



# SUDDHANANDA ENGINEERING & RESEARCH CENTRE

(Approved by AICTE, New Delhi, Govt. of India & Affiliated to BPUT, Govt. of Odisha)

Ref. No. : SERC/

Date :

## GRIVERENCE REDRESSAL CELL

The Grievance Redressal Cell was constituted to probe into the student grievances. The cell attempts to address genuine problem and internal complaints of students whatever be the nature of problem.

### Objective:

- To create a platform where students can point out their problems, regarding academic and non academic matters.
- Get suggestion from the students for improvement.
- Take necessary steps for improvement in the light of grievances.

### Committee Members:

Sl No.

<u>Sl No.</u>	<u>Name of the Member</u>	<u>Designation</u>	<u>Department</u>
1.	Prof. Fakir Maharana	Chair Person	Basic Science
2.	Priyabrata Sahoo	Member	Electrical
3.	B. Krishnapriya	Member	Electrical
4.	Soumya Ranjan Mohanty	Member	Mechanical
5.	Manoj Kumar Behera	Member	Mechanical
6.	Pratap Kumar Sethi	Member	Civil
7.	Deepika Mohaptra	Student	Electrical
8.	Ameeta Jena	Student	Electrical
9.	Subha Prasad Mohanty	Student	Mechanical

*Chanda*  
*04/09/2024*  
Principal

Suddhananda Engineering & Research  
Centre, Cuttack

Principal  
Sudhananda Engineering  
& Research Centre  
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## GRIVERENCE REDRESSAL MECHANISM

Grievance Redressal System is a mechanism commonly used to receive and act on complaints or grievances reported by stakeholders of private or public institutions, enabling prompt actions on any issue raised by them and to avail services more effectively.

Unlike the traditional Grievance Redressal approach through letters and complaint forms, the new online based approach such as grievance portals have very great appeal and its usage highly reflects the actual state of customer satisfaction. Grievance Redressal can be handled directly by institutes through their own websites. Also the smart web portal for grievance processing connects stakeholders and action-takers directly through online platform. Grievance Redressal System helps to pursue quick action for solving the grievance, while maintaining affordability and ease to the users. Online grievance redressal mechanism in higher education institutions facilitates the main constituents of the institute including students, parents, teachers and other non-teaching staff to lodge grievances and ensure satisfactory solutions in a hassle-free manner. Effective and timely redressal or settlement of the grievances makes grievance redressal system mandatory in higher education institution, according to the Ministry of Human Resource Development (MHRD), Government of India. Grievance Redressal System has now become part and parcel of the operations of any administration. No institution can claim to be responsive and user-friendly unless it has an effective grievance redress mechanism. In fact, grievance redressal technology is the gauge to determine efficiency and effectiveness of the institution as it provides feedback on the organization functioning. In order to ensure transparency in institutions imparting technical education, with the supreme objective of preventing unfair practices and to provide a mechanism to students, parents, teachers and other non-teaching staff for the redressal of their complaints, online grievance redressal mechanism is directed by approval councils in India.

AN ISO 9001 - 2008 CERTIFIED INSTITUTIONS

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04/09/24

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