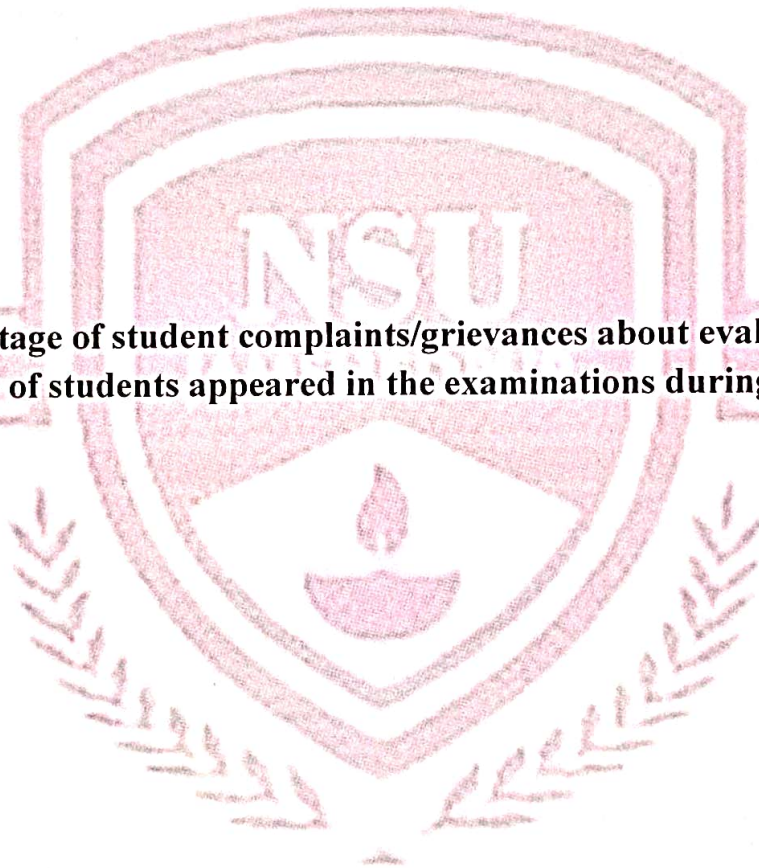




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2.5.2: Percentage of student complaints/grievances about evaluation against total number of students appeared in the examinations during the last five years.



CHAPTER- 10 PROCEDURE OF ANSWER SHEETS VIEWING / RE-CHECKING & REASSESSMENT

10.1 In case a candidate at a University Examination is not satisfied with the assessment of his / her answer-book/s in any paper/s in the end semester examination, he/she may apply for Personal Observation of his/her answer-books, under the following rules.

I.

- a. The candidate shall apply for the Personal Observation of his/her answer-books in the end semester examination in the prescribed form.
- b. No application shall be entertained for Personal Observation of marks / grades obtained at the internal test/s, practical, viva voice, thesis, dissertation, term work, field work or project work.


II. Every application for Personal Observation should reach the Registrar through the Dean of the respective School concerned within ten days from the date printed on the Mark-sheet along with a non-refundable prescribed fees laid down by the university from time to time, per paper to be paid in cash or by demand draft or in the manner prescribed by the university along with one copy of Mark-sheet and Hall Ticket of the concerned examination. In case a candidate wants to personally observe the answer-book of more than one paper, the separate fee will be levied for each paper.

III. Application received after due date or if it is incomplete and/or not submitted with prescribed fees shall not be entertained.

IV.

- a. On receipt of the application within 7 days, the University Office will communicate the schedule (Date, Time) and the place of the Personal Observation to the candidates, via Email/Whatsapp or phone/ mobile of the candidate inevitably mentioned by the candidate in the application form.
- b. The candidate will have to remain present at the place of the Personal Observation as per the schedule. He/she shall carry with him/her the original Hall Ticket as well as his/her Identity Card. He/she shall sign in the attendance sheet towards the evidence of his/her Personal Observation of his/her answer-book. No proxy of the candidate will be allowed for personal observation.


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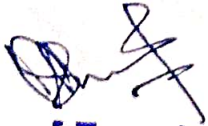

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- c. Only the candidate will be allowed to observe his/her answer-book. The candidate will not be allowed to carry with him/her any Electronic/Mechanical instrument and other item such as Pen/Purse/Wallet/Money/Mobile Phone or any other document etc.
- d. University will make separate arrangement for each semester.
- e. The answer book will be placed before the candidate after due verification by the office.
- f. During the Personal Observation, the Dean and concerned subject convener (will be called as per the requirement) or any persons nominated by the Provost of the respective School will remain present at the place of Personal Observation.

The following discrepancies in the answer -book will be rectified immediately, if brought to the notice by the candidate. A change in marks, if any, occurring in this event will be reflected in all the records of the university and the result by changing the grades and the grade points.

