

Everything from signing up to holding your certificate — how it works, how long it takes, and what to do if something needs fixing.

THE JOURNEY

From Sign-Up to Certificate



STEP 3, EXPLAINED

How You'll Receive It

Every service lets you pick how the finished document reaches you — pick whichever suits you best when you apply.



Online Copy

Download the digital copy straight from your dashboard the moment it's approved. Fastest option, no travel needed.



Collect

Pick up the physical, printed copy in person from the OUTR counter once it's ready for collection.



Courier

Have it delivered to your address. An additional courier charge applies, shown upfront on the service card before you apply.

* courier charge shown per service

FULL TRANSPARENCY

Always Know Who's Handling It

Every service has a stated processing time under the Odisha Right to Public Services Act, and the portal tracks it automatically — multiple levels of oversight make sure your request is never left unattended.



WHILE YOU WAIT

Where's My Application?



Between Received and the final decision, if the Designated Officer finds a document unclear or missing, your status briefly shows 'Docs Flagged' instead. Re-upload the one document — you're straight back in the queue, no need to start over.

BEFORE YOU START

What You'll Need



Your registration number
Used to create your account and identify you on every application.



Scanned admit card & ID proof
Most services ask for these — the exact checklist is shown per service before you apply.



Scans as PDF or JPG, max 300 KB each
Compress a file first if it's larger — most phone scanning apps let you shrink the file size.



A payment method, if the service isn't free
UPI, net banking, or card — the receipt is available immediately after payment.

GOOD TO KNOW

Four Things That'll Save You Time



Fill your profile first
Applications use your saved profile details automatically — an empty profile means an application you can't finish.



Flagged isn't rejected
'Documents Flagged' just means one file needs fixing. Re-upload it and you're back in the queue instantly.



One shot at feedback
Once your application is decided, you can leave feedback once — make it count!



Applying for a grade sheet?
Select every semester/year you actually need — only results already officially declared can be covered, and there's no refund for periods requested before results are out.

A FEW MORE THINGS

Just in Case



Who can apply?
Any student enrolled at OUTR — you'll need your university registration number to create an account. Alumni can also apply for document and verification services.



Made a mistake — can I edit it?
Yes, right up until you click Submit — including cancelling the draft entirely. After that, it's locked except for re-uploading a document a verifier flags. For anything else after submission, contact the OUTR examination section with your ticket number.



Payment deducted, still shows pending?
This usually resolves on its own — the portal automatically re-checks with the payment gateway and updates your application once confirmation comes through. Still pending after a while? Contact the examination section with your ticket number.

We're Here to Help

For any queries or assistance, contact the OUTR examination section.

Student Services Portal



<https://outr-ortpsa.outr.ac.in/>