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Proposal

For

Integrated Academic Management System,

LMS,

&

Outcome Based Education Software (OBE)



Software

with

Rajeev Institute of Technology, Hassan, Karnataka 573201





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Proposal for:

Integrated Academic Management System, LMS & Outcome Based Education Software (OBE)

Proposal Number: vmedulife/2022-23/179

Date: 18th March 2023

To:

Rajeev Institute of Technology, Hassan, Karnataka 573201 Plot 1-D, Growth Center, Industrial Area, B-M Bypass Road, Hassan, Karnataka 573201

From:

vmedulife Private Limited, 2nd Floor, EFC Business Centre, Rajiv Gandhi International Infotech Park, Phase 1 IT Park, Hinjewadi , Pune, India 411057





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1) Preface

We thank you for inquiring about vmedulife Software for your esteemed institution. We take this opportunity to express our sincere thanks, on behalf of vmedulife, for the kind courtesies that were showed and the patient hearing that have been given to us during our interactions. As per the identified requirements of Rajeev Institute of Technology, Hassan, Karnataka 573201 we are giving you details enumerating the project scope, project approach & plan and commercials. Further to the discussion on your needs, here is the proposal we promised you.

2) About vmedulife

vmedulife is a cloud-based learning platform provider for various educational institutions. vmedulife was established in 2013, we have developed an Academic Management System that helps the students, faculties and the managerial board. You can keep a track of anything, and everything related to the academic set up with our user-friendly services. vmedulife Platform is implemented across India in more than 500+ institutions and helping more than millions of students for better education.

We are proud to share that we are----

Official member of NASSCOM®

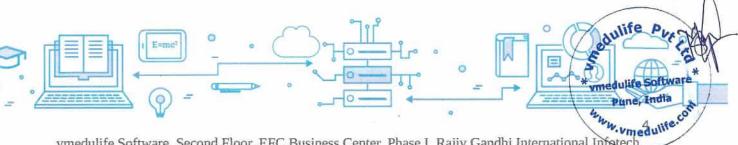
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3) Why vmedulife?

We have successfully demonstrated our unique teaching learning platform to many of the NAAC/NBA committee members in the past few years. Online platform gives access for all stakeholders. Our Smart Outcome Based Education module has a built-in digital repository and a decision-making tool. Reliable and transparent brand providing academic software solutions. Innovative tools help the Management, Principal and the HODs to generate reports, graphs, and charts, with ease and in the fewest of the clicks. This helps you to make well-informed decisions with all the necessary information.





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a) Common platform to meet requirements for all the institutes, departments, and locations The architecture of vmedulife is designed in such a way that it meets the unique and varying needs of multi center organizations on a single platform itself. The product was conceptualized to work with large, growing organizations with distributed operations.

b) Involvement of all stakeholders in a single platform

vmedulife has separate dedicated portal for students, admin staff, academic staff, parents, applicants, and external users. This allows all the stakeholders to perform and transact data assigned to them using their respective portal. This ensures information access for all stakeholders, anytime, anywhere.

c) Security with multiple level checks and user authentication - data security, encryption of required information, HTTPS, URL encryption

vmedulife has a strong and robust architecture built on the latest technology which allows the data to be highly encrypted and secured in the solution. It has multiple level checks present in the solution along with user authentication which enable only authentic user to access the solution, vmedulife has user and role management feature which empower the user to access only those roles which they are assigned in the

d) Built in intelligence & analytics with interactive dash boards

vmedulife has built-in intelligence and analytics tools that make it the No. 1 choice for institutions looking for an education management solution. vmedulife provides the stakeholders with dashboards and reports in various modes such as pie chart, bar chart etc. which helps the management to quickly analyze the data.

e) Built in Disaster recovery

Daily automated backups, ability to upload backups on the cloud. Disaster Recovery is a primary solution for increasing database availability and zero data loss requirements in an ERP. Since vmedulife portal contains critical data and can have hundred thousand of records, it is vital to back-up the operating system and database to restore vmedulife if the server crashes or other errors cause the disruption of data storage and cause data integrity concerns.

