEP 1

Any grievance faced by students are informed directly or forwarded by any other authority to Proctor for redressal.

STEP 2

On receipt of complaint/grievance, proctor office forms a committee with members from proctorial team and concerned department,

STEP 3

The concerned committee shall investigate the cases directed accordingly.

STEP 4

If required a hearing with the complainant or clarification from the concerned may be taken.

STEP 5

The complainant shall be informed about the action taken by the committee.

STEP 6

If the complaint/grievance is found invalid, the complainant and the person against whom the complaint is made, will be informed accordingly and penal action may be taken.

STEP 7

The complaint in any shall be resolved within a one month of its receipt