



TECHNO INSTITUTE OF HIGHER STUDIES

(AFFILIATED TO UNIVERSITY OF LUCKNOW, LUCKNOW)

STUDENT GRIEVANCE REDRESSAL (SGR) POLICY

Students are the primary stakeholders and vital components of the institutional framework at Techno Institute of Higher Studies, Lucknow. Our institution is committed to maintaining transparency in all student-related activities across various stages and is dedicated to addressing student grievances effectively if a student violate the norms stated in the student manual or have any other grievance related following area. In line with this commitment, Techno Institute of Higher Studies has established a comprehensive mechanism for redressal of student grievances, as detailed below:

OBJECTIVE:

To provide avenues for addressing grievances of current students as well as those seeking admission, the grievances may pertain to:

- Academic issues
- Administrative concerns
- Denial of admission as per the declared policy
- Fee-related issues
- Harassment or victimization
- Gender-related issues

COMMITTEE MEMBERS-

The committee shall adhere to principles of natural justice and UGC (Grievance Redressal) Regulations 2023 while addressing grievances and shall submit its report with recommendations, if any, to the Student Grievance Redressal Cell (SGRC) chairperson or head of the institution and the aggrieved student within 15 days from receiving the complaint. The committee will be constituted by the Head/Principal of the Institute, with the following members:

- Heads of the concerned Departments
- One senior faculty Member
- Finance Officer (for fee/finance-related grievances)
- Admission cell head (for Admission-related matters)

[Signature]
Coordinating IQAC
Techno Institute of Higher Studies
Lucknow

[Signature]
Principal
Techno Institute of Higher Studies
Lucknow

[Signature]
Manager
Techno Institute of Higher Studies
Lucknow

- Chief Warden (for Hostel-related matters)

PROCEDURE FOR REDRESSAL OF GRIEVANCES BY STUDENT GRIEVANCE REDRESSAL COMMITTEES:

An aggrieved student may submit a grievance through the Student Grievance Redressal Form (Offline) of Techno Institute of Higher Studies, Lucknow. The complaint will be referred to the appropriate SGRC within 15 days of receipt. The SGRC will schedule a hearing date for the complaint, which will be communicated to the aggrieved student. An aggrieved student may appear in person or authorize a representative to present their case in special circumstances.




Manager

Manager
Techno Institute of Higher Studies
Lucknow



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Student Grievance Form

FOR STUDENTS ONLY

1. Student Name: _____
2. Course: _____
3. Class: _____ Semester: _____
4. Session: _____
5. Mobile/WhatsApp No.: _____
6. E-mail: _____
7. Area of Grievance: Academic [☐] Administrative [☐]
8. Date of the problem or incident reported: ____/____/____
9. Description of the Problem/Incident: _____

FOR OFFICE USE ONLY

1. Has the problem been reported: Yes [☐] No [☐]
2. Action taken or Outcome of the Report: _____

3. Satisfaction of Student: Yes [☐] No [☐]
4. Cause of Dissatisfaction: _____

Coordinator, IQAC
Techno Institute of Higher Studies
Lucknow

Student Signature: _____

Date: _____

Principal
Techno Institute of Higher Studies
Lucknow

Chairperson

Student Grievance Redressal Cell

Manager
Techno Institute of Higher Studies
Lucknow