


RGRS Operation Manual for HoD

<https://www.ausnkn.in/rgrs>



→ ↻ Not secure | ausnkn.in/rgrs_v2/ 🔍 ☆ □

 **অসম বিশ্ববিদ্যালয়**
ASSAM UNIVERSITY

Repository & Grievance Redressal System (RGRS)

For SC/ST

For registration of grievance

[Student](#)

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.

For redressal of grievance

[Nodal Officer](#)


[HoD](#)

[SO / Other Officers](#)

© Computer Centre, Assam University

Click **HoD** to open the login page. Click on **Register** from the bottom section of the Login form to go to the **Registration** form.

← → ↻ Not secure | ausnkn.in/rgrs/redresser/login?type=hod 🔍 ☆ □ Incognito

 **অসম বিশ্ববিদ্যালয়**
ASSAM UNIVERSITY

Repository & Grievance Redressal System (RGRS)

For SC/ST

HoD Login

User ID

Password

[Login](#)

[Register](#) [Check Registration Status](#)

© Computer Centre, Assam University

Click on **Register** from the bottom section of the Login form to go to the **Registration** form.

Checklist of items for registration:

1. Copies of ID card (both sides), within 300 KB in file size.
2. Institutional email ID (aus.ac.in) only will be accepted as email ID.

The screenshot shows a web browser window with the URL `ausnkn.in/rgrs/redresser/register?type=hod`. The page header includes the Assam University logo and the text "Repository & Grievance Redressal System (RGRS) For SC/ST". The main content is a "HoD Registration" form with the following fields:

- Campus: Radio buttons for AUS and A/DC.
- University ID/Appointment Letter No.: Text input field.
- Name: Text input field with "Firstname Lastname" placeholder.
- Gender: Radio buttons for Male and Female.
- Department / Centre / Section: Text input field.
- Mobile Number: Text input field with "Active number" placeholder.
- User ID: Text input field with "Institutional email ID (aus.ac.in)" placeholder.
- ID Front: File upload field with "Choose file" button and "No file chosen" text. Below it, it says "Attach front page of ID. Supported formats: jpeg,jpg,png. Maximum size 300 KB."
- ID Back: File upload field with "Choose file" button and "No file chosen" text. Below it, it says "Attach back page of ID. Supported formats: jpeg,jpg,png. Maximum size 300 KB."
- Password: Text input field with "Alphanumeric, min 8 chars, at least one special char & one digit" placeholder.
- Confirm Password: Text input field.
- Register: A blue button at the bottom right of the form.

Registration request will be sent to the Nodal officer for processing and approval.

The screenshot shows a web browser window with the URL `ausnkn.in/rgrs/`. The page header includes the Assam University logo and the text "Repository & Grievance Redressal System (RGRS) For SC/ST". A green banner at the top of the main content area says "Registration request sent successfully for processing." Below this, there are two columns of buttons:

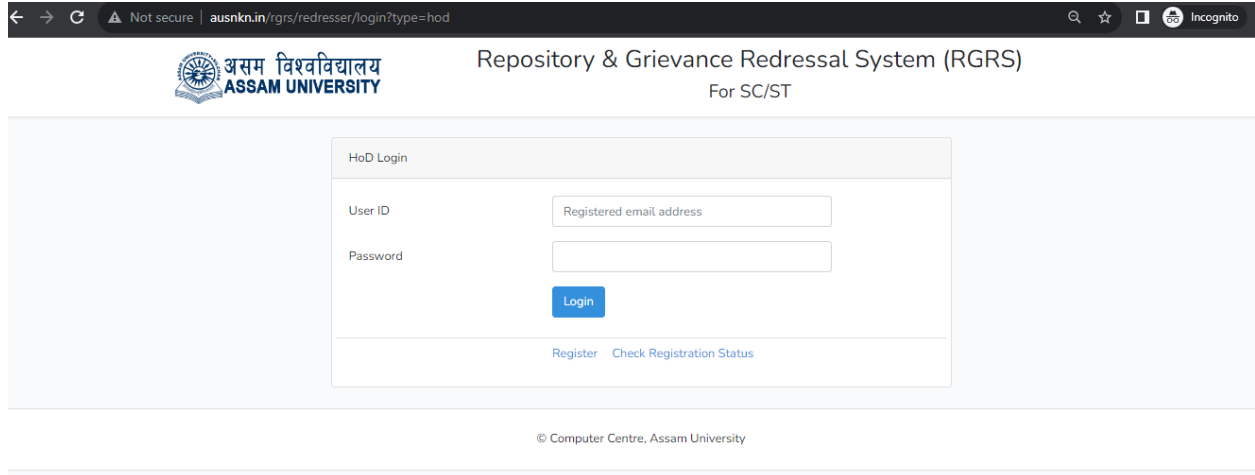
- For registration of grievance:** A blue button labeled "Student".
- For redressal of grievance:** Three blue buttons labeled "Nodal Officer", "HoD", and "SO / Other Officers".