- Since your Application & data is on cloud, your data is 100% secured.
- Data export facility.
- No need to have expensive licenses & Minimum IT infrastructure is required.





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Lower Initial Costs: SaaS applications are subscription based. No license fees mean lower initial costs.

- Lower deployment Costs: Having the SaaS provider manage the IT infrastructure means lower. IT costs for hardware, software, and the people needed to manage it all.
- Redistribute IT Budget: By outsourcing software functionality to a provider, the enterprise realizes a cost savings in infrastructure requirements and IT personnel knowledge requirements. This allows the enterprise to focus on core competencies. It also means that the cost savings from using SaaS applications can be flat out saved or reallocated to boost productivity through other services.
- Shorter deployment time: Potentially minutes as opposed to a phased implementation that could take months.
- Constant Upgrades: Because the SaaS provider manages all updates and upgrades, there are no patches for customers to download or install. The SaaS provider also manages availability, so there is no need for customers to add hardware, software, or bandwidth as the user base grows.
- 24/7 server uptime: Stay connected with your institution 24/7.





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4) vmedulife® will

- a. Provide a common platform to meet the unique and varying needs of faculty, management, students, and parents of multi center organizations on a single platform at any location through a web based and a mobile application.
- Provide data security with multiple level checks and user authentication data security, encryption of required information, HTTPS, URL encryption.
- c. Provide built in disaster recovery through daily automated backups and ability to upload backups on the cloud so that there are zero data loss requirements in software, enabling 100% data security.
- d. Provide constant upgrades
- e. Provide hosting for all applications & data hosted on company servers.
- f. Institute will be able to download the information from vmedulife[®] Software regarding various modules as on when required from their login credentials.
- g. Institute data will be maintained confidential. Company will never use the institute's web and app for demonstration purposes.
- h. Online Live Classes will be conducted through official integrations of Zoom and Google Meet Platform. All terms and conditions will be as per standard functionalities provided by Google (Alphabet Inc) and Zoom.



5) Modules to be provided by vmedulife®

The identified modules to be implemented along with their detailed features in scope





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are mentioned below:

	Details in brief
	Management
	Director
	Principal
	IQAC
	HOD's
Stakeholders Access	Faculty- Teaching and Non-teaching
	Students
	Alumni
	Employer
	Parents
	Outcome Parameters:
	Program Outcome (PO)
Outcome	Program Specific Outcome (PSO)
	Competencies Level (CL)
	Performance Indicators (PI)
Academic Planning-	Course Management
Admin Dashboard	Syllabus Management
runnii Dasiioon u	Timetable Integrations
	Course Dashboard
	Units
	Addition of Topics and Subtopics
	Manning of syllabus with CO's and LIO's

Academic Planning – Course Dashboard Mapping of syllabus with CO's and UO's Addition of Unit wise/ Topics wise Hours Auto-generation of Teaching Plan

Course Outcomes

Addition of CO's Tagging of CO's with



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(a) PO's/PSO's

- (b) Cognitive Levels
- (c) Knowledge categories
- (d) Classroom Sessions

Target Level Attainment of PO's and PSO's

CO-PO matrices of courses Program level Course-PO matrix of all courses Including first year courses

Virtual Classroom

Online Live Classes with integrations Auto Attendance No manual link sharing Enabled Security

Teaching Plan

Academic Planning -Classroom Sessions

Online Examinations/

Online Assignments

Proposed Teaching Plan Actual Completion Content Beyond Syllabus Mapping of classroom sessions with CO's and UO's Teaching Methodologies Attendance of the students Update Regular Sessions, Tutorials and Revision Sessions

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Features

Secure and seamless online exam Configuration of Online Exams Create Multiple Sets

Question Types

(a) Objective

- (i) Single Choice
- (ii) Multiple Choice
- (iii) One Word

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(iv) True/ False

- (b) Descriptive
- (i) Short Answers
- (ii) Long Answers

Quality of Question Paper

- (a) Assigning of Bloom's Levels
- (b) Assigning of CO's, PO's and PSO's
- (c) Question wise analysis
- (d) Calculation of Outcome Attainment (CO, PO, PSO)
- (e) Involve Competencies and Performance Indicators

Automatic Grading Take Exam anywhere and anytime Real Time Analysis Application of negative marking Strict mode facility Scalable

How It Works?

