

# GRIEVANCE REDRESSAL POLICY



**CENTURION**  
**UNIVERSITY**  
*Shaping Lives...*  
*Empowering Communities!*

## **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](mailto:complaints@cutm.ac.in)
5. In case the student is further dissatisfied, he/she can approach the **Ombudsman** of the University Campus.