

C. V. Raman Global University

**Compliance submitted by C. V. Raman Global
University, Odisha to UGC**

Student Grievance Redressal Committee and Appointment of Ombudsperson



Ref. No.: CGU/REG/469/2024

Date: 21/08/2024

**University Student Grievance
Redressal Committee (USGRC)**

In Pursuance of UGC Notification F.No.14-4/2012(CPP-II) dated 6th May,2019 regarding Grievance Redressal Regulations 2019, the University Student Grievance Redressal Committee is hereby constituted consisting of the following members as below:

Sl. No.	Regular Members	Designation
1	Prof. Dilip Kumar Dash, Dean – Agriculture	Chairman
2	Prof. Chittaranjan Tripathy, Ex VC, BPUT	Ombudsman
3	Dr. Binita Panda, Registrar	Member
4	Dr. Sukant Kishore Bisoy, Dean IQAC	Member
5	Prof. Pragyan Paramita Pattnaik, HoD-HSS	Member
6	Prof. Manoj Kumar Nayak, Asst. Prof., ME	Member
7	Dean, Student Welfare	Convenor
8	Student representative	Special Invitee

Co-opted Members:

01. Respective Deans/HoDs/Mentors
02. Administrative Officer
03. Security I/C.

- i. The USGRC is constituted to consider grievances unresolved by DSGRC and may also take up grievances arising from departments, on the basis of the jurisdiction assigned to it by the Vice Chancellor.
- ii. The Chairperson, members and the special invitee shall have a term of two years.
- iii. The quorum for the meeting, including the Chairperson, but excluding the special invitee, shall be three.
- iv. In considering the grievances before it, the USGRC shall follow principles of natural justice.
- v. The USGRC shall send its report and recommendations, if any, to the Vice Chancellor relating to the grievance/Head of the department/School/Institution with a copy thereof to the aggrieved student, within 15 days of the receipt of the grievance.

Binita Panda
REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar



C.V. Raman
Global University

ODISHA BHUBANESWAR

706

CGU
ODISHA

- vi. Any student aggrieved by the decision of the University Student Grievance Redressal Committee may prefer an appeal to the Ombudsperson, within in a period of fifteen days from the date of receipt of such decision.

The Committee shall be functional wef the date of the notification.

By the order of Vice-Chancellor

REGISTRAR

Copy forwarded for information to:

- President, CGU's Office
- Vice-President CGU's Office
- Vice Chancellor, CGU
- All Deans / HoDs
- IQAC / Accounts/Library/ Placement Cell
- All the above Members of USGRC

REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar

707

025 11:57

C.V. Raman Mail - Requesting your presence in person to deliver a session on Student Grievance redressal procedure in the ...

Gmail

registrar cvraman <registrar@cgu-odisha.ac.in>

requesting your presence in person to deliver a session on Student Grievance redressal procedure in the SIP(Student Induction program)of the university

registrar cvraman <registrar@cgu-odisha.ac.in>

Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>

22 August 2024 at 17:11

Respected sir,

Greetings of the day!

Kindly find the program details attached herewith for your kind reference.

Thanks and Regards.

registrar,CGU

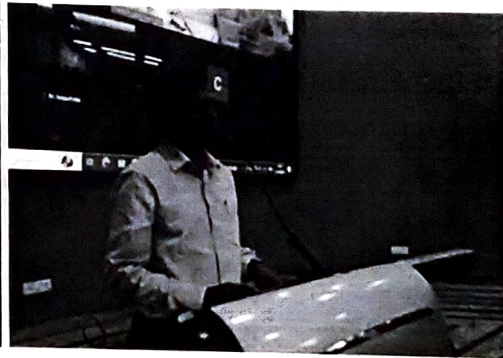
[quoted text hidden]

2nd phase SIP.PDF
335K

Bi-A-Pal
REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar

**Visit Report of Prof. Dr.Chittaranjan Tripathy, Ombudsperson, SGRC,
CGU**

Dr. C. R. Tripathy, the Ombudsman, has visited C V Raman Global University, Bhubaneswar, on 31.08.2024 and addressed the students regarding policies for the student grievance redressal cell. He has elaborated the recent norms as circulated in the recent UGC guide line to the students. He emphasises the role of the Student Grievance Redressal Cell that provide students with a platform where they can raise their concerns in a fair, transparent, and impartial manner. He even highlighted that redressal cell this as a mechanism to address any complaint related to academic, administrative, or personal grievances that students may encounter during their time at the institution. He even makes the students aware related to the submission of Grievances process. He described that the Grievances can be typically submitted through an online or offline platform. He also mentioned that escalation of unresolved issues to the university administration or the UGC.



