



SRI BALAJI VIDYAPEETH

Deemed-to-be University
U/S 3 of UGC Act 1956

SBV POLICY FOR GRIEVANCE REDRESSAL RELATED TO EVALUATION – 2015

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(DEEMED-TO-BE-UNIVERSITY)
PILLAIYARKUPPAM, PONDICHERRY 607 402



SBV POLICY FOR GRIEVANCE REDRESSAL RELATED TO EVALUATION - 2015

Document Number: SBV/ERGR/PL/01/2015

Prepared by	Reviewed by	Approved by
<p><u>Name:</u> 1. Dr. Sachin Palve Baskar 2. Mr. Ponnurangam E 3. Mr. Joseph Naresh</p> <p><u>Designation:</u> 1. Deputy Controller of Examinations (Academics) SBV 2. Deputy Controller of Examinations (Admin.) SBV 3. Dy. Registrar (Academics), SBV</p>	<p><u>Name:</u> Dr. Srirangaraj S</p> <p><u>Designation:</u> Controller of Examinations, SBV</p>	<p><u>Name:</u> Dr. A.R. Srinivasan</p> <p><u>Designation:</u> Registrar, SBV</p>
Date: 10.09.2015	Date: 23.09.2015	Date: 01.10.2015
BoM Approved on	09.10.2015	
Released by	Registrar	09.10.2015

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 wingheaded by the Controller of Examinationsof the Ofiice of the Controller of Exam SBV.

1.0 PREAMBLE

Sri Balaji Vidyapeeth (SBV) is a young Health Sciences Deemed-to-be-University. 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 as per statutory bodies - MCI/DCI/INC.

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 and evaluation of examinations.
 - (ii) Grievances related to declaration of results.
 - (iii) Grievances related to all other forms examinations if any.
- e) "Evaluation Grievance Redressal Committee" means a committee constituted under these regulations to look in to evaluation related grievances.

Evaluation Grievance Redressal Committee

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.

3.3 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 noticeboard 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 Communications.
- 3) The Evaluation Grievance Redressal Committee is empowered to direct the aggrieved student to appear in person if the situation so warrants. As a general rule, the Evaluation Grievance Redressal Committee shall meet not less than three times in a year with the due provision to meet as and when required based on the nature and seriousness of the grievance.
- 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 Evaluation Grievance Redressal Committee shall submit its recommendations to the Registrar, SBV for further needful action.
- 8) The nature of the grievance will be determined as per the SBV Examination manual in vogue.

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) The Controller of Examinations should submit a consolidated report regarding the revaluation/retotalling status once the procedure is completed, to the Evaluation Grievance Redressal Committee, once a year. The Evaluation Redressal Committee will take due cognisance of the same and suggest remedial measures if any, for the future examinations.
- 10) The approved minutes of the Evaluation Redressal Committee should be included as a component of the annual report of the Examinations Wing to be submitted to the Board of Management.

11)SBV regulations provide for provision for revaluation in Undergraduate courses only. There is no provision for revaluation in Postgraduate courses, as there is multiple evaluation system with the average taken as the final marks.

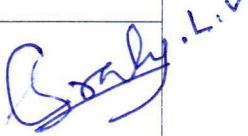
