



Office Order

Ref.No: SU/097/2026-27

Date: 20th August 2026

The University Grievance Redressal Committee (UGRC) for faculty and staff members is reconstituted with the following members as per the Guidelines of UGC.

Sl. No	Name	Designation	Email ID
1	Prof. Ramaprasad Panda	Chairperson	ramprasad@silicon.ac.in
2	Prof. Prayag Prasad Mishra	Member	prayag@silicon.ac.in
3	Prof. Sudhansu Kumar Pati	Member	sudhansu@silicon.ac.in
4	Prof. Pradyumna Kumar Tripathy	Member	ptripathy@silicon.ac.in
5	Prof. Priyanka Kar	Member	priyanka.kar@silicon.ac.in
6	Mr. Gopal Chandra Sahoo	Member	gopal@silicon.ac.in
7	Mr. Chandrajit Swain	Member Secretary	chandrajit@silicon.ac.in

20/08/26

Prof. Pradipta Mohapatra
Registrar

TAX INVOICE

Orell® empowering education Orell Software Solutions (P)Ltd (25-26) BCG Building, Opp. CSEZ Kakkanadu, Kochi-37 Company Identification No U72200KL2009PTC024414 GST No-32AABCO2193G1ZQ GSTIN/UIN: 32AABCO2193G1ZQ State Name : Kerala, Code : 32	Invoice No. 183	Dated 19-Dec-25		
	Reference No. & Date.	Other References		
	Buyer's Order No.	Dated		
Buyer (Bill to) Silicon University, Odisha Silicon Hills, Patia, Bhubaneswar, Khordha, Odisha State Name : Odisha, Code : 21				

Sl No.	Description of Services	HSN/SAC	GST Rate	Quantity	Rate	per	Amount
1	Grievance Redressal Software License Renewal for One Year (18/01/26 to 17/01/27)	49070030	18 %	1 No	15,000.00	No	15,000.00
	IGST 18%					18 %	2,700.00
Total				1 No			₹ 17,700.00

Amount Chargeable (in words) E. & O.E
Indian Rupees Seventeen Thousand Seven Hundred Only

HSN/SAC	Taxable Value	IGST		Total
		Rate	Amount	Tax Amount
49070030	15,000.00	18%	2,700.00	2,700.00
Total	15,000.00		2,700.00	2,700.00

Tax Amount (in words) : **Indian Rupees Two Thousand Seven Hundred Only**

Company's PAN : AABCO2193G

Company's Bank Details
 Bank Name : HDFC Current Account-05202020000522
 A/c No. : 05202020000522
 Branch & IFS Code : Palarivattom & HDFC0000520
 for Orell Software Solutions (P)Ltd (25-26)

Authorised Signatory

This is a Computer Generated Invoice

Silicon University, Odisha

Grievance Redressal Mechanism

1. Introduction

Silicon University is committed to providing a transparent, fair, inclusive, and student-centric academic environment. The University has established a robust Grievance Redressal Mechanism in accordance with the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023, to ensure timely, impartial, and effective resolution of grievances relating to academic, administrative, financial, hostel, examination, infrastructure, student welfare, and other institutional matters.

The grievance redressal system is founded on the principles of natural justice, transparency, confidentiality, accountability, and institutional responsibility. The mechanism provides every student with an accessible platform to express concerns without fear of discrimination, victimization, or retaliation.

2. Objectives

The Grievance Redressal Mechanism aims to:

- Ensure prompt and fair resolution of students' grievances.
- Promote transparency and accountability in academic and administrative processes.
- Protect students from arbitrary decisions or unfair treatment.
- Foster an environment of mutual respect, equality, and justice.
- Improve institutional governance through systematic review of grievances.
- Comply with UGC Regulations, 2023 and other statutory requirements.

3. Constitution of Student Grievance Redressal Committee (SGRC)

The Vice-Chancellor constitutes the Student Grievance Redressal Committee (SGRC) for a period of two years.

