

GRIEVANCE REDRESSAL POLICY



CENTURION
UNIVERSITY
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CENTURION UNIVERSITY OF TECHNOLOGY AND MANAGEMENT, ODISHA

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Centurion University has a mechanism for redressal of students' grievances related to academic and non-academic matters, such as assessment, victimization, attendance, charging of fees, conducting of examinations, harassment by colleague, students, teachers, etc. There are Grievance Redressal Committees at the Campus/University levels to deal with the grievances of the students.

Procedure for Redressal of Grievances (RoG) is as under

1. An aggrieved student who has the Grievance or Grievances will first approach the **Grievance Redressal Authorities**. The problems and responsible authorities are indicated below.
 - Problems related to Hostel - The Warden/Manager (Administration)/Hostel Superintendent
 - Problems related to Academic matters - The respective Head of the Department/Dean of the School
 - Problems related to matters of Administration – Director (Administration)/Deputy Registrar
 - Problems related to Cultural, Sports and Socially Responsible Activities (CSR) - Dean- Student Affairs/CSR Coordinator

2. Problem related to Training and Placement – Coordinator (Placement Cell)

3. In case the problem continues, the student should contact **Grievance Redressal Committee of the Campus**. The Committee is constituted of

Chairperson - Dean SoET
Convener - Deputy Registrar
Members - Deans of Schools, Senior Lady Professor/s, Chief Hostel Superintendent, Chief Hostel Warden

The Committee will hear the case and do the necessary discussion with the persons (faculty/ staff/students) and redress the grievance.

4. In case the student is not satisfied, he/she can contact the **Grievance Redressal Committee of the University**. The Committee is constituted of

Chairperson - Vice Chancellor
Convener - Deputy Vice Chancellor
Member - Registrar, Director of the Campus, Chairperson of Committee against Sexual Harassment.

They can be reached by writing a mail to complaints@cutm.ac.in

5. In case the student is further dissatisfied, he/she can approach the **Ombudsman** of the University Campus.