



# Grievance Redressal Policy

लखनऊ विश्वविद्यालय  
**University of Lucknow**  
(Accredited A++ by NAAC)



The students are the main stakeholders and component of institutional frame work of a University. All educational institutions imparting education with a motto to provide transparency for all student activities at different stages have a yeoman duty to hear student grievance at par. Taking this spirit into the consideration, the University has decided to provide mechanism to students for redressal of their grievances as under:

**OBJECTIVE:**

To provide opportunities for redress of certain grievances of students already enrolled in the university, as well as those seeking admission, and a mechanism thereto. Grievances include the complaint(s) made by an aggrieved student with respect to the following, namely:

- Academic
- Administrative
- Grievance related to breach of policy of reservation in admission
- Grievance for refusal to admit in accordance with the declared admission policy
- Grievance related to charging of fees
- Grievance regarding conduct of examinations
- Harassment or victimization of a student
- Women related problems, including sexual harassment

**STUDENT GRIEVANCE REDRESSAL COMMITTEES (SGRC):**

*Departmental Student Grievance Redressal Committee (DSGRC)*

A complaint by an aggrieved student relating to a Department, or Institute of the University shall be addressed to the Departmental Student Grievance Redressal Committee (DSGRC) to be constituted at the level of the following composition.

- Head of the Department/Director of the Institute by whatever designation known – Chairperson;
- Two Professors, from outside the Department/Institute to be nominated by the Vice Chancellor– Members;
- A member of the faculty, well-versed with the mechanism of grievance redressal to be nominated by the Chairperson– Member;
- A representative from among students of the department to be nominated by the Chairperson based on academic merit/excellence/performance in co-curricular activities – Special Invitee.

The quorum for the meeting of DSGRC, including the Chairperson, but excluding the special invitee, shall be three.

In considering the grievances before it, the DSGRC shall follow principles of natural justice.



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The DSGRC shall submit its report with recommendations, if any, to the Vice-Chancellor, with a copy thereof to the aggrieved student, within a period of 15 days from the date of receipt of the complaint.

*University Student Grievance Redressal Committee (USGRC)*

Where a complaint does not relate to any academic Department/Institute of a University, as the case may be, the matter shall be referred to the University Student Grievance Redressal Committee (USGRC) to be constituted by the Vice Chancellor, with the following composition, namely:

- Dean, Students Welfare – Chairperson;
- One senior academic, other than the Chairperson – Member;
- Proctor/Senior academic – Member;
- Controller of Examination (for exam. related grievances)
- Finance Officer (for fee/finance related grievances)
- Dean, Research (for the cases related to Research Scholars)
- Coordinator (Admission), (for admission related matter)
- Chief Provost (for hostel related matter)
- A person with rural background from Reserved Category (nominated by DSW)
- A representative from among students nominated by the Vice Chancellor based on academic merit/excellence in sports/performance in co-curricular activities – Special Invitee.

The quorum for the meetings of the USGRC, including the Chairperson, but excluding the special invitee, shall be four.

In considering the grievances before it, the USGRC shall follow principles of natural justice.

The USGRC shall send its report with recommendations, if any, to the Vice-Chancellor, along with a copy thereof to the aggrieved student, within a period of 15 working days from the date of receipt of the grievance.

**PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:**

Any aggrieved student may submit an application seeking redressal of grievance through an online portal of the

University shall refer the complaint to the appropriate Departmental Student Grievance Redressal Committee (DSGRC) along with its comments within 15 days of receipt of complaint on the online portal.

The DSGRC shall fix a date for hearing the complaint which shall be communicated to the USGRC and the aggrieved student.

An aggrieved student may appear either in person or authorize a representative to present the case (in special circumstances only).