Composition

- Chairperson – Senior Professor nominated by the Vice-Chancellor
- Senior Faculty Member – Four Member
- Woman Faculty Member – Member
- SC/ST/OBC/PwD Representative – Member
- Registrar or Nominee – Member Secretary
- Student Representative (Special Invitee whenever required)

The Committee functions independently and follows the principles of fairness, confidentiality, and natural justice.

4. Appointment of Ombudsperson

To provide an independent appellate authority, Silicon University appoints an Ombudsperson as prescribed under the UGC Regulations.

Eligibility

The Ombudsperson shall be:

- A retired Vice-Chancellor; or
- A retired Professor having served as Dean or Head of Department with at least ten years of experience as Professor; or
- A former District Judge.

The Ombudsperson functions independently and hears appeals against the decisions of the Student Grievance Redressal Committee.

5. Scope of Grievances

The Committee considers grievances relating to:

- Academic matters
- Admission issues
- Examination and evaluation
- Scholarship and financial assistance
- Hostel and mess facilities
- Transport services
- Library and laboratory services
- Infrastructure and campus facilities
- Administrative delays
- Student services
- Discrimination or unfair treatment
- Any matter affecting student welfare except those covered under specialized statutory committees such as the Internal Complaints Committee (ICC) or Anti-Ragging Committee.

6. Grievance Redressal Process

1. Students submit grievances through the online grievance portal, ERP system, email, or written application.
2. The grievance is acknowledged and registered.
3. The matter is examined by the Member Secretary.
4. The SGRC conducts hearings whenever necessary.
5. Concerned departments are asked to submit factual reports.
6. The Committee examines evidence and hears all parties.
7. Recommendations are submitted to the Vice-Chancellor.
8. The decision is communicated to the complainant.
9. If dissatisfied, the student may file an appeal before the Ombudsperson.

The University ~~endeavours to dispose~~ of grievances within the timelines prescribed under UGC Regulations.

7. Responsibilities of the Committee

The Committee shall:

- Receive and register complaints.
- ~~Maintain~~ confidentiality.
- ~~Conduct~~ impartial enquiries.
- ~~Recommend~~ corrective and preventive measures.
- ~~Monitor~~ implementation of decisions.
- ~~Maintain~~ grievance records and reports.
- Submit periodic reports to the University authorities.

8. Responsibilities of the Ombudsperson

The Ombudsperson shall:

- Hear appeals against SGRC decisions.
- Provide an independent review.
- Ensure compliance with UGC Regulations.
- Recommend suitable relief wherever justified.
- Submit annual observations for improvement of institutional governance.

9. Action Taken Report (ATR)

The Student Grievance Redressal Committee maintains an Action Taken Register containing:

- Date of receipt of grievance
- Nature of complaint
- Department concerned
- Investigation conducted
- Corrective measures initiated
- Date of disposal
- Status of implementation
- Preventive measures adopted

The Action Taken Report is reviewed periodically by the Vice-Chancellor and Dean of Student Affairs to identify systemic improvements.

Typical Corrective Actions

- Resolution of academic and examination-related issues.
 - Correction of administrative errors.
 - Hostel and infrastructure improvements.
 - Improvement of student services.
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- Enhancement of safety and security measures.
- Revision of institutional procedures where required.
- Counselling and mediation between stakeholders.
- Policy modifications based on recurring grievances.

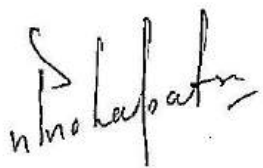
10. Monitoring and Review

The effectiveness of the grievance redressal mechanism is reviewed periodically through:

- Quarterly review meetings.
- Analysis of grievance trends.
- Feedback from students.
- Compliance review by University authorities.
- Annual reporting for statutory and accreditation purposes.

11. Outcome

The Grievance Redressal Mechanism at Silicon University promotes transparency, accountability, fairness, and student satisfaction. Through the Student Grievance Redressal Committee and the Ombudsperson, the University ensures that every grievance is addressed in a time-bound, impartial, and legally compliant manner, thereby strengthening institutional governance and fostering a safe, equitable, and student-friendly academic environment.



Registrar
Silicon University, Odisha

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