



**FDP**  
**on**  
**Student Grievance Address**

**Date: 15.5.2021**

**Resource person: Dr. Sangram Keshari Swain**

**Associate Professor, Department of Computer Science and Engineering**

**No. of participants: 12**

**About the resource person**

Dr. Sangram Kesari Singh has done his Ph.D. in Computer Science and Engineering having 12 years of teaching experience having a demonstrated history of working in the higher education industry. Skilled in Social Services, Teaching, Research, Data Analysis, and Higher Education. A strong education professional having multidimensional approaches like Engineering, Technology, Management, Social Service and Law. Social Responsibility activity has been my Passion always.

**About the session**

The students' affairs committee organized a workshop for all the hostel staff on how to address the grievances of the students. The student's grievance address involves a process of investigation in which the 'Student's Grievance Cell' enquires and analyses the nature and pattern of the grievances in a strictly confidential manner. Matters are disclosed to only those, who have a legitimate role in resolving the matter. Emphasis on procedural fairness has been given with a view to "the right to be heard and right to be treated without bias".

**Scope:** The students to approach the cell for their grievances regarding academic matters, examination matters, financial matters, health services, library, and other services.

**Objective:** To provide a mechanism for students of the college to air out their grievances and to provide redressal for the same so that they have smooth tenure at the college from the day of admission to their graduation.

**Grievance Redressal Procedure**

The students have to place their grievances in the suggestion box/complaint book placed at various points like the college office, library, hostels, and grievance redressal cell. The coordinator in turn intimates the matter to the committee for necessary action. The final report based on the grievance received and resolved will be submitted to the principal and further course of action will be decided and the same shall be intimated to the students



Centurion  
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## Workshop on Student Grievance Addressing

DATE: 15-05-2021

RESOURCE PERSON

**Dr. Sangram Keshari Swain**

**Associate Prof. Department of  
Computer Science and Engineering**

**FDP CO-ORDINATOR**

Prof. Prabhat Kumar Pattnaik

Asst. Professor & Head, Dept. of ECE & EEE

**Organised by:**

Centurion University of Technology &  
Management

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### Grievance Redressal System (Ticket support System)

- ✓ Support Tickets
- ✓ Ready to integrate
- ✓ Secure Login
- ✓ User rating
- ✓ Multiple user Roles
- ✓ Creatively designed
- ✓ Fully responsive
- ✓ Emails integrated
- ✓ Excellent user experience
- ✓ 30 mins integration time

### List of Participants

1	Dileep Kumar Panda	Warden (Boys Hostel)
2	Parbati Mohapatra	Warden (Ladies Hostel)
3	Dillip Kumar Nanda	Warden
4	Gajendra Kumar Behera	Warden
5	Trilochan Panda	Warden
6	Susanta Kumar Jena	Warden
7	Dhaneswar Swain	Warden
8	Durga Charan Pradhan	Warden
9	Ramakrishna Nanda	Warden
10	Pramila Dash	Warden
11	Jayanti Maharana	Warden
12	Satyajit Sahoo	Chief Warden



Dr. Prasanta Ku. Mohanty  
Dean Academic



Prabhat K. Pattnaik  
FDP Coordinator