

RGRS Operation Manual for SO/Other Officers

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



Registration of Grievance

Student Manual

Redressal of Grievance

Nodal Officer Manual

HoD Manual

SO / Other Officers Manual

Checklist for Grievance Registration:

- Copies of ID card (both sides) attested by the HoD along with seal, within 300 KB in file size.
- Copy of Caste/Tribe certificate, within 300 KB in file size.
- All fields are mandatory except supporting documents for grievance (optional), which must not exceed 1 MB in file size.
- Institutional email ID (aus.ac.in) only will be accepted as User ID.

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Click **SO/Other Officers** to open the login page. Click on **Register** from the bottom section of the Login form to go to the **Registration** form.

Section Officer / Other Officer Login

User ID

Password

Login

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

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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.



Section Officer / Other Officer Registration

Campus: AUS AUDC

University ID/Appointment Letter No.:

Name: Firstname Lastname

Gender: Male Female

Department / Centre / Section:

Mobile Number: Active number

User ID: Institutional Email ID (aus.ac.in)

ID Front: No file chosen
Attach front page of ID. Supported formats: jpeg,jpg,png. Maximum size 300 KB.

ID Back: No file chosen
Attach back page of ID. Supported formats: jpeg,jpg,png. Maximum size 300 KB.

Password: Alphanumeric, min 8 chars, at least one special char & one digit

Confirm Password:

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



Registration request sent successfully for processing.

Registration of Grievance	Redressal of Grievance
<input type="button" value="Student"/> <small>Manual</small>	<input type="button" value="Nodal Officer"/> <small>Manual</small>
	<input type="button" value="HoD"/> <small>Manual</small>
	<input type="button" value="SO / Other Officers"/> <small>Manual</small>

Checklist for Grievance Registration:

- Copies of ID card (both sides) attested by the HoD along with seal, within 300 KB in file size.
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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.

The screenshot shows the login page for the Grievance Redressal System (GRS) for officers. The page title is "Grievance Redressal System (GRS) (SC/ST Students only)". The Assam University logo is visible in the top left. The main content area is titled "Section Officer / Other Officer Login" and contains a form with the following fields:

- User ID: A text input field with the placeholder text "Registered email address".
- Password: A password input field.
- Buttons: A blue "Login" button, a "Register" link, and a "Check Registration Status" link.

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

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 -

The screenshot shows the HoD Panel for the Grievance Redressal System (GRS). The page title is "Grievance Redressal System (GRS) (SC/ST Students only)". The Assam University logo is visible in the top left. The main content area is titled "Section Officer's / Other Officer's Panel" and contains a table of "Assigned Grievances":

Diary No	Grievant's Name	Subject	Status	Action
20222	Student 1	Scholarship	Assigned	Show

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

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.



Section Officer's / Other Officer's Panel

View Grievance

Diary No: 20222

Subject: Scholarship

Details of grievance (100 words):
s

Documents: RGRS_-_SQ_Other_Officers_Manual_-_v1.pdf

Assignee:
HoDs AUS
HOD
Section Officers / Other Officers
1
a

Assignee:
HoDs AUS
HOD
Section Officers / Other Officers
1
a

Resolution/Remark:

Status: Assigned