

2.5.3 Evaluation-related Grievance Redressal mechanism followed by the Institution: (5)

Year	Total number of students who appeared for the final examinations	Number of cases of Single valuation and appeal process for revaluation	Number of cases seeking Double Valuation/Multiple valuation with appeal process for retotaling only	Number of cases seeking Double Valuation/Multiple valuation with appeal process for revaluation only	Number of cases seeking Double valuation/Multiple valuation with appeal process for retotaling/revaluation and access to answer script
2021-22	11344	630	329	303	7
2020-21	13598	116	51	65	NIL
2019-20	7907	268	67	201	NIL
2018-19	9836	282	113	169	NIL
2017-18	6450	258	106	152	NIL

Upload:

- Provide links to the examination procedure and re-evaluation procedure developed by the institution and duly hosted in the institution's website
- Report of the Controller of Examination/ registrar evaluation regarding the *Grievance Redressal mechanism followed by the Institution*
- Any other relevant information


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Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

Links to the examination procedure and revaluation procedure developed by the institution and duly hosted in the institution's website.

<https://sgtuniversity.ac.in/wp-content/uploads/2022/07/Examinations-Manual.pdf>

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Consolidate report of the Controller of Examinations related to various types of grievances received during the last five academics years i.e. 2017-18 to 2021-22

The following are the details of the examinations related to various types of grievances, which are received and resolved during the previous five academic years i.e. 2017-18 to 2021-22 by the examinations department in light of the laid down procedure & policies of the university:

Year	2021-22	2020-21	2019-20	2018-19	2017-18
Total number of students who appeared for the final examinations	11344	13598	7907	9836	6450
Number of cases of Single valuation and appeal process for revaluation	630	116	268	282	258
Number of cases seeking Double Valuation/Multiple valuations with appeal process for re-totaling only	329	51	67	113	106
Number of cases seeking Double Valuation/Multiple valuations with the appeal process for revaluation only	303	65	201	169	152
Number of cases seeking Double valuation/Multiple valuations with appeal process for re-totaling/revaluation and access to answer script	7	NIL	NIL	NIL	NIL


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Controller of Examinations



SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY
(UGC & AICTE Approved) Gurugram, Delhi-NCR

No. : SGTU/BOM/39.12/2022

Dated : 30th September, 2022

EXAMINATION GRIEVANCE REDRESSAL POLICY

PREAMBLE

In a university set-up, Examination Grievance Redressal Mechanism is a set of arrangements which constitutes a very important aspect of university governance and is aimed at ensuring quality as well as student satisfaction with complete transparency. It is essentially concerned with the receipt, processing, and effective resolution of examination related grievances of students.

OBJECTIVE

The objective of the Examination Grievance Redressal Mechanism is to develop a responsive and accountable attitude among all the stakeholders and providing a platform to the students to effectively address their examination related issues in a transparent and time bound manner. In general, the objectives of the committee are as follows :

- (a) To provide a platform to students for expressing their examination related grievances freely and ensuring that it would be handled without any biases.
- (b) To ensure that students get prompt solution to their problems related to the examinations.

SGT UNIVERSITY REDRESSAL MECHANISM

The Examination Department of SGT University has a well-organized mechanism for redressal of examination related grievances of the students. The students can approach the Examination Department via Student Section/Exam Coordinator of the respective faculty of study for redressal of their grievance(s). To address all examination related Grievances, the Examination Department has a duly constituted Grievance Redressal Committee (GRC). The composition of the GRC is as follows :

- | | | |
|--|---|-----------------|
| (a) Controller of Examinations | - | Chairperson |
| (b) Dean of the concerned Faculty of Study | - | Member |
| (c) One Senior Professor
(To be nominated by the Vice Chancellor) | - | Member |
| (d) Addl./Deputy/Assistant Controller of Examinations | - | Convener |
| (e) Deputy/Assistant Registrar (Examinations) | - | Coordinator |
| (f) One representative from ERP Team | - | Special Invitee |

CLASSIFICATION OF GRIEVANCES

Examination related grievances are broadly divided into three categories according to the phase of entire examination schedule with which they are concerned. They are as mentioned below :

- (a) Before Examination



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- (b) During Examination
- (c) Post/after examination grievances.
- (a) **Before Examination** : In general, grievances relating to issues faced by students before the examination are as follows: -
 - (i) Not finding subjects belonging to back log while filling online exam form
 - (ii) Not finding the elective subject as per given choice
 - (iii) Other problems in submission of examination forms
 - (iv) Late application/ examination form filling
 - (v) Non-receipt of admit card
 - (vi) Wrong entries in the admit card etc.
 - (vii) Sudden Extension of examination date due to unforeseen reasons
 - (viii) Clash/overlapping of exam dates

These grievances are resolved promptly by the Controller of Examinations by communicating with the respective Dean of Faculty and other concerned officials.