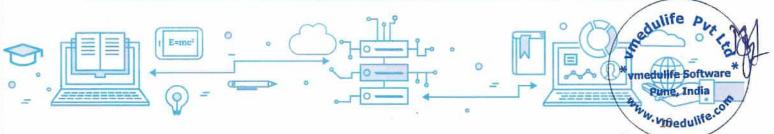
Create Modules Share within organization Experience Creativity Self-Analysis with Assessment Perform in real time Excel in the organization

Learning Management System (LMS)

Instructor Dashboard

Learners Assign Role Assign Course Track Progress Share Notifications with all

Create Your Own Courses





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PDF Documents Word File Text File Images Video Presentations

Unique Feature

Connecting Global Education Community

Learning Management System for the administration, documentation, tracking, reporting and delivery of educational courses or training programs

ICT supported learning and QR Code Scanning

Innovations by the Faculty in Teaching and Learning

Relevance to PO's and PSO's

Self-Learning

Assesses the learning levels of the students, special programmes for Advanced learners and Slow learners

Create, Assign and Analyze the online courses

Facility for conducting Online Diploma Certification Courses

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Examination- Admin Dashboard

Exam Schedule

Designing of Question Paper Question Types

- i) Objective
 - (1) Single Choice
 - (2) Multiple Choice
 - (3) One Word
 - (4) True/ False
- ii) Descriptive
 - (1) Short Answers





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(2) Long Answers

Quality of Question Paper

- (a) Assign Bloom's Levels
- (b) Assign CO's, PO's and PSO's
- (c) Question wise analysis
- (d) Calculation of Outcome Attainment CO, PO, PSO
- (e) Integrate Competencies and Performance Indicators

Reports Available

Question Paper

Quality of question paper based on

- (a) Linked CO's
- (b) Linked Bloom's Levels
- (c) Involved PI's

Evaluation and Analysis

Question wise Analysis Question wise CO Attainment Student wise CO Attainment Apply and customize Threshold values Import/ Export Student Marks Analysis based on total performance Total CO Attainment Assign weightage for In-semester and End Semester examinations

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Online Feedback and Surveys

(NAAC/ NBA/ NIRF)

Multiple Users Access

Students Faculty a. Teaching b. Non-Teaching Alumni Parents

(Built in analysis,

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Employer

Feedback Process

Feedback Categories Feedback Questionnaire Link PO's and PSO's Assign to various stakeholders Auto Survey Response Analysis Question wise Analysis Graphical Presentation Actions Taken Gaps Identified Indirect Attainment of PO's and PSO's

Curriculum Attainment:

Effective curriculum delivery through a well-planned and documented process involving all the aspects Defining Unit Outcomes, Course Outcomes, Gap analysis, Bloom's taxonomy

Course Outcome and Program Outcome Attainment:

Identify extent of compliance of university curriculum for attaining PO's & PSO's

Internal semester question paper setting, question wise analysis, evaluation, and its compliance

Question paper validation to ensure desired standard from outcome attainment perspective as well as learning levels perspective

Mapping of questions with the Course outcomes Attainment of PO, PSO's, CO's Surveys and feedback mapping

Mapping of Competencies and Performance Indicators Defining Competency levels as per Examination reforms Defining performance indicators for each competency level Mapping of PI's with questions and analysis

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Criteria / performance Indicator: The aspects of

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response monitoring)

visualization, and

OBE Aspects



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performance that will be assessed

Descriptors: Characteristics that are associated with each dimension

Scale/level of performance: A rating scale that defines student's level of mastery within each criterion

Application of Rubrics

Rubrics

- Course projects
- · Open-ended experiments in laboratories
- Project-based learning modules
- MOOCS
- Co-Curricular experiences
- Mini / Minor projects
- Final year projects
- Internship experiences
- E-portfolios of student work

Self Study Report (SSR) Self Assessment Report (SAR) Outcome Attainment Academic Planning Result Analysis Online Examinations Assignments Mentoring

