


RGRS Operation Manual for Nodal officer

<http://ausnkn.in/rgrs/>



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 **অসম বিশ্ববিদ্যালয়**
ASSAM UNIVERSITY

Repository & Grievance Redressal System (RGRS)
For SC/ST

For registration of grievance

Student

For redressal of grievance

Nodal Officer

HoD


SO / Other Officers

Checklist of items:
1. Copies of ID card (both sides) attested by the HoD along with seal, within 300 KB in file size.
2. Copy of Caste certificate, within 300 KB in file size.
3. Supporting documents for grievance (optional), not exceeding 1 MB in file size.
4. Institutional email ID (aus.ac.in) only will be accepted as email ID.

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Click **Nodal Officer** and **Login** using the User ID (e-mail address) and the password provided by the administrator.

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 **অসম বিশ্ববিদ্যালয়**
ASSAM UNIVERSITY

Repository & Grievance Redressal System (RGRS)
For SC/ST

Admin Login

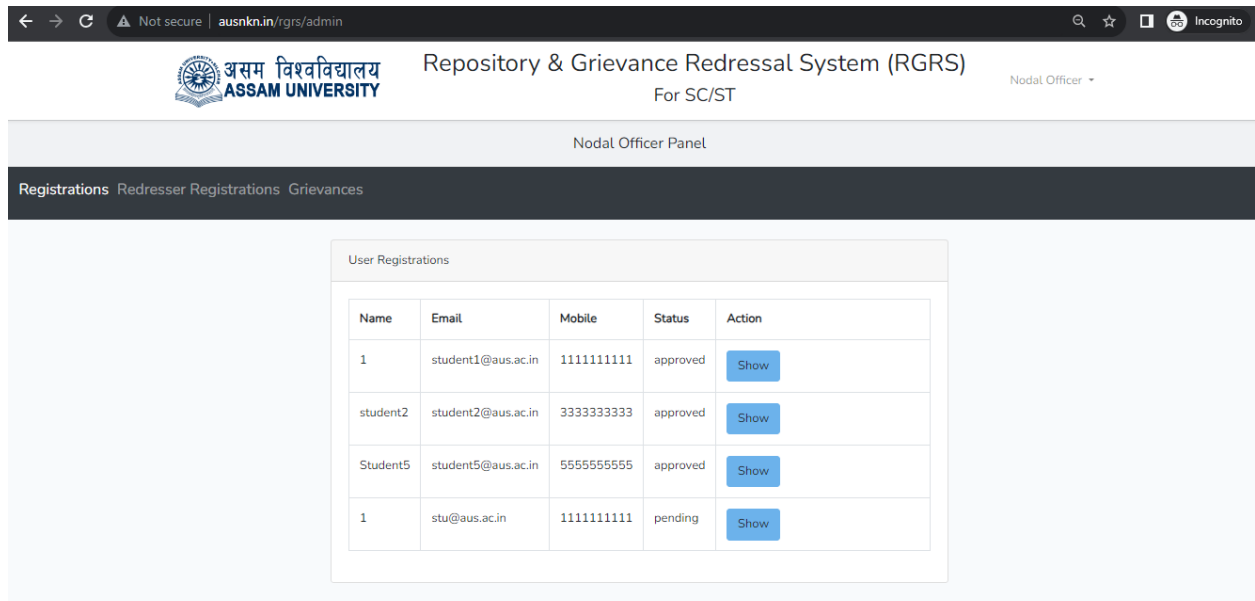
E-Mail Address

Password

Login

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After Login, NODAL OFFICER Panel will appear as shown below



Repository & Grievance Redressal System (RGRS)
For SC/ST

Nodal Officer Panel

Registrations Redresser Registrations Grievances

User Registrations

Name	Email	Mobile	Status	Action
1	student1@aus.ac.in	1111111111	approved	Show
student2	student2@aus.ac.in	3333333333	approved	Show
Student5	student5@aus.ac.in	5555555555	approved	Show
1	stu@aus.ac.in	1111111111	pending	Show

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In the Nodal Officer Panel,

- Click **“Registrations”** menu for viewing the **“New Student Registration”** submitted by the student.

Note - Grievance submitted alongwith the registration will be visible under the Grievances tab once the registration is APPROVED.

For Review of New Student Registrations

Click on “**Show**” next to a student whose status is marked “**pending**”, from the list of User Registrations under the **Registrations** menu item, to open the user registration form as given below.

Registrations Redresser Registrations Grievances

Student Registration

Campus	<input checked="" type="radio"/> AUS <input type="radio"/> AUDC
Enrollment / Id Card No.	student5
University Registration No.	student5
Year of Registration	2018
Name	Student5
Father's Name	S
Gender	<input checked="" type="radio"/> Male <input type="radio"/> Female
Category	<input checked="" type="radio"/> SC <input type="radio"/> ST
Person With Disability (PWD)?	Yes ▼
Date of Birth	2023-08-08
Address	h

“Approve or Reject” Student Registration using the Buttons Provided

Review the details entered by the student and approve/reject the same. Copies of front and back sides of ID cards attested by the respective HoD along with the seal and the Caste/Tribe Certificates are uploaded by the students.

