RGRS Operation Manual for Student

https://www.ausnkn.in/rgrs



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🛞 असम विश्ववि ASSAM UNIV	बद्यालय ERSITY	Grievance Redressal Sy (SC/ST Students on	ystem (GRS) ^{Ily)}	
	Registration of Grievance Student Checklist for Grievance Registration • Copies of ID card (both sides) attested by the HoD along with	Redressal of Gr Aanual Nodal C	rievance Officer D	
	 seal, within 300 KB in file size. Copy of Castel/Tibe 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. 	SO / Other	r Officers	
	0	Computer Centre, Assam University		
		computer centre, Assam University		

Click **Student** to open the login page.Click on **Register** from the bottom section of the Login form. This form allows registration of the user along with the lodging of a grievance.

Checklist of items for registration:

- 1. Copies of ID card (both sides) attested by the HoD along with seal, within 300 KB in file size.
- 2. Copy of Caste/Tribe 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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	वेश्वविद्यालय	Reposit	ory & Grievance Redressal System	(RGRS)	
ASSAM	UNIVERSITY		For SC/ST		
	Student Registration				
	Camput				
	Campus	O AUS	O AUDC		
	Enrollment / Id Card No.				
	University Registration No.				
	Year of Registration				
	Name	Firstname L	stname		
	Father's Name				
	Gender	O Male	O Female		
	Category	0 sc	O st		
	Person With Disability (PWD)?	Select	*		
	Date of Birth	dd-mm-yyy			
	Address	House No, 5	treet Name		
		District State			
		Pin	1		
	Department / Centre /				
	Section				
	Course Name				
	Semester / Year				
	Expected Date/Year of completion	dd-mm-yyy			
	Hostel No.	For Hostelle	s only		
	Mobile Number	Active numb	u .		
	Mobile Number	Active number			
	User ID	Institutional en	all ID (aus.ac.in)		
	ID Front	Choose file	lo file chosen		
		formats: jpeg.jpg.	on ID, anistela by the HoD along with seat. Supported ang, Maximum size 300 KB.		
	ID Back	Choose file	lo file chosen at ID attacted by the kief? Nees with cost. Supported		
		formats: jpeg.jpg.	ng, Maximum size 300 KB.		
	Caste Certificate	Choose file p	io file chosen s: joeo.ioo.ono. Maximum size 300 KB.		
	Password	Alphanumeric,	nin 8 chars, at least one special char & one digit		
	Confirm Password				
	Grievance Details				
	Subject:		Select 🗸		
	Details of Grievance (100 word	14:			
			1		
	Documents:		Choose file No file chosen		
			Supported formats: .doc, .pdf. Maximum size 1 MB.		
			Booletar		
			Program		
		© Corr	uter Centre, Assam University		

Upon submitting the registration form, the registration request will be sent to the Nodal officer for processing and approval.

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🛞 असम विश्व ASSAM UNIV	वेद्यालय ERSITY	Grievance Redressal System (SC/ST Students only)	n (GRS)			
Grievance registration request submitted successfully for processing						
	Registration of Grievance	Redressal of Grievance				
	Student	Manual Nodal Officer	Manual			
	Checklist for Grievance Registration Copies of ID card (both sides) attested by the HoD along with	n: HoD	Manual			
	seal, within 300 KB in file size. 6 Copy of CastA (Tribe certificate, within 300 KB in file size. All fields are mandatory except supporting documents for gravance (publoal), which esize. is exceeded 1 MB in file influence of the size. Institutional email ID (aus.ac.in) only will be accepted as User ID.	50 / Other Officers	Harvat			
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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.

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🛞 असम विश्ववि ASSAM UNIVE	द्यालय RSITY	Repository & Grievance Redressal System (R For SC/ST	GRS)
	Check Registra User ID	ion Status student5⊚aus.ac.in Check Status Status of your registration is Approved	
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On the home page, Click **Student** to take to the **Login** page. Login using the User ID (e-mail address) and the password provided by the administrator. After Login, the Student's Panel will appear as shown below

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			Student's Pane	el			
	Lodge your G	rievance					
	Your Grievances						
	Diary No	Subject	Status	Action			
		Fellowship	Pending	Show			
	20227	Fellowship	Resolved	Show			
		© Com	puter Centre, Assam	University			

Logde grievances

On the home page of Student's panel, click on **Lodge your Grievance** to open the Lodge Grievance form. Chose a relevant **Subject**, enter the Details in **Details of Grievance** and optionally, attach supporting **Documents** and then submit.

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	S	Student's Panel	
	Lodge Grievance		
	Subject:	Select ~	
	Details of Grievance (100 words):		
	Documents:	Choose file No file chosen Supported formats: .doc, .pdf.	
		Submit	

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Upon submission, the registered grievance would be in **Pending** state and will be addressed by the Nodal Officer.

Note - The Diary No. will be assigned to the grievance once it is assigned to a redresser by the Nodal Officer.

- In the life cycle of a grievance, it's status will change through Pending -> Assigned -> Submitted -> Resolved/Unresolved.
- Once the status changes to Resolved/Unresolved, the Resolution/Remarks will be visible to the grievant.

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		Student's Pane					
Grievance registered successfully.							
	Lodge your Gri	evance					
	Your Grievances						
	Diary No	Subject	Status	Action			
	-	Fellowship	Pending	Show			
	-	Scholarship	Pending	Show			
	-	Scholarship	Pending	Show			
	-	Fellowship	Pending	Show			
	20227	Fellowship	Resolved	Show			
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