- (b) **During Examination** : Students have some grievances during the course of examinations too, which could be the following: -
 - (i) Discrepancy in question papers e.g. data given in question paper is insufficient or options are repeated,
 - (ii) Out of syllabus questions,
 - (ii) Typing errors, etc.

Students may report about the same through the Centre Superintendent. In such cases Controller of Examinations must promptly constitutes an Expert committee and the committee takes cognizance of the grievance raised by the students and submits its report to the Vice Chancellor for consideration and approval. Grievance must be resolved as per its merit in a time bound manner to the satisfaction of the students concerned.

- (c) **Post/after Result Declaration**: Sometimes, after the declaration of results of any examination there may be students who have some objection to the marks scored by them or they may not be satisfied with their result. The grievances arising after the declaration of result may have four categories of redressal options available to the aggrieved student : -

- (i) The student may apply for **Re-checking (Re-totalling)** of his/her theory paper answer book/script.
 - (aa) For re-checking/re-totalling of the answer book student has to apply within 10 days of result declaration.
 - (ab) The Dean/Principal of the Faculty of Study has to verify the details of the students and forward the re-checking Form to Student Cell and after confirming that the student has applied within the stipulated days forward the same to the Controller of Examinations.
 - (ac) If any question remains unchecked by the Original Evaluator or the marks for any checked answer has not been added in total

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marks obtained by the student, the Controller of Examinations informs the Original Evaluator to visit the Examination Branch and re-check and re-total the marks awarded in the Answer Book.

- (ad) The result of Re-checking is issued through a notification by the Office of the Controller of Examination.
- (ii) The student may request for permission to **Personally go through** the evaluated answer book/script of one or more papers.
 - (aa) For going through the evaluated answer book/script a student has to write an application with all the requisite details and submit the same within 7 days from the declaration of the result.
 - (ab) After going through of the answer book/script if the student observes in his/her answer book that there is discrepancy or any answer has not been checked, he/ she may apply for re-evaluation or re-checking within 3 days from the date of viewing of the answer book.
 - (ac) For further redressal of such a grievance, the prescribed process as followed for re-checking or re-evaluation, as the case may be, is followed.
 - (ad) The result of viewing of answer script and subsequent re-checking or re-evaluation is issued through a notification by the Office of the Controller of Examination and original marksheet(s).
- (iii) **Re-evaluation/ Rechecking/Review**
 - (aa) For Re-evaluation of Answer Books of Theory Paper, students have to apply within 10 days of result notification on prescribed Form along with the requisite fee and original marksheet(s).
 - (ab) The Dean/Principal of the Faculty of Study shall verify the details of the students and forward the Form to the Office of the Controller of Examinations.
 - (ac) It is a onetime opportunity to the students. The option once exercised by the student shall be final and cannot be withdrawn thereafter.
 - (ad) Original Examiner/Evaluator shall not re-evaluate the answer book. For the purpose of Re-evaluation, the concerned answer book shall be sent to another Re - evaluator.
 - (ae) In Re-evaluation, if awarded marks vary from the original marks award up to $\pm 5\%$, the result will be declared as "NO CHANGE".
 - (af) If the marks awarded by the First Re-evaluator is more than $\pm 5\%$ and up to $\pm 10\%$, the average of the marks awarded by the Original Examiner & First Re- evaluator will be taken as final award.
 - (ag) If the marks awarded by the Original evaluator and first Re-evaluator vary more than $\pm 10\%$ of the maximum marks, then the answer book shall be referred to a Second Re-evaluator.
 - (ah) The second re-evaluator will be other than the original examiner and first re- evaluator.

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- (ai) The result of the re-evaluation shall be notified with 30 days from the submission of re-evaluation form along with requisite fee and original marksheet(s).
 - (aj) The best performance of a student among all the attempts will be considered as the final result.
 - (ak) The result of Re-evaluation is issued through a notification by the Office of the Controller of Examination.
 - (al) If any student is not satisfied with his/her revaluation/rechecking result, he/she may file a grievance via student section/examination coordinator of the concerned Faculty of Study. After receiving the application, controller of examinations constitutes an expert committee to resolve the grievance as per the requirement.
- (iv) Sometimes some inadvertent error creeps in the printing of Degrees or Marks sheet. In such cases a student may request for the **Correction of the Error** After receiving any application form for this purpose, Department of Examination promptly acts on them and rectifies the error immediately.

Thus, SGT University has a student friendly and convenient mechanism in place for the redressal of examination related grievances.




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