Configure Rules Configure Guideline Assign mentee Mentoring counseling details Add Questions Manage Template Details of the counseling Records and Reports

Qualifications Certification Program Professional Experience Core Competency Areas

IQAC Dashboard

Mentoring

Faculty Profile and Contributions

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Achievements / Awards Publications Seminars / Workshops / Conferences / Presentation / Poster Presentation Books / Monographs Published Patents Granted / Filed **Consultancy Provided** Professional Affiliations Grants received Extension Activities Cloud based platform using AWS cloud with SSD block storage Capable to serve more than one million requests at a time Banking level security Instant Integration with website vmedulife provide facility/portal to register complaints confidentially by *Students * Teaching Staff * Non-Teaching Staff * Parents * Employer * Alumni A meticulously built user interface for both the complaint and the authority, complete with an elaborate admin panel. Proper verification through email and OTP to ensure the authenticity of complaints. Generating insights from the system in terms of the total complaints filed during a period, the resolved and pending numbers. Option of sending replies and/or forwarding a complaint, archiving or closing it. Provision of categorizing complaints and resolving them -accordingly. Option to download a complaint/report in Word and PDF formats for further reference. Student Details Parent / stakeholder like guardian details and access etc. Stedulife Work Experience Other Details vmedulife Software Pune, India whedulife.c

Online Grievance Redressal System

Student Portal

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Extracurricular activities Notifications of extracurricular activities Services opted for Feedback Enrollment Participation Notifications **Committee Creation** Provision to add Committee coordinator at the time of committee creation Committee members report Individual Meeting Summary Records of Minutes of Meeting (MOM) Website Integration Android application which is lifeline for many of the organizations

Green Campus Certification with registration id (Certificate will be issued after one year and should not hamper payment terms)

Add Company | Create Drive | Set Criteria | Create Schedule | Student Registration Report | Eligible Student Report | Forward Selected Students to Next Round | Round wise Drive Result and Status; Approval from TPO | Restrict Students Access |Manage Schedule | Academic Year wise Placed Students Report | Comparative Report | Graphical Report

Redulife

Pune, India

Winedulife

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Post Event Manage Event Generate Newsletter Manage Event Categories Add event attendees Manage Notice Manage Notice

Committee and Meetings Management

Android Application

Green Campus Certification

Training and Placement Portal

Event Management

e- Notice Board

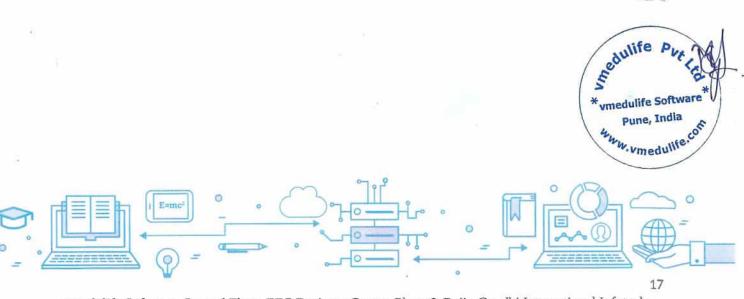


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Assigning to various stakeholders This section provides web links to integrate vmedulife platform modules to your Institute/College Website.

- Grievance Redressal Portal
- Learning Management System (LMS)
- Alumni Portal
- News and Events
- Faculty Profile
- Committee and Meetings

Website Integration





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6) Roles and Responsibilities

Roles and Responsibilities of Rajeev Institute of Technology, Hassan, Karnataka 573201:

Extending all the support for satisfactory implementation of all the modules and allow using the existing facilities for the activities related to Institute only. Ensuring timely communication between Institute Coordinator and vmedulife® Executive for implementation

Ensuring key personnel are available during Demonstrations & Training.

7) Conflict Resolution

In case of any conflicts, the concerned authorities of both vmedulife Team and Rajeev Institute of Technology, Hassan, Karnataka 573201 must discuss and come up with a solution without affecting student's routine academics and ongoing activities through vmedulife. The parties to the Agreement shall settle any dispute arising regarding any aspect of this Agreement through mutual consultations and agreements. All the legal matters are subjected to Pune jurisdiction only.

