

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

Ref. No. 783/Pro/2022

Date-21/09/2022

**SOP for Students Grievances**

King George's Medical University has a Proctorial system where administration related matters pertaining to all acts of indiscipline are delegated to the Proctorial Board. Proctorial Board is chiefly responsible for ensuring that rules and regulation framed by Institute are being followed by the students and employees. Cases of indiscipline or indecent behaviour, cases of individual/ group harassment, threats, manhandling as well as cases of ragging are dealt strictly by the Proctorial Board.

Following are the members of Proctorial team who look after students grievances:

S.L.	Name	Designation	Department	Mobile No.	e-mail
1	Dr. Chhitiz Srivastava	Chief Proctor	Neuro Surgery	09335257029	chhitizsrivastava@kgmcindia.edu
2	Dr. S.N. Singh	Addi. Proctor	Paediatrics	09415196707	snsingh@kgmcindia.edu
3	Dr. Sujata Dev	Addi. Proctor	Obst.& Gynaecology	09415152570	drsujata2008@gmail.com
4	Dr. Nand Lal	Addi. Proctor	Periodontology	09415085653	nandlalkgmc@yahoo.in
5	Dr. Reema Kumari	Addi. Proctor	S.P.M.	09793604236	reema_tua05@yahoo.co.in
6	Dr. Rashmi Kushwaha	Assit. Proctor	Pathology	09793730666	docrashmi27@yahoo.co.in
7	Dr. Narendra S. Kushwaha	Assit. Proctor	Orthopaedics	09451670730	orthosurgeon.narendra2007@gmail.com
8	Dr. Rakesh Kr. Deewan	Assit. Proctor	Anatomy	08005335622	dewanrakesh80@yahoo.com
9	Dr. Kamleshwar Singh	Assit. Proctor	Prosthodontics	09236678094	dr_kamleshwarsingh@yahoo.co.in
10	Dr. Jagdish Narayan	Assit. Proctor	Physiology	09450461806	drjagdishkgmu@gmail.com
11	Dr. Vijay Kumar Shakya	Assit. Proctor	Endodontics	09452278876	dr.vijay.shakya@gmail.com
12	Dr. Anjani Kr. Pathak	Assit. Proctor	Periodontology	09415373505	dr.anjanipathak@gmail.com
13	Dr. Kaleem Ahmad	Assit. Proctor	Biochemistry	09452181357	mohdkaleemahmad@kgmcindia.edu
14	Dr. Darshan Bajaj	Assit. Proctor	Respiratory Medicine	08808217222	drdkbajaj@rocketmail.com
15	Dr. Ganesh Yadav	Assit. Proctor	P.M.R.	09457191240	ganeshyadav4u@yahoo.co.in
16	Dr. Shiuli	Assit. Proctor	Forensic Medicine	09457419296	drshiuli@gmail.com
17	Dr. Balendra P. Singh	Assit. Proctor	Prosthodontics	09839121151	balendra02@yahoo.com
18	Dr. Garima Sahgal	Assit. Proctor	Anatomy	09208331704	drGARIMABHASIN@gmail.com
19	Dr. Vinay Kumar Gupta	Assit. Proctor	Public Health Dentistry	07905277112	vinaykumargupta@kgmcindia.edu
20	Dr. Mayank Singh	Assit. Proctor	Prosthodontics	09794713840	dr_mayank1983@yahoo.co.in

Any discontent or dissatisfaction that a student faces, when not addressed properly is treated as grievance. Grievance is an upward communication. It brings out important information about creeping problems that a student/staff may face, to the management in advance.

**Standard Operating Procedure for Handling Grievance**

1. Any grievance faced by students are informed directly or forwarded by any other authority to Proctor office for redressal.
2. On receipt of complaint / grievance, proctor office forms a committee with members from proctorial team and concerned department, discuss with the

concerned committee and thereafter direct the said complaint to the respective committee

3. The concerned committee shall investigate the cases directed accordingly.
4. If required, a hearing with the complainant or clarification from the concerned may be taken.
5. The complainant shall be informed about the action taken by the committee.
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.
7. The complaint in any case shall be resolved within a one month of its receipt

  
(Prof. Chhitij Srivastava)  
Chief Proctor