



COLLEGE OF NURSING CUTTACK

(An Unit of Nayak Educational Trust, Regd. No. 590)

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Awareness and Sensitization Measures Undertaken to Inform Students About Grievance Redressal Mechanisms

1. Objective

The College of Nursing Cuttack is committed to ensuring that every student is aware of the grievance redressal mechanism available under the UGC (Redressal of Grievances of Students) Regulations, 2020. Regular awareness programmes are conducted to educate students about their rights, grievance submission procedures, timelines, and the role of the Student Grievance Redressal Committee (SGRC) and Ombudsperson.

2. Details of Awareness Activities

Sl. No.	Activity	Target Group	Frequency	Remarks
1	Orientation Programme on Student Grievance Redressal Mechanism	Newly admitted students	At the beginning of every academic session	SGRC members introduced and grievance procedure explained
2	Student Induction Programme	First-year students	Annual	Rights and responsibilities of students discussed
3	Display of SGRC Notice	All students	Throughout the year	Displayed on college notice boards
4	Display of SGRC & Ombudsperson Details	All students	Continuous	Contact details displayed prominently
5	Student Handbook/Prospectus	Newly admitted students	Annual	Includes grievance redressal process
6	College Website	All stakeholders	Continuous	SGRC, Ombudsperson, grievance procedure and contact details uploaded
7	Class-wise Awareness Sessions	All students	Once every semester	Conducted by faculty mentors
8	Mentoring Sessions	Individual students	Monthly	Students informed about grievance reporting options
9	Anti-Ragging & Student Welfare Awareness	All students	Annual	Integration of grievance reporting mechanism
10	Circulars and Notices	Students & Staff	As required	Issued whenever committee details or procedures are updated

3. Awareness Topics Covered

- Constitution and role of the Student Grievance Redressal Committee (SGRC)
- Role of the Ombudsperson
- Types of grievances that may be submitted
- Online and offline grievance submission procedures
- Timelines for grievance disposal
- Confidentiality and protection against victimisation
- Appeal mechanism before the Ombudsperson
- Contact details of the Nodal Officer and SGRC

4. Information, Education and Communication (IEC) Materials

The following IEC materials are displayed and circulated:

- Posters on Student Grievance Redressal
- Notice Board Display regarding SGRC and Ombudsperson
- Student Handbook containing grievance procedure
- Admission Prospectus
- Orientation Programme Presentation
- College Website Information
- Student Circulars and Office Notices
- Grievance Flow Chart
- Contact details of SGRC members and Ombudsperson

5. Supporting Documents Enclosed

1. Orientation Programme Schedule
2. Attendance Sheet of Orientation Programme
3. Photographs of Awareness Programme
4. Circular issued regarding SGRC
5. Notice Board photographs
6. Copy of Student Handbook (relevant pages)
7. Copy of Prospectus (relevant pages)
8. Website screenshots showing:
 - SGRC details
 - Ombudsperson details
 - Grievance procedure
 - Contact information
9. Sample IEC Poster/Leaflet
10. Mentor Meeting Register (relevant extracts)