Handwritten signature
REGISTRAR
C.V. Raman Global University
Bhubaneswar



C.V. Raman
Global University
ODISHA - BHUBANESWAR - 752 054

709

CGU
ODISHA

Ref. No. : CGU/REG/04/2024

Date : 03/01/2024

NOTIFICATION

Prof. Chitaranjan Tripathy, Former Vice Chancellor, Biju Pattnaik University of Technology (BPUT), Rourkela has been appointed as the Ombudsperson in Student Grievances Redressal committee of the university for a period of three years with immediate effect.

Bijli Pale
3/1/24
REGISTRAR

Copy for information to :-

1. The President, CGU
2. The Vice President, CGU
3. The Vice Chancellor, CGU
4. The GM, Accounts, CGU
5. All Deans of Faculty, CGU
6. All Heads of Academic Departments, CGU.
7. Advisors, CGU
8. Director, CGU.
9. Concerned person
10. Web admin, for displaying in the CGU Web Site

Bijli Pale
REGISTRAR
C.V. Raman Global University,
Odisha, Bhubaneswar



C.V. Raman
Global University

ODISHA BHUBANESWAR, INDIA
Home Grown, World Class

CGU
ODISHA

Ref No. : CGU/REG/02/2024

Date : 02/01/2024

To
Prof.(Dr.) Chitaranjan Tripathy
Former Vice Chancellor
Biju Pattnaik University of Technology
Rourkela, Odisha

Sub.: Appointment as Ombudsperson

Dear Sir,

With reference to our interaction and subsequent discussion, the President of C.V. Raman Global University, Odisha, Bhubaneswar is pleased to appoint you as the **Ombudsperson** for redressal of grievance of students of the University as per the University Grants Commission (Redressal of Grievances of Students) Regulations, 2023 (hereinafter said regulations) with effect from **03/01/2024**.

Terms and conditions:

- Your appointment shall be for a period of three years and you shall be governed by the conditions of service as outlined in the said regulation.
- For conducting the hearings, you shall be paid a sitting fee of 5,000/- (Rupees five thousand only) per sitting and local conveyance facility.
- You shall function in accordance to the guidelines outlined In University Grants Commission (Redressal of Grievances of Students) Regulations, 2023.

An excerpt of the said regulation highlighting the Student Grievance Redressal Committee (SGRCs), Service conditions of Ombudsperson, functions of Ombudsperson and procedure for redressal of grievance by Ombudsperson and SGRCs is enclosed herewith.

For C.V. Raman Global University,

Binit Paul
REGISTRAR

Binit Paul
REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar



registrar cvraman <registrar@cgu-odisha.ac.in>

Appointment Letter

3 messages

registrar cvraman <registrar@cgu-odisha.ac.in>

To: "chitaranjan.tripathy@silicon.ac.in" <chitaranjan.tripathy@silicon.ac.in>, crt.vssut@yahoo.com
Cc: president cvraman <president@cgu-odisha.ac.in>

2 January 2024 at 21:04

Respected Sir,

Greetings from C.V Raman Global University!

Kindly find attached your letter of appointment to the position of "Ombudsperson of Student Grievance Redressal Committee (SGRC)" at C.V. Raman Global University in Odisha, Bhubaneswar.

Please confirm your acceptance by return email.

Thanks & Regards

REGISTRAR

C.V. Raman Global University, Odisha,
Bhubaneswar-752054.C.V. Raman
Global University

Name Given World Class

Appointment Letter_OMBUDSPERSON.pdf
1548K

Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>

To: registrar cvraman <registrar@cgu-odisha.ac.in>

Cc: crt.vssut@yahoo.com, president cvraman <president@cgu-odisha.ac.in>

3 January 2024 at 09:52

Accepted.

[Quoted text hidden]

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Silicon Institute of Technology
www.silicon.ac.in

registrar cvraman <registrar@cgu-odisha.ac.in>

Draft To: Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>

Cc: crt.vssut@yahoo.com, president cvraman <president@cgu-odisha.ac.in>

3 January 2024 at 10:55

Respected Sir,

Greetings of the day!

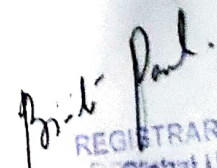
Thank you so much for the acceptance.

