

SOP FOR EXAMINATION RESULT GRIEVANCE REDRESSAL

- Students who are not satisfied with the evaluation/assessment of their answer sheets shall be given an opportunity to appear for the said examination conducted by the University when conditions are conducive for holding the examination; and the University's decision in the matter shall be final and binding.
- Dispute regarding computation of results will be referred to a committee constituted by the university.

TYPES OF DISPUTES/CASES COVERED:

- Disputes regarding uploading of result, re-evaluation, calculation/feeding the marks / any other factual mistake.

MODALITIES TO ADDRESS DISPUTES:

- Being a student-related issue, the process shall start with an application from the student enumerating the complete details of their claims and grounds thereof.
- The Examination department shall record an offline or online receipt of the representation and shall maintain a proper record of the same.
- The same Result Committee involved in the result preparation shall verify the facts stated by the candidate in his/her application strictly in keeping with the Examination Policy. The Committee shall check all the relevant records and rationalize the document before deciding on the claim made by the candidate.
- In the event of the result declaration is found to be correct; a formal recorded reply shall be sent to the candidate stating that the Result Declaration Committee after verifying all relevant records has found that the originally declared result is as per the University's declared Examination Policy and no mistake therein has been found, hence there is no change in the result.
- In the event of any discrepancy is detected by the Result Declaration Committee, it shall follow the declared Examination Policy of the University and resolve the issue/s, if any, and convey the same to the HOD of the concerning department of the candidate, who in turn shall formally inform the candidate regarding the same.

Standard Operating Procedure For Reevaluation

- A candidate whose result has been declared may apply to the Controller of Examination in the prescribed format within 15 days from the date of result declaration with fee of Rs. 500/-* for re - evaluation in any two subjects.
- The re-evaluation form can be obtained offline from the examination department, or students can apply online via the university website and pay the required amount online. (Annexure I)
- Specified that no candidate may have more than two subjects re-evaluated in the event of a re-evaluation (per semester)
- After completing the process students must submit their application form along with fees receipt (in case of offline mode).
- No re-evaluation shall be allowed in the case of scripts of practical, field work, sessional works, tests, thesis and project work submitted in lieu of a paper.
- The marks of the student will be changed only if the difference in the marks of previous evaluation and the mark of re-evaluation is more than 10% or the student is passing the examination even when the aforesaid difference is not of more than 10%. (Ordinance 58, Chapter III- 11.23)