8) Period of Validity

The subscription access will be valid for five years from the date of signing of contract or the date of initiation of the services, whichever is earlier. Access to the software will be available only for a valid subscription period and depending on the fulfilment of the payment terms.



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9) vmedulife Platform Implementation

Steps	Timeline	Day	Responsible
New Client Confirmation from the Sales Team to the Project Team along with email id and contact person from the client	On the same day after receiving confirmation from the client	Day I	vmedulife Sales Team
*Conduct one Virtual meeting with the client in the presence of the Sales Team Purpose: Introduction of the Implementation Team Members with the client *Sharing of implementation process with the client and On-Boarding email	Virtual meeting should be conducted by Sales Team within 2 working days after receiving confirmation from the client	Day III	vmedulife Sales Team
Sharing email for requirement of admin details for generating the admin account	On the same day of introduction meeting between vmedulife Sales, Project Team and Client	Day III	vmedulife Project Team
Email for Integration of vmedulife LMS login with institute website	On the same day of introduction meeting between Sales, Project Team and Client	Day III	vmedulife Project Team
Arrangement of demo for registration procedure, registration of Faculty, also explaining the Settings process	It should happen maximum within 2 days after receiving the admin details. Admin details must be received within 2 days after sharing the email.	Day V	Institute Office / ERP / Admin Staff
Assigning of coordinators for individual module	After completion of course assigning and within 10 days	Day X	Principal/ Director/ Dean/ HOD's/ Decision Making People
Hands On Online Demo to individual Co- ordinator for each module	This should happen within 15 days from the date of assigning of individual coordinator and before the 25th day from the initiation date	Day 25	Individual coordinator from institute for each module
Virtual meeting with Principal/ Director/ Dean/ HOD's/ Decision Making People	On Monthly basis		vmedulife Project Team and

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		Institute/College
Sharing of Monthly Individual Module Analysis Report	Hard and soft copy of the report will be sent in the 1st week of every month	vmedulife Project Team and Institute/College

10) Payment Terms:

Installment	Amount To be paid	Date and duration
First Installment	50% of the total payment (INR 10,32,500/-)	To be paid on or before initiation of the project
Second Installment	Remaining amount (INR 10,32,500/-)	To be paid on or before within 180 days from the date of initiation of the project

Payments once made are non-refundable.

The per student per year price of INR 250/- exclusive of all taxes.

Amount is subjected to actual number of students.

Discount validity is applicable till 20th March 2023.

Pricing mentioned is per quotation number VM2157 dated 18th March 2023.

Regarding, SMS integration, Bulk SMS charges will be applicable. We are associated with IMImobile technologies charging from 17.0 paisa to 29.0 paisa depending on the quantity.

In case where income tax is to be deducted at source, a Tax Deduction Certificate in the prescribed form should be issued to vmedulife within 30 days from the date of deduction.

After proper training, it is sole responsibility of Institute to use the vmedulife software. We shall extend necessary service support, and this should not hamper payment terms.

We appreciate your enthusiasm for implementing vmedulife to the fullest potential for the organization. Any of the customizations in the software will be chargeable. Charges will be based on the man-hours involved for the specific customization. We request you to give suggestions, besides this we also request you to cooperate for the fulfillment of financial terms.

Fulfillment of payment terms is necessary to avail smooth continuation of the



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services. The services will get discontinued in case of payment failure.

The company is not responsible for extension in the validity for the services because of any of the situations like lock down, pandemic, natural calamities or any other things.

The faculty training and all the queries will be handled in the online mode.

The biometrics integration with the vmedulife Software is available only with the CAMS Biometric and eTimeOffice machines and should have an API integration facility.