Thanks & Regards

REGISTRAR

C.V. Raman Global University, Odisha,
Bhubaneswar-752054.C.V. Raman
Global University

Name Given World Class


REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar

Gmail

registrar cvraman <registrar@cgu-odisha.ac.in>

Subject: UGC Letter regarding online Meeting with the Ombudspersons of the Universities

Message

Website Division <website-ugc@gov.in>

25 January 2024 at 11:30

registrar@sbsp.edu.in, registrar@sspu.ac.in, registrar@vijaybhoomi.edu.in, registrar@vupune.ac.in,
 registrar@aiu.edu.in, btudyregistrar@gmail.com, drmgbarooah@gmail.com, vc@mitu.edu.in, registrar@mgu.ed.in,
 registrar@mlcuniv.in, registrar@iumeghalaya.edu.in, crsarkar48@gmail.com, registrar@williamcareyuniversity.ac.in,
 registrar@z075@gmail.com, Khrieketu.kuotsu@iunagaland.edu.in, registrar@stjosephuniv.edu.in, imolkr06@yahoo.com,
 registrar@aliph.ac.in, registrar@asbm.ac.in, registrar@bgu.ac.in, registrar@cgu-odisha.ac.in, registrar@cutm.ac.in,
 registrar@giel.edu, executiveregistrar@srisriuniversity.edu.in, registrar@xub.edu.in, registrar@adeshuniversity.ac.in,
 registrar@auts.ac.in, registrar@cumail.in, sc.sharma@chitkara.edu.in, registrar@ctuniversity.in,
 registrar@davuniversity.org, registrar@deshbhagatuniversity.in, registrar@gnauniversity.edu.in, registrar@gku.ac.in,
 registrar@ipu.co.in, registrar@plaksha.edu.in, registrar@rayatbabrauniversity.edu.in, registrar@rimt.ac.in,
 sh.mohan@rimt.ac.in, registrar@sbbsuniversity.ac.in

By E-mail

U.F.1-13/2022 (CPP-II)

January 2024/ 4 माघ 1945

24

Subject: Meeting with the Ombudspersons of the Universities

Dear Madam/Sir,

As you are aware, the University Grants Commission has notified the UGC (Redressal of Grievances of Students) Regulations, 2023, in the Official Gazette on 11 April 2023. All the Universities are required to appoint Ombudspersons to consider the appeals preferred by the students against the decisions of Students Grievances Redressal Committees (SGRC).

An Ombudsperson plays a vital and important role in the redressal of grievances of students, the principal stakeholders of the Indian higher education system.

The Hon'ble Chairman, UGC, will meet the Ombudspersons of the Universities to discuss the implementation of the Regulations on 5 February 2024 (Monday) at 2.00 P.M. through an online meeting.

The meeting will be live-streamed on UGC social media platforms such as X, YouTube, etc.

You are requested to share this invitation with the Ombudsperson(s) appointed by your University and request them to make it convenient to attend the meeting at the date and time scheduled above.

The web-link for the meeting is as under:

Weblink: <https://us06web.zoom.us/j/81887092360?pwd=nA2XsajKdvbFWzxcQ1ivubarF1VfBA.1>

Meeting ID : 818 8709 2360

Passcode : 392653

Satish Kumar
 File in SGRC file
 20/1/24

Prishu Paul
 REGISTRAR
 C.V. Raman Global University
 Odisha, India
 With regards,
 Yours sincerely,
 (Manish Joshi)

11:57

Registrars of the Universities

C.V. Raman Mail - Fwd: UGC Letter regarding online Meeting with the Ombudspersons of the Universities

713

Registrar of the all Universities.pdf

945K

Pink-Pd
REGISTRAR
C.V. Raman Global University
Bhubaneswar
Odisha

24, 16:07

C.V. Raman Mail - Fwd: UGC Letter regarding online Meeting with the Ombudspersons of the Universities

719

Gmail

registrar cvraman <registrar@cgu-odisha.ac.in>

Subject: UGC Letter regarding online Meeting with the Ombudspersons of the Universities

Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>
registrar cvraman <registrar@cgu-odisha.ac.in>

5 February 2024 at 16:01

Thanks a lot for the information.

I attended the UGC meeting online today as per the schedule. Got a lot of inputs. It is understood from the statement of the Hon'ble Chairman of UGC that he shall monitor, hold such meetings in every 6 months. Arising out of the discussions made in the meeting and my own past experience at VSSUT, Sambalpur University, I request you to kindly do the following few things after discussions with Hon'ble VC of the University (if not done earlier).

