

Ref no: RU/AHD/RO/SS/2023/1031

Date: 18th Dec, 2023

NOTICE

Student Grievance Procedure Initiation in ERP

All the students of Rai University are hereby informed that the Student Grievance Procedure is now being initiated through our Rai University's ERP system. This move is aimed at streamlining the grievance resolution process and ensuring a more efficient and transparent mechanism for addressing your concerns.

To initiate the process:

1. Log in to the ERP portal using your credentials
2. Navigate to the "Grievance" in dropdown list of "other" menu.
3. Follow the instructions to submit your grievance.

Note: kindly refer the Annexure – I for more information

By Order


Student Section

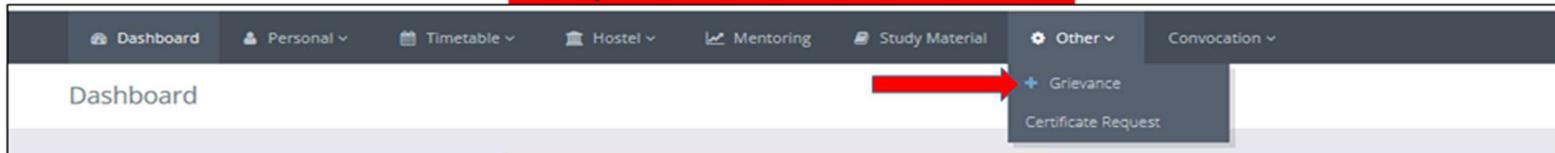
Copy To

1. Provost office
2. Registrar office
3. Dean/HOD (All Schools)
4. COE Office
5. Account Department
6. Transport Department

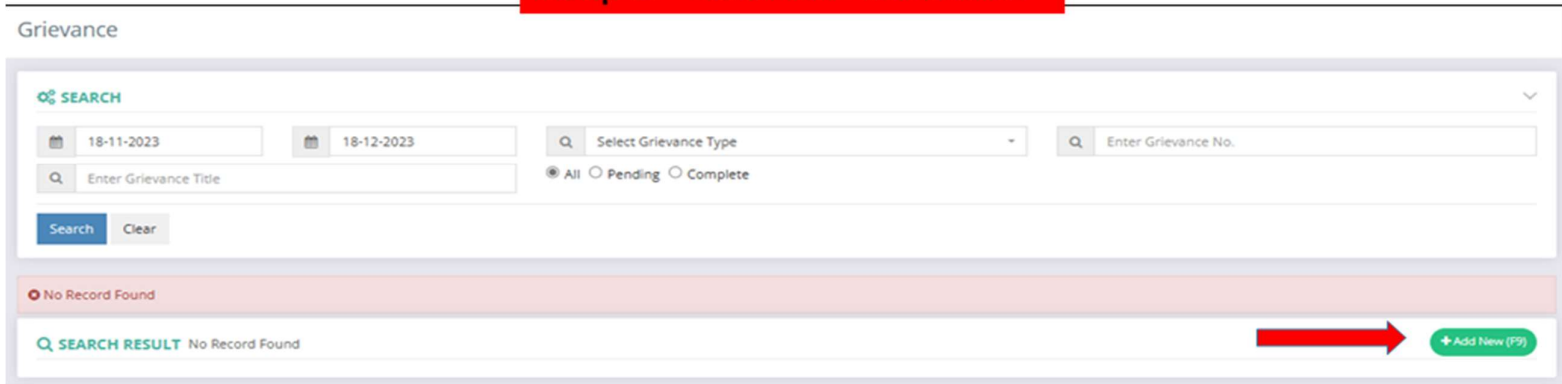


Annexure - I

Step 1 – Click the “Grievance”



Step 2 – Click the “Add New”



Step 3

A screenshot of the grievance form. The fields are: Date (18-12-2023 01:53 PM), Type (Select Grievance Type), Grievance Title (Enter Grievance Title), and Description (Enter Grievance Description). There is a 'Document' section with a 'Select file' button. A note at the bottom states: 'NOTE: Allowed File Types : (pdf, doc, jpg, jpeg, png, gif, bmp, svg) Max file size : 1 MB'. 'Save' and 'Cancel' buttons are at the bottom.

Example how to do Step 3

A screenshot of the grievance form with the following data: Date (18-12-2023 02:09 PM), Type (Exam), Grievance Title (Repetition of question), and Description (Respected sir, Kindly check that in MCA Sem - 1 Software engineering Subject there was the repetition of a same question in Sec - A. Below is the Picture of Question paper.). The Document section shows a file named 'g3.png' with 'Change' and 'Remove' buttons. The same note about allowed file types and max size is present. 'Save' and 'Cancel' buttons are at the bottom.