

RGRS Operation Manual for Student

<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 **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.



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

Student Registration

Campus: AUS AUJDC

Enrollment / ID Card No.

University Registration No.

Year of Registration

Name:

Father's Name

Gender: Male Female

Category: SC ST

Person With Disability (PwD)?

Date of Birth:

Address:

Department / Centre / Section

Course Name

Semester / Year

Expected Date/Year of completion:

Hostel No.

Mobile Number

Mobile Number

User ID

ID Front:
Attach front page of ID, attached by the HoD along with seat. Supported formats: jpeg,png. Maximum size 300 KB.

ID Back:
Attach back page of ID, attached by the HoD along with seat. Supported formats: jpeg,png. Maximum size 300 KB.

Caste Certificate:
Supported formats: jpeg,png. Maximum size 300 KB.

Password:

Confirm Password

Grievance Details

Subject:

Details of Grievance (200 words):

Documents:
Supported formats: doc, pdf. Maximum size 1 MB.

Register

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

Not secure | auskn.in/grs/

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Grievance Redressal System (GRS)
(SC/ST Students only)

Grievance registration request submitted successfully for processing

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

Check Registration Status

User ID

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

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

Student's Panel

Lodge your Grievance

Your Grievances

Diary No	Subject	Status	Action
-	Fellowship	Pending	Show
20227	Fellowship	Resolved	Show

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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.

Student's Panel

Lodge Grievance

Subject:

Details of Grievance (100 words):

Documents: No file chosen

Supported formats: .doc, .pdf.
Maximum size 1 MB.

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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.*



Grievance Redressal System (GRS)

(SC/ST Students only)

Student5 ▾

Student's Panel

Grievance registered successfully.

Lodge your Grievance

Your Grievances

Diary No	Subject	Status	Action
-	Fellowship	Pending	Show
-	Scholarship	Pending	Show
-	Scholarship	Pending	Show
-	Fellowship	Pending	Show
20227	Fellowship	Resolved	Show