1. Create a Students' Grievance online portal where the students can lodge their grievances to the Chairperson of SGRC instantly. The Chairperson SGRC to proactively resolve the grievances on receipts of it.
2. Create official email ids of the Chairman SGRC, Ombudsperson with the information to all concerned.
3. Keep a record in tabular form of the following events conducted in this matter. Also keep informed through the official email id so created on monthly basis;
Month, Number of cases and date of Students' grievances received, and numbers and dates of disposal, resolved by SGRC, Number of Unresolved grievances, reasons).
4. Whenever any Grievance redressal inquiry, proceedings by the SGRC is happening, the Chairperson of the said committee be requested to record it confidentiality (both in audio video form and in black and white) for future references and also in order to avoid further complications/ litigations.
5. Conduct awareness programs among the students in every 6 months at the University level and keep record of it for future references.

Prof C. R Tripathy

[Quoted text hidden]

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Profile

02/24.

Profile

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C.V. Raman Global University
Odisha, Bhubaneswar

2025-11-56

Gmail

C.V. Raman Mail - Requesting your presence in person to deliver a session on Student Grievance redressal procedure in the

715

registrar cvraman <registrar@cgu-odisha.ac.in>

requesting your presence in person to deliver a session on Student Grievance redressal procedure in the SIP (Student Induction program) of the university

1 messages

registrar cvraman <registrar@cgu-odisha.ac.in>
Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>

3 August 2024 at 14:53

Respected sir,

Greetings of the day!

With reference to our telephonic conversation today on the subject matter and subsequent discussion with our SIP team, I request your availability to deliver an in person session on Student Grievance redressal procedure to our newly admitted students on 31st August (Saturday) from 10.30am to 11.00am.

Kindly confirm your availability for the same.

Thanking you in anticipation.

Best Regards,

Registrar, CGU

Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>
registrar cvraman <registrar@cgu-odisha.ac.in>

9 August 2024 at 09:23

I will be available.

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registrar cvraman <registrar@cgu-odisha.ac.in>
Chitaranjan Tripathy <chitaranjan.tripathy@silicon.ac.in>

9 August 2024 at 10:46

Namaskar sir,

Thank you.

Thanks & Regards

REGISTRAR

C.V. Raman Global University, Odisha,
Bhubaneswar-752054.

C.V. Raman
Global University

REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar

9 August 2024 at 10:52

registrar cvraman <registrar@cgu-odisha.ac.in>
PRASAD MOHAPATRA <pmohapatra@cgu-odisha.ac.in>, HOD PHY <hod_phy@cgu-odisha.ac.in>, dsw
Pranab Kishor Mohapatra <pranabkshor.mohapatra@cgu-odisha.ac.in>

716

12/02/2025, 11:57
C.V. Raman Mail - Requesting your presence in person to deliver a session on Student Grievance redressal procedure in the
odisha.ac.in
cc: vc cvraman <vc@cgu-odisha.ac.in>, Tanmaya Badapanda <tanmaya.badapanda@cgu-odisha.ac.in>, Soumya Mishra
soumya@cgu-odisha.ac.in>

Dear SJP co-ordinators,

I request you to include the session of Prof.Dr.Chittaranjan Tripathy,Ombudsperson,SGRC,CGU to deliver on
the Student Grievance cell combinedly with the DSW session as per the schedule mentioned in the trailing mail

For any clarity on this kindly contact Badapanda sir.

Thanks &Regards
REGISTRAR
C.V. Raman Global University, Odisha,
Bhubaneswar-752054.

 C.V. Raman
Global University
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[Quoted text hidden]

OD PHY <hod_phy@cgu-odisha.ac.in> 9 August 2024 at 13:01
cc: registrar cvraman <registrar@cgu-odisha.ac.in>
cc: TARA PRASAD MOHAPATRA <tpmohapatra@cgu-odisha.ac.in>, dsw cvraman <dsw@cgu-odisha.ac.in>, Pranab
Mishra Mohapatra <pkmohapatra@cgu-odisha.ac.in>, prasantdash@cgu-odisha.ac.in, vc cvraman <vc@cgu-
odisha.ac.in>, Tanmaya Badapanda <tanmaya.badapanda@cgu-odisha.ac.in>, Soumya Mishra <soumya@cgu-
odisha.ac.in>

Dear Madam,

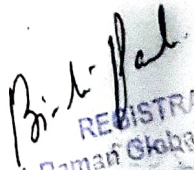
Thank you for your continued support. We would like to inform you that the programme has been rescheduled to 31st
August 2024. Please mark your calendar for the new date. We will keep you updated with any further details and
information.

