



COLLEGE OF NURSING CUTTACK

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

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Standard Operating Procedure (SOP) / Process Flow

Student Grievance Redressal Process

1. Student submits grievance through:
 - Online Grievance Portal
 - Email
 - Written application
 - Grievance/Suggestion Box
2. Grievance is received by the Student Grievance Redressal Cell (SGRC).
3. The grievance is entered in the Grievance Register and acknowledged.
4. Preliminary scrutiny is carried out by the Member Secretary.
5. The grievance is placed before the SGRC for examination.
6. The Committee hears the concerned parties, if required.
7. Appropriate recommendations/decision are made within the prescribed time.
8. Decision is communicated to the student through email, letter, or notice.
9. If the student is not satisfied, an appeal may be submitted to the Ombudsperson.
10. The grievance is closed after implementation of the decision and record is maintained.

Lependra Nayak
Chairman

College of Nursing Cuttack

Chairman

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