

Grievance Redressal Mechanism adopted in Examination System of the University

**GRIEVANCE
REDRESSAL
MECHANISM**

Objective

The objective of the Grievance Redressal Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the University through promoting cordial Student-Student relationship and Student-teacher relationship etc. Grievances could be of several types. However, it is very important part of Examination System in order to maintain high standards of quality, integrity and transparency as a whole. The University has developed a well defined eco system in order to redress the grievances of the students on-time which certainly enhances a satisfaction level of all the students.

Scope

The cell will deal with Grievances received in on-line/off-line mode from the students about any of the following matters related to examination systems:

Question Papers

- Grievance related to question papers in End-Term Examinations are accepted through the respective Dean. Students may lodge their grievance in offline/on-line mode.
- After receiving grievance, the CoE takes the feedback from the subject teacher in a prescribed format.
- Then the same are placed before the Grievance Redressal Committee for necessary action.



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Evaluation System

If a student is not satisfied with his/her marks, he/she may apply for Re-Evaluation/Rechecking as per the following procedure:

Re-Evaluation

- The re-evaluation facility is available only for end-term theory examinations. Students may apply for Re-Evaluation of their result in maximum of 25% of the papers as mentioned in the scheme of examination of that particular semester.
- The students may apply for re-evaluation to Controller of Examinations in a prescribed format within 15 days of declaration of the result and by paying the requisite amount as prescribed by the University .
- The answer scripts for which reevaluation is sought for, shall be sent to another external examiner. If the marks awarded in the re-evaluation increases up to 20% of the Maximum Marks (End Term Theory Paper) the higher marks will be awarded to the candidate. However, if the difference is more than 20%, the answer script would be sent to the third examiner and the mean of two higher marks, awarded by all the three examiners will be considered.

Re-evaluation is allowed only in theory papers not in Mid Term, Practical examination/ Dissertation/Project Works/Reports.

Rechecking / Inspection of Answer Sheet by the Candidate

- Students may apply for Re- Checking / Inspection of answer sheet of their result if so desired.
- The students may apply for the same to Controller of Examinations in a prescribed format within 15 days of declaration of the result by paying the requisite amount as prescribed by the University.
- A suitable date would be given to the student to see his/her answer sheet personally.
- If a student wishes to get his/her answer sheet re-evaluated, it would also be done as above.



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General Grievances redressed through off-line/on-line Mode

- All the general grievances are redressed through off line in person every day between 3-4 p.m. However, students may also put their grievances through examination portal on-line
- A web page on Student's Grievances related to examination is developed for lodging the grievance(s) through on-line mode
- Grievances received through portal are analyzed and redressed within 24-48 hours.

General Grievances redressed over Telephone

- Students may inquire about the examination related queries/put their grievances through a dedicated telephone line 0141-3020551 between 9:30 a.m to 3:30 p.m
- A dedicated executive is given this responsibility to lodge the grievances/inquiry in a register
- Grievances received over phone are analyzed and redressed within 24-48 hours.

Grievance Redressal Committee

Grievance Redressal Committee is constituted with VC, PVC , and Deans of the Faculties and COE to take care of various grievances related to the examination.



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