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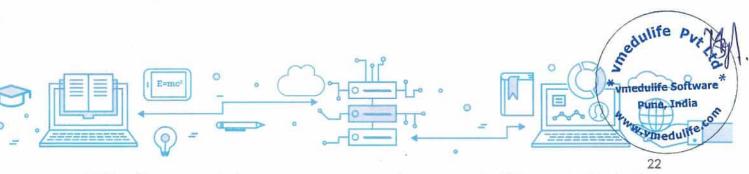
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11) Savings to organization:

Organizations saving money by implementation of vmedulife Software every year:

Particulars	Save Minimum Cost	Save Maximum Cost
Dedicated computers for installed server- e.g., In case of Installed ERPs, Moodle	40000/-	70000/-
ERP maintenance and involved parallel cost for various resources	150000/-	300000/~
Lack of advanced features of Accreditation, might be need of hiring consultant, faculty training	100000/-	200000/-
vmedulife is providing guarantee of saving around 150000 pages in one year through different mechanisms (500 pages costing for around INR 250/-)	30000/-	60000/-
vmedulife is integrated software, no need to invest on other modules like Integrated Library Management System, Online Grievance Redressal Portal, SMS Portals, Website integrations, Alumni Portal, etc.	50000/-	100000/-
Cloud Computing Services Low cost and poor support service providers cost around 24000/- Standard Portals Costing in \$ per hour, involved costing will be Around 1 to 1.5 Lakh per anum	24000/-	150000/-
Minimum Expenses you can save for every year	394000/-	
Maximum Expenses you can save for every year		880000/-





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12) Training Charges:

- One time training will be provided for individual module available in the vmedulife Software. Online Training Charges are included in the pricing.
- Any of the extra visit/ training will be charged as INR 3500/- per person per day plus taxes as applicable.
- Travelling and living expenses shall be borne / reimbursed by Institution at actual, whenever travel is required by vmedulife team members to the location of the Institution.

13) Customer Support:

(*Included in the pricing* and company will not be charging anything extra for this, support will be provided to only faculty members and not to the students)

- Telephonic Support Available from Monday to Saturday 9.00 am to 6.00 pm
- · E-mail Support Available from Monday to Saturday 9.00 am to 6.00 pm
- Remote Assistance- Available from Monday to Saturday 9.00 am to 6.00 pm

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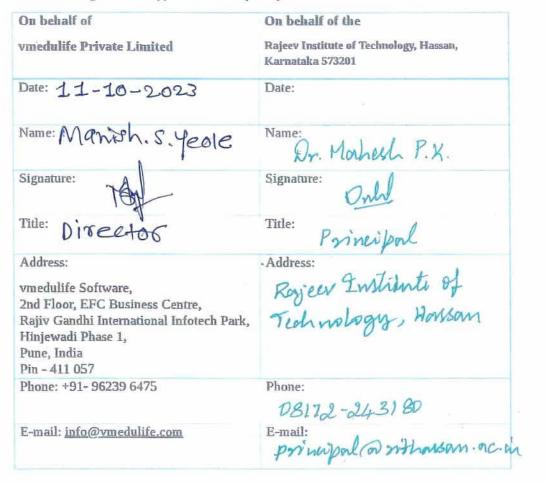




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14) Agreement Letter

This letter of agreement is approved and accepted by:







Bear

CONTRACTOR SIGNATION SIGNA



VISION

To be an academic institution in vibrant social and economic environment, striving continuously for excellence in education, research and technological service to the society.

MISSION

- To achieve academic excellence in engineering and management through dedication to duty, offering state of the art education and faith in human values.
- To create and endure a community of learning among students, develop outstanding professionals with high ethical standards.
- To provide academic ambience conducive to the development, needs and growth of society and the industry.

QUALITY POLICY

- Develop technical, managerial human resource of excellence suitable for global standards.
- Ensure quality academic synergy for shaping technical, management education to meet industry requirements.

e-GOVERNANCE POLICY

Introduction

RAJEEV INSTITUTE OF TECHNOLOGY

Technology has become an inevitable part of our life. The 'E' in E-governance signifies electronic and E-governance means the governance with Information technology. The order to bring transparency in administration, faster information transfer and other demands makes E-governance necessary. Main advantage of e-Governance is that it provides good governance, empowers the stakeholders, cutting the process cost, time, and improves the administrative performance.

Objectives

- > To enhance the quality of governance.
- > To achieve efficiency in all the operation of the institute.
- To provide a reliable information source to ensure that all important communications / circulars notices reach the stakeholders in time.
- To minimize paper usage and achieve a paperless administration within the institute.