Below the buttons is a "Checklist of items:" section with the following list:

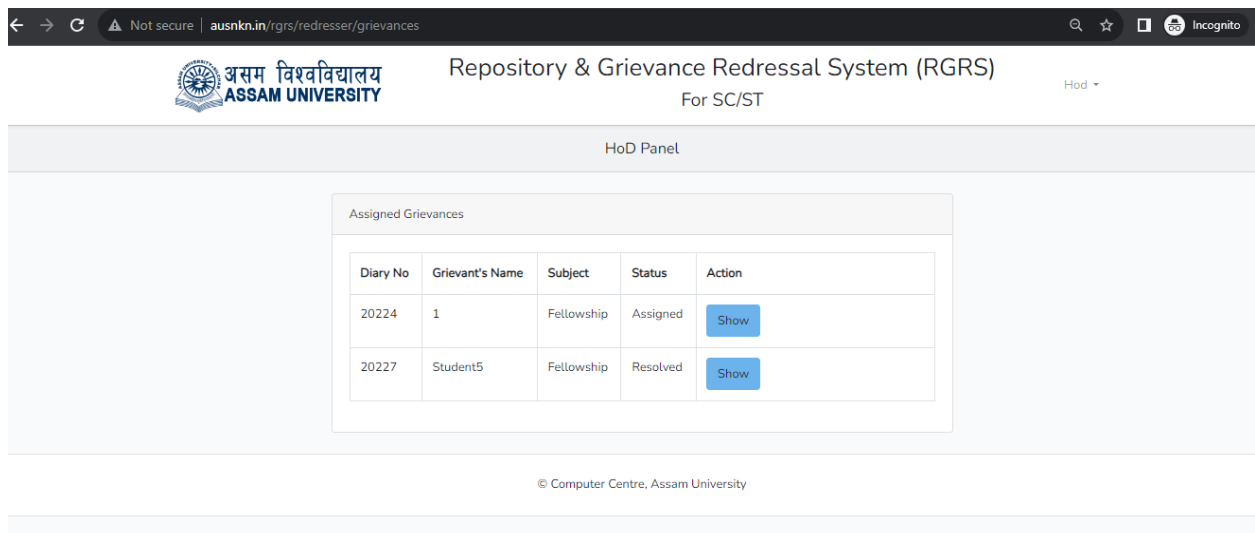
1. Copies of ID card (both sides) attested by the HoD along with seal, within 300 KB in file size.
2. Copy of Caste certificate, within 300 KB in file size.
3. Supporting documents for grievance (optional), not exceeding 1 MB in file size.
4. Institutional email ID (aus.ac.in) only will be accepted as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

At the bottom of the page, there is a small copyright notice: "© Computer Centre, Assam University".

Click on **Check Registration Status** in the login page to check if the registration has been approved. Once approved, you can login to the panel to address grievances assigned to you.



On the home page, Click **Hod** to take to the **Login** page. Login using the User ID (e-mail address) and the password provided by the administrator. After Login, the HoD Panel will appear as shown below -



In the HoD Panel, view the Grievances marked as **“assigned”** to you by the nodal officer.

Address the grievances

Review the grievance details entered by the student, including the supporting documents, if any, as uploaded by the students.

Address the grievance by filling up the **“Resolution/Remark”** section and submitting the form. This would be submitted to the nodal officer for reviewing.

Please note - The timeline for redressal of grievances once assigned to HoDs is 21 days.



HoD Panel

View Grievance

Diary No: 20224

Subject: Fellowship

Details of grievance (100 words): asc

Documents: [Spot Admission Selection List Phase 1.pdf](#)

Assignee: HoDs AUS
Hod

Assignee: HoDs AUS
Hod

Resolution/Remark:

Status: Assigned