The screenshot shows a web browser window with the URL `ausnkn.in/rgrs/admin/showregistration/4`. The form contains the following fields:

- Department / Centre / Section: 1
- Course Name: 1
- Semester / Year: 1
- Expected Date/Year of completion: 2023-09-26
- Hostel No.: For Hostellers only
- Mobile Number: 1111111111
- User ID: stu@aus.ac.in
- ID Front: [hod 2.png](#)
- ID Back: [hod 2.png](#)
- Caste Certificate: [hod 5.png](#)

At the bottom of the form, there are two buttons: "Approve" (blue) and "Reject" (red). Below the buttons, a note states: "Nodal Officer may approve / authenticate the user through valid ID card".

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- ❑ Click **“Redresser Registration”** menu for viewing the **“New Redresser Registration”** submitted by the Redresser

For Review of New Redresser (HoD, SO, etc.) Registrations

Click on **Show** next to a **“Redresser”** whose status is marked **“pending”**, under the **Redresser Registrations** menu item as shown below, to open the Redresser Registration Form.

The screenshot shows the "Redresser Registrations" page in the AUSKN system. The page header includes the Assam University logo and the text "Repository & Grievance Redressal System (RGRS) For SC/ST". The page is titled "Nodal Officer Panel".

The main content area shows a table of Redresser Registrations:

Name	Designation	Email	Mobile	Status	Action
Hod	hod	hod@aus.ac.in	1111111111	approved	Show
a	hod	hod1@aus.ac.in	2322222222	pending	Show

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“Approve or Reject” Redresser Registrations using the Buttons provided

Review the details entered by the Redressers and approve/reject. Copies of front and back sides of ID cards are uploaded by the Redressers.

Once approved, you would be able to assign Grievances to be addressed by them.

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Registrations Redresser Registrations Grievances

HOD Registration

Campus AUS AUDC

University ID/Appointment Letter No. a

Name a

Gender Male Female

Department / Centre / Section a

Mobile Number 232222222

User ID hod1@aus.ac.in

ID Front nodal_3.png

ID Back hod_5.png

[Approve](#) [Reject](#)

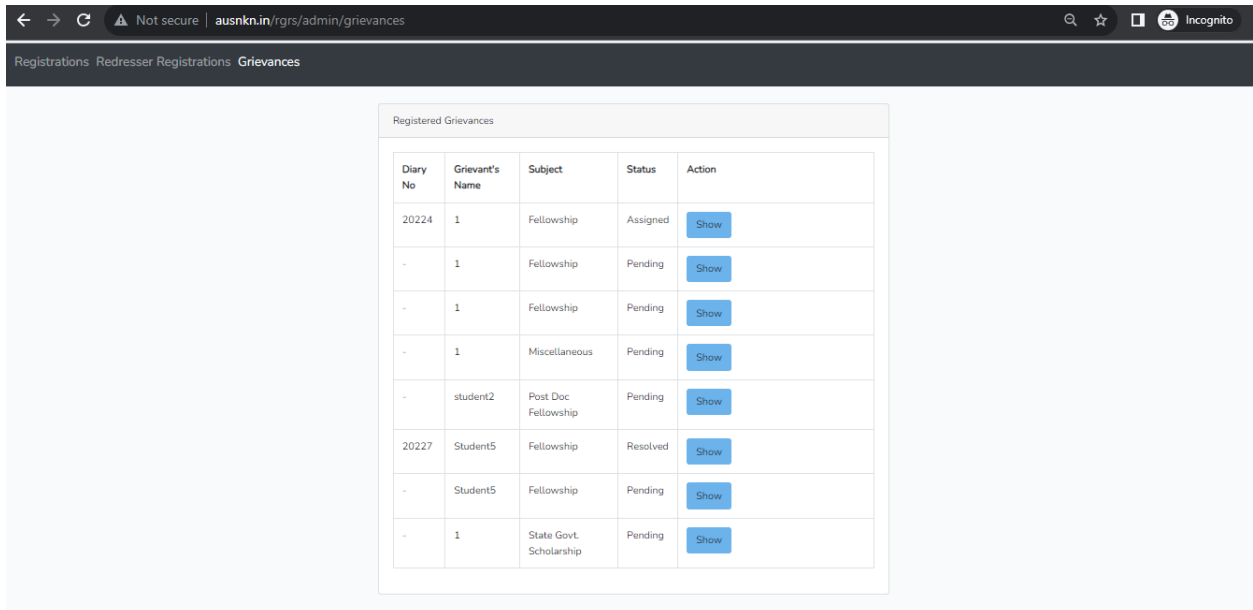
Nodal Officer may approve / authenticate the redresser through valid ID card

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- Click **“Grievances”** menu for viewing the **“New Grievances”** submitted by the students

For Review of New Grievances

Click on **Show** next to a grievance whose status is marked "**Pending**", from the list of Grievances under the **Grievances** menu item (as shown below), to open the detailed Grievance.