- i. In-correct totaling of the main page of the answer-book by the examiner(s).
 - ii. A mismatch of marks in any question on the main page and inside the answer-book due to carry forward.
 - iii. In-correct totaling of sub-questions of any question.
 - iv. An Un-Assessed question/s remains by the examiner during regular assessment.
 - g. In case of any discrepancies as in (f) above resolved on the spot, or there is no discrepancy as in (f) brought to the notice, if the candidate wants the Reassessment, he/she will have to apply for the same in one day of Personal Observation, in the following manner as per the University norms.
- 10.2 In case a candidate at a University Examination is not satisfied with the Personal Observation of his/her answer-books, he/she may apply for Re-Checking or Re-Assessment, under the following rules.


The rechecking and reassessment will be allowed on any theory papers in end semester examination on receipt of the application by paying the prescribe fees within 7 days of the result declaration as per the following proposed procedure:



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I. Guideline for rechecking/reassessment:

- a. Students should submit a request in the form of an application to the examination division.
- b. Fee for rechecking is Rs. 250/- per subject and for Reassessment it is Rs. 1000/- per subject.
- c. Student can apply for Rechecking of his/her answer book only.
- d. Rechecking allows re-totaling of marks allotted to each questions from first page. Including the verification of marks given to all the questions and sections. Any change in the marks will be consider.
- e. In the reassessment of complete answer book by other evaluator by another evaluator.
- f. No modification in the original marks shall be made if the difference in original marks and reassessed marks in less than 10%.
- g. If the difference in the original marks and reassessed marks is more than 10%, then it will be reassessed by another examiner.
- h. In case, there is change of marks in reassessment by second examiner, then average of the two examiners who were reassessed the answer books shall be considered.
- i. In case, there is no change of marks in reassessment by the second examiner then the average marks will be calculated of the two re-examiner, and such average turns out to be more than 10% of original marks, then the marks will be changed, otherwise the original marks will not change.
- j. Any corrections in the marks will be reflected in all the records of the University.
- k. Re-assessment shall not be permitted in the case of Practical examination. Viva-voce, project report, sessional/internal assessment and dissertation.
- l. If the rationalization process was done on result of any subject, then the same rationalization shall be applicable on the reassessment marks obtained.
- m. In case, there is change of marks in reassessment, the fees for rechecking/reassessment shall be returned to the applicant.
- n. Students shall be abide by the revised results even if it is adverse.
- o. The result of students revised on account of reassessment shall not entitle for the merit, medal/prize.
- p. Reassessment shall not be permitted for ATKT (re-appear) examination.
- q. The University shall have right to go for suo moto reassessment in case of requirement.
- r. In the Process of Rechecking/reassessment the external Examiner will be nominated by University from time to time, in case of any major deviation is observed beyond the permissible limit, the concerned examiner who assessed the answer sheets may be penalized.


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CHAPTER-17 EXAMINATION GRIEVANCE REDRESSAL POLICY

Mechanism to deal with internal/external examination related grievances:

The Grievance received by the examination department can be classified as:

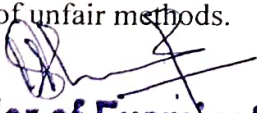
- Registration
 - Examination Form
 - Admit Card
 - Result: Rechecking / Re-evaluation
 - Correction in Mark sheet / Degree / Provisional / Character
-
- **Registration:** Any discrepancy in the registration process or form is dealt within specified time period after due notification for correction. The application for grievance is offline and students have to provide documentary proof for any correction.
 - **Examination Form:** Any discrepancy in the Examination form fill up process is dealt within specified time period after due notification. The application for grievance is offline and students have to provide documentary proof for any correction.
 - **Admit Card:** Any discrepancy in the Admit Card is dealt within specified time period before the examination. Generally the information is collected from the examination form. The application for grievance is offline and students have to provide documentary proof for any correction.
 - **Result: Rechecking / Re-evaluation**

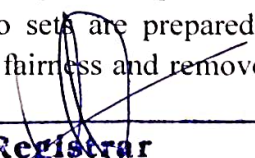
The Institute conducts two types of examinations, Internal Examination and External Examination.

External Examinations are conducted by the University and the Internal Examinations are conducted by the Individual Departments.

As part of Internal Examinations, internal assignment and mid examinations are conducted. The examinations are conducted with utmost care given to transparency and fairness by the department. All the grievances related to Internal Examination is dealt with at the Department level.


The question papers for internal examinations are prepared by the respective teachers and approved by the head of the concerned departments. Two sets are prepared and one set randomly selected on the day of examination. This ensures fairness and removes the chance of usage of unfair methods.


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In the case of external examination, any grievance is addressed by the examination branch. The student in need of help explains his/her grievance to the person in-charge who reviews the situation and provides a solution. In case the university needs to be contacted, a standard fee is collected. Upon receiving the fee, the Exam Cell represents the issue to the Examination Board and pursues it till it is solved. The university then re-evaluates the student's performance and communicates their decision. All grievances are therefore solved with utmost care to student sensitivity. University level grievances are solved within One week. The University is dedicated to provide students with time-bound, transparent and efficient solutions for their examination related grievances.

- **Correction in Marksheet / Degree / Provisional / Character:** Any discrepancy in the Marksheet / Degree / Provisional / Character is dealt within specified time period. The application for grievance is offline and students have to provide documentary proof for any correction. The data is verified from various sections depending upon the nature of grievance, like Name correction, Degree awarded or marks secured etc.



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