Thanks and Regards

[Quoted text hidden]

Dr. Hiranmayee Mohapatra,
Associate Professor &Head,
Department of Physics,
C.V. Raman Global University
Bidyanagar, Mahura, Janla
Bhubaneswar-752054, Odisha

Email: hiranmayee.mohapatra@gmail.com, hod_phy@cgu-odisha.ac.in
Mob. No. 9437275893, 7008000282


REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar

OD PHY <hod_phy@cgu-odisha.ac.in> 22 August 2024 at 16:23
cc: registrar cvraman <registrar@cgu-odisha.ac.in>
cc: TARA PRASAD MOHAPATRA <tpmohapatra@cgu-odisha.ac.in>, dsw cvraman <dsw@cgu-odisha.ac.in>, Pranab
Mishra Mohapatra <pkmohapatra@cgu-odisha.ac.in>, prasantdash@cgu-odisha.ac.in, vc cvraman <vc@cgu-
odisha.ac.in>, Tanmaya Badapanda <tanmaya.badapanda@cgu-odisha.ac.in>, Soumya Mishra <soumya@cgu-
odisha.ac.in>, Tanushree Pradhan <tanushree.pradhan@cgu-odisha.ac.in>

244/2023
08/08/23Letter No- 16
2023PRESIDENT

Date: 04.08.2023

Sub: Constitution of student Grievance Redressal committee (SGRC)

(Through The Vice Chancellor)

UGC mandates implementation of UGC (Redressal of Grievances of students) Regulations, 2023. In this regard a student Grievance Redressal committee (SGRC) needs to be formed. A committee is proposed as hereunder to include at least one woman and one member from SC/ST /OBC category as per the guideline:

a) A professor-Chairperson

- Prof. Dillip Kumar Dash, Chairperson

b) Four senior faculty members of the institution

- Dr. Sabyasachi Parida, Associate Professor, Physics Dept. - Member
- Ms. Jyoshnamayee Moharana, Asst. Prof., English Dept. - Member
- Dr. Amaresh Chandra Panda, Associate Professor, Mathematics - Member
- Dr. Sukanta Bisoy, Associate Prof., CSE Dept - Member convenor.
- Representative from International Education Cell - Member

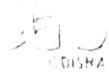
c) A student representative based on academic merit - Special Invitee:

- Mr. Vikram Singh (4th Year, Civil, 20010638)

The regulation has a provision to appoint an Ombudsman in case a student is aggrieved by the decision of the SGRC. The section-6 of the regulation outlines the Appointment, Tenure, Removal and conditions of services of Ombudsperson (Copy enclosed). We may go ahead with the appointment of the Ombudsman as per the terms outlined in the regulation.

Placed for your approval

Printed for ?
REGISTRAR
Roman Globe University
Odisha, Bhubaneswar



Ref. No. : CGU/REG/597/2023

Dt. 19/08/2023

OFFICE ORDER

Sub.: Constitution of a Student Grievance Redressal Committee

The Students Grievance Redressal Committee is constituted as per the UGC (Redressal of Grievances of Students) Regulations, 2023 with immediate effect to address the individual as well as collective grievances of the students of the University.

Sl. No.	Name & Designation	Portfolio
1.	Prof. Dilip Kumar Dash, Dean Agriculture & Allied Sciences	Chairperson
2.	Dr. Sabyasachi Parida, Associate Professor, Physics Department	Member
3.	Ms. Jyoshnamayee Moharana, Assistant Professor, English Department	Member
4.	Dr. Amaresh Chandra Panda, Associate Professor, Mathematics Department	Member
5.	Dr. Sukant Kishoro Bisoy, Associate Professor, CSE Department	Member Convenor
6.	Representative from International Educational Cell	Member
7.	Mr. Vikram Singh (4 th Year, Civil Engineering)	Special Invitee

The committee must operate in accordance with the guidelines mentioned in the regulation.

[Signature]
19/8/23
REGISTRAR

Copy to :

1. President
2. Vice President
3. Vice Chancellor
4. All Deans & HoDs
5. All members of the committee

[Signature]
REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar



719

L.N-⁰¹/₂₀₂₄

Date: 02.01.2024

PRESIDENT**Sub: Appointment of ombudsperson**

In continuation to your approval vide Letter No. 16/2023 dated 4.08.23, we may give appointment to Prof.(Dr).Chitaranjan Tripathy, Former Vice Chancellor ,BPUT with immediate effect. A draft letter of his appointment is enclosed herewith.

Placed for your approval

2/1/24
REGISTRAR
REGISTRAR
C.V. Raman Global University
Odisha, Bhubaneswar