Registrations Redresser Registrations **Grievances**

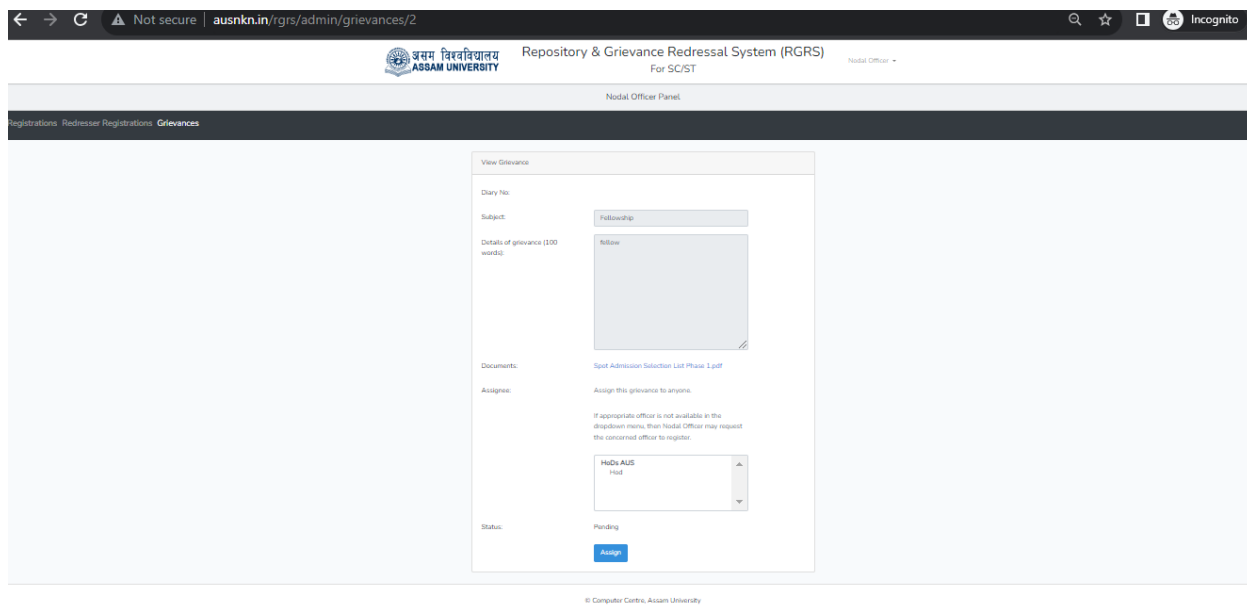
Registered Grievances

Diary No	Grievant's Name	Subject	Status	Action
20224	1	Fellowship	Assigned	Show
-	1	Fellowship	Pending	Show
-	1	Fellowship	Pending	Show
-	1	Miscellaneous	Pending	Show
-	student2	Post Doc Fellowship	Pending	Show
20227	Student5	Fellowship	Resolved	Show
-	Student5	Fellowship	Pending	Show
-	1	State Govt. Scholarship	Pending	Show

For Assigning Grievances to a Redresser

Review the grievance details along with the supporting documents that may be uploaded by the students. Assign the same to the concerned HoD/Section Officer/Other Officer.

Note – The Redressers (HoD/SO/Other officer) shall appear in the dropdown list next to Assignee, only when the corresponding Redresser is registered in the system. and the Nodal Officer APPROVED the Redresser.



The screenshot displays the 'View Grievance' form in the RGRS system. The form includes the following fields and options:

- Diary No.:** (Empty field)
- Subject:** Followship
- Details of grievance (100 words):** (Empty text area)
- Documents:** Spot Admission Selection List Phase 1.pdf
- Assignee:** Assign this grievance to anyone. If appropriate officer is not available in the dropdown menu, then Nodal Officer may request the concerned officer to register. HoD/ASIS (HoD)
- Status:** Pending
- Action:** Assign

Once a **Grievance** is assigned to a **Redresser**, A **Diary No.** shall be generated by the System. The Diary No. shall appear against the assigned Grievance and the status of the Grievance shall be marked as **“Assigned”**. The grievant can see the updated status against the grievance in their panel.

For Resolving Grievances submitted by a Redresser

After the Grievance is addressed by the Redresser, the status of the Grievance shall be marked as **“Submitted”** in the list of Grievances.

Click on **Show** next to the grievance to review the “Resolution/Remark” section in the grievance details. Take a decision on whether the same can be marked as **Resolved**. If it needs further action offline, which is beyond the scope of this process, then mark the same as **Unresolved**. Once this is done, the resolution/remark along with the assignee section shall be visible to the grievant in their panel.

View Grievance

Diary No: 20224

Subject: Fellowship

Details of grievance (100 words):
sic

Documents: Spot Admission Selection List Phase 1.pdf

Assignee: Assign this grievance to anyone.
If appropriate officer is not available in the dropdown menu, then Nodal Officer may request the concerned officer to register.

Resolution/Remark: resolved

Status: Submitted

[Mark Resolved](#)
Resolution against grievance with Diary No 20224 raised by 1 is accepted.

[Mark Unresolved](#)
Resolution against grievance with Diary No 20224 raised by 1 is not accepted.