

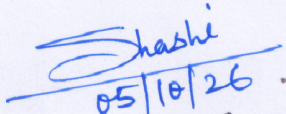
॥ रामदयालु सिंह महाविद्यालय, मुजफ्फरपुर ॥

आवश्यक सूचना

महाविद्यालय के स्नातक/स्नातकोत्तर के सभी छात्र/छात्राओं को सूचित किया जाता है कि विश्वविद्यालय द्वारा छात्र/छात्राओं के दस्तावेजों/परीक्षाफल में नियमानुसार सुधार हेतु एक पोर्टल बनाया गया है। इस पोर्टल के माध्यम से छात्र/छात्राएँ अपने दस्तावेजों एवं परीक्षाफल से संबंधित सुधार हेतु आवेदन कर सकते हैं। विश्वविद्यालय द्वारा उपलब्ध कराया गया आवेदन पोर्टल <https://brabu-online.com/apply> है।

छात्र/छात्राएँ उक्त पोर्टल पर आवश्यक विवरण भरकर संबंधित सुधार हेतु आवेदन कर सकते हैं। ऑनलाइन आवेदन करने के उपरांत छात्र-छात्राएँ सुधार से संबंधित सभी आवश्यक दस्तावेजों के साथ आवेदन की प्रति सामान्य शाखा के संबंधित काउण्टर (वाणिज्य काउण्टर संख्या - 1, विज्ञान काउण्टर संख्या - 2, कला काउण्टर संख्या - 3) पर जमा करेंगे।

अतः छात्र/छात्राओं को निर्देशित किया जाता है कि आवश्यक दस्तावेजों के साथ निर्धारित प्रक्रिया के अनुसार अपना आवेदन जमा करना सुनिश्चित करें।


05/10/26
प्राचार्य

Standard Operating Procedure (SOP)

Online Student Grievance Redressal System for Marksheet and Certificate-Related Issues (Only Examination Section)

Application Portal: <https://brabu-online.com/apply>

1. Purpose

This Standard Operating Procedure (SOP) explains the process for resolving **marksheet and certificate-related issues of students** through an **interlinked, completely online dashboard system**.

The objective is to ensure that:

- Students can submit their grievances online.
- Applications are processed systematically at every level.
- The complete process is transparent and traceable.
- Students are not required to visit University/ College offices for submitting or pursuing their complaints.
- Every application is resolved within a **maximum period of 15 days**, as far as possible.

2. Scope of the System

The online system shall deal with issues related to:

- Marksheet corrections
- Certificate corrections
- Errors in student details
- Other examination-related document grievances
- Any other issue notified by the Examination Section

3. Stakeholders and Their Responsibilities

The following stakeholders are involved in the online process:

1. Student
2. Respective College
3. Scrutiny Section (Tabulation Register Verification)
4. Checker
5. Controller of Examinations
6. Respective College for Delivery of Corrected Document

4. Step-by-Step Process

STEP 1: Application by Student

The student shall:

1. Visit the online application portal (<https://brabu-online.com/apply>).
2. Select the appropriate category of grievance.
3. Fill in all required information carefully.
4. Upload the necessary supporting documents.
5. Submit the application online.

Important:

The student must provide correct information and upload clear and valid supporting documents.

After submission, the application will automatically be forwarded to the **dashboard of the respective college**.

STEP 2: Verification by the College (Max. two working days)

The respective college shall receive the student's application on its dashboard.

The College shall:

- Examine the application.
- Verify the student's details from available college records.
- Check the supporting documents submitted by the student.

After verification, the College may take any one of the following actions

A. Approve

If the application and documents are found correct, the College shall **approve** the application.

The application will then automatically move to the **Scrutiny Section**.

B. Reject

If the application is incorrect, invalid, or unsupported by proper records, the College may **reject** the application.

C. Require More Documents

If the submitted documents are incomplete or insufficient, the College may ask the student to submit additional documents.

The student shall upload the required documents online.

STEP 3: Scrutiny Section (Max. four working days):

After approval by the College, the application will automatically reach the **Scrutiny Section (within two working days):**

The Scrutiny Section shall:

- Examine the application in detail.
- Verify the supporting documents.
- Check the nature of the correction or grievance.
- Verify relevant examination records.
- Marks and other academic records are properly verified.
- The requested correction is supported by official records.

After verification, the application will move to the **Checker**.

STEP 4: Checking Stage (Max. three working days):

The Checker shall conduct a further examination of the application and the records.

The Checker shall:

- Recheck the details.
- Ensure that scrutiny and record verification have been properly completed.
- Identify any discrepancy, if present.
- Forward the application for final consideration.

After successful checking, the application shall be forwarded to the **Controller of Examinations**.

STEP 5: Final Decision by the Controller of Examinations (Max. three working days)

The application shall finally reach the **Controller of Examinations**.

The Controller shall take the final decision based on:

- The student's application.
- Supporting documents.
- College verification.
- Scrutiny report.
- Checking report.

The Controller may:

A. Approve the Application

If the request is found genuine and supported by official records, the application will be approved.

B. Reject the Application

If the claim is not supported by records or is found incorrect, the application may be rejected.

The decision shall be updated in the online system.

STEP 6: Preparation of Corrected Document (within three working days):

If the application is approved by the **Controller of Examinations**, the necessary correction shall be made.

The corrected document, such as a:

- Marksheet,
- Certificate, or
- Other examination-related document,

shall be prepared according to the approved decision.

STEP 8: Delivery to the Respective College

After preparation, the corrected document shall be handed over or dispatched to the **respective college**.

The student will collect the corrected document from his/her respective college.

Important:

The student is **not required to visit the University office** for pursuing the complaint or collecting the corrected document from the Examination Section.

5. Timeline for Disposal of Applications

Every effort shall be made to resolve an application within **15 days from the date of submission**.

All stakeholders shall process applications promptly to avoid unnecessary delay.

Each Level Shall:

- Regularly check its online dashboard.
- Process pending applications without delay.

- Avoid keeping applications pending unnecessarily.
- Update the status of the application immediately after taking action.

6. Note for the Student

The student shall:

1. Submit the application online.
2. Provide correct information.
3. Upload all necessary supporting documents.
4. Regularly check the application status.
5. Upload additional documents, if requested.
6. Not visit University offices unnecessarily for the same grievance.
7. Collect the corrected document from the respective college after approval and processing.
8. The decision of the Controller shall be considered the **final decision in the online workflow**.

6. Flowchart of the Complete Process



Guiding Principle

“Apply Online – Track Online – Process Online – No Visit to University Office – Resolution within 15 Days.”