

SRI BALAJI VIDYAPEETH

(ACCREDITED WITH 'A' GRADE IN THE FIRST CYCLE BY NAAC)

Pillaiyarkuppam, Pondicherry - 607 402



SBV POLICY FOR GRIEVANCE REDRESSAL

RELATED TO EVALUATION

2015

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(DEEMED -TO -BE- UNIVERSITY)

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TITLE AND APPLICABILITY: SBV POLICY FOR GRIEVANCE REDRESSAL RELATED TO EVALUATION - 2015

This is the policy document for grievance redressal related to evaluation, for students appearing at the University examinations, conducted by the examination wing of the Office of the Controller of Exam SBV.

1.0 PREAMBLE

Sri Balaji Vidyapeeth (SBV) is a young health Sciences Deemed to be University accredited with A Grade by NAAC. It essentially comprises of four constituent colleges, besides designated centres. SBV takes into due account the needs of the undergraduate and postgraduate students at all stages that include Teaching, Learning and Evaluation. Evaluation is a crucial and confidential process that determines student progression and obviously calls for robust mechanisms. Also, there is an obligatory need on the part of SBV to redress the grievances of the students in examination related processes within the acceptable time and also effect prompt action, as per the prevalent rules existing at that point of time.

Hence, when a student appears at an examination conducted by the examination wing, SBV and has a grievance with respect to evaluation, a protocol has to be necessarily in place to promulgate redressal. This forms the crux of the brief policy indicated herein and is for strict compliance. This policy is on the lines of the document underlined by the UGC (Grievance Redressal) Regulations, 2012.

2.0 PURPOSE OF THE POLICY

The main purpose of the policy is to ensure a uniform, consistent, objectivised and unbiased approach in dealing with the grievance redressal of students appearing/appeared at the University examinations, conducted by examination wing of the Office of The Controller of Examinations, SBV.

3.0 SCOPE OF THE POLICY signifies the protocol to be followed for addressing issues related to Grievance redressal with respect to evaluation.

3.1 Definitions-

- a) "Act" means the University Grants Commission Act, 1956 (3 of 1956).
- b) "Aggrieved student" means a student who has any complaint in the matters concerned with evaluation.
- c) "College" means any institution at SBV, which provides for a course of study for obtaining any qualification from SBV and which, in accordance with its rules and regulations, is recognised as competent to provide a course of study and present students undergoing such course for the examination and award of such qualification.
- d) "Grievances" include the following complaints of the aggrieved students, namely:-
 - (i) Grievances related to conduct of examinations or declaration of results
 - (ii) Grievances related to evaluation.
- e) "Evaluation Grievance Redressal Committee" means a committee constituted under these regulations to look in to evaluation related grievances.

Evaluation Grievance Redressal Committee -

- (1) The Vice Chancellor of SBV shall constitute a Evaluation Grievance Redressal Committee consisting of five members from individual institutions at SBV.

The Grievance Redressal Committee should consist of- a) A senior Professor of the University - Chairman; b) three senior teachers drawn from the institutions, on rotational basis, c) special invitee to be nominated by the Vice-Chancellor, as deemed appropriate.

3.2 Process map leading to Evaluation related Grievance Redressal The aggrieved student submits a grievance petition to the Registrar, SBV –through proper channel (Head of the institute or the Director of the Centre)

- 1) The Contact address of the Registrar is published widely including on the notice board and prospectus and placed on the website of the institution.
- 2) On receipt of an application from the aggrieved student, the Registrar shall communicate to the Grievance Redressal Committee, which in turn shall immediately mark a copy to the examination wing. The examination wing needs to mandatorily provide an appropriate reply within seven days, following the receipt of the Communication
- 3) The Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated in writing to the examination wing and the aggrieved person
- 4) The aggrieved person must necessarily appear in person to present his/her case before the Grievance Redressal Committee).
- 5) The Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice, while paying heed to the grievance.
- 6) The Grievance Redressal Committee shall ensure prompt disposal of each application
- 7) Upon the conclusion of proceedings, the Grievance Redressal Committee shall pass an order, with reasons duly cited therein, for having issued such an order, as may be deemed appropriate to redress the grievance and provide such relief as may be desirable, but without indulging in bias whatsoever.

3.3 Procedure in redressal of grievances related to revaluation / retotalling-




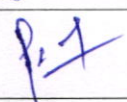
- 1) The Controller of Examinations, SBV issues a notification regarding the revaluation/retotalling dates and prescribed fees. This is put on the notice board of the concerned college and website.
- 2) The aggrieved student registers for revslution by an application form and a demand draft through the head of the college, after receiving the marks statement.
- 3) The head of institution forwards the list of candidates alongwith their application forms, to the office of the Controller of examinations, SBV.
- 4) On the receipt of the above mentioned documents, the office of the Controller of examinations,SBV arranges for revaluation/retotalling of the answer scripts.
- 5) During revaluation, the evaluator is provided with the answer scripts and the answer key.
- 6) After the evaluation is complete, the marks obtained obtained by the candidate is compared with the previous original marks. If the discrepancy of marks when compared, is more than 20%, then a third evaluation of the answer scripts is conducted with a different evaluator.
- 7) The closest two marks obtained in the evaluations are taken and the average of this is declared as the final marks.
- 8) After this revaluation/retotalling procedure, students are notified regarding the change/no change in the status of marks.
- 9) SBV regulations provide for provision for revaluation in Undergraduate courses only. There is no provision for revaluation in post-graduate courses, as there is multiple evaluation system with the average taken as the final marks.

ENQUIRIES

All enquiries related to this policy should be addressed to the Controller of Examinations, SBV with a copy addressed to the Registrar, SBV.

APPELLATE AUTHORITY

For all matters pertaining to evaluation related grievance redressal, the appellate authority is the Vice Chancellor, SBV whose decision is final and binding.

Sl.No	Role	Name	Designation	Signature
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2	Reviewed by	Dr. M. Ravishankar	Dean, MGMCRI	

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