Policy

- RIT's e- Governance Policy is formulated with primary objective of implementing e-governance in providing various services to its stakeholders. This policy shall help in achieving efficiency in all the operation of the institute like Admissions, Teaching-Learning (Academic), and Administration, Examinations, Accounts, Library, etc.,
- Policy aims to provide user friendly Enterprise resource planning (ERP) solutions to automate various operation/functioning of institute.
- Information flowing in and out of the ERP solution shall be proper authenticated, authorized and validated for its correctness. ERP shall be the principal source of information and shall be considered equivalent to information with authorized signatures and/or seals.
- E-Governance shall provide a reliable information source to ensure that all important communications / circulars notices reach the stakeholders any time anywhere.

RAJEEV INSTITUTE OF TECHNOLOGY

- Implementation of e-governance shall ensure common framework, standards and seamless inter-operability and portability between systems, software and data.
- E-Governance shall overcome administrative delays in providing required services to the stakeholder.
- Empowerment of faculties, students and encouragement of their participation in governance process.
- Empowerment of students and parents to gather information regarding all the activities & operations of RIT and get involved in the process of decision making.
- Proper implementation of e-Governance practices making it possible for students and parents to get their work done online thereby sparing themselves of unnecessary hassles of traveling to the respective offices.
- E-Governance shall compliment the Green Campus Policy by reducing the use of Paper, Printer ink, etc.
- > E-Governing system shall be scalable and cost effective.

E-Governance Domains:

Use of e-Governance in Admission Process

- RIT make use of ERP to ensure effectiveness, efficiency and transparency of the admission process. Institute undertake a range of activities to support the admission process through use of ERP, but not limited to the following:
- > Provide online registration facility for prospective students.
- Maintain a follow up & help prospective students through online support system and FAQs.
- Computerized admission process, allotment of hostels, opting for transportation service, generation of IDs, etc.
- > Real time generation of database of students admitted.

Use of e-Governance in Academics (TLP Process)

The faculty enters the lesson plan on the Academic planning module before the commencement of the semester. Soon after the class, the faculty updates the attendance, topic of the class conducted and the deviation from the class panned



if any on RITCMS.

The report of the student attendance will be available in RITCMS. The report comprises class wise, subject wise attendance. This facilitates the HoD to monitor the students' attendance and take corrective action on time-to-time basis.

Use of e-Governance in Evaluation (Tests & Examinations)

- Faculty uploads assignment question on RITCMS, by mentioning the due date within which the students have to submit the assignment.
- Faculty enters attendance of the students during internals, CIE marks, external marks on RITCMS. The software produces the list of the FCD, FC, SC and failed students.
- > The results sheets of the student will be reflected in the student portal.

Use of e-Governance in Human Resource Management (HRM)

- Faculty will update their functioning details of previous one year through selfappraisals system of RITCMS. In this Faculty will update the details pertaining to;
- Academic Planning Module comprising of number of classes conducted, number of extra/tutorial classes conducted, contents that are covered beyond syllabus, ICT based and innovative teaching methods that the faculty have adopted. Details of remedial and bridge classes conducted shall be provided.
- Role and responsibility handled at various capacities at the department and institution level committees.
- The details about the FDPs, workshops, seminars that they attended, certification courses that they have taken up STTPs etc. that they have attended.

Use of e-Governance in staff Support.

- The pay slip will be available in the RITCMS and that could be used by the faculty as and when needed.
- Faculty willing to avail leave, can apply for leave by making an alternate arrangement for the class if there is any. The leave will be approved by HoD and then by the Principal. The faculty to whom the class is altered will avail the class and update the attendance in RITCMS.



Use of e-Governance in Student Support.

- RIT has a mentoring policy. Each mentor will be assigned with 15 students. The mentor will speak to the students individually and addresses the issues of the students and help the students to progress. The details of the mentoring will be updated in RITCMS
- Students having any grievance can use RITCMS to upload their grievance. The issue will be addressed by the concerned faculty, HoD and Principal as per the need. The issue will be marked resolved after the solution is provided.

