



OFFICE OF THE DEAN STUDENT AFFAIRS

No : 19748/2026/B2/DSA/KUHS

Date : 28-09-2026

CIRCULAR

Sub : KUHS - DSA - **Students Grievance Redressal Portal** - Reg.

Ref : Order of the Hon'ble Vice Chancellor in the even numbered file dated 03.08.2026.

As per University Grants Commission (Redressal of Grievances of Students) regulations , 2023, a Grievance Redressal Committees for students shall be constituted in all colleges to address student grievances. The University has already issued a circular to all affiliated colleges in this regard.

Grievances that remain unresolved at the College-level Grievance Redressal Committee shall be submitted to the University Grievance Redressal Committee for Students for further consideration and necessary action. It has, however, been observed that the University receives a considerable number of grievances through anonymous letters, emails and other informal modes of communication. In many such cases, the complaints do not contain sufficient details regarding the identity of the complainant, the student concerned, the college/institution involved, the specific nature of the grievance, or relevant supporting documents. As the identity and contact details of the complainant are either unavailable or unverifiable, the University is often unable to seek clarifications, obtain additional information, communicate the action taken, or undertake an effective follow-up with the complainant. Such complaints also make it difficult to verify the facts and conduct a proper inquiry in a timely and systematic manner. In order to ensure that student grievances are received with adequate particulars, properly documented, duly acknowledged and processed in a transparent and systematic manner, the University has introduced the “**Students Grievance Redressal Portal**”, which is accessible directly through the University Student Login.

Any student enrolled with the Kerala University of Health Sciences (KUHS) can submit their grievances through Students Portal and track the status of their applications. **In addition, students have the option to submit their grievances maintaining complete confidentiality.** Parents may also submit grievances on behalf of students through the portal using the respective student's login credentials.

The Students Grievance Redressal Portal will be operational with effect from 1 October 2026, and all student grievances shall be submitted exclusively through the KUHS Students Portal.

All affiliated colleges are directed to circulate this circular among students and display it prominently on their notice boards.

The guidelines for submitting a complaint are attached herewith for information and necessary action.

Registrar

To

1. All Principals / Students Union of all affiliated colleges to KUHS.





2. All Sections in the University.

Copy to,

The PA to VC/PVC/Regr/CE/FO/Deans.

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Approved by Regr on 2026-09-28 15:58:29

<http://www.kuhs.ac.in>
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Digitally approved document; signature not required.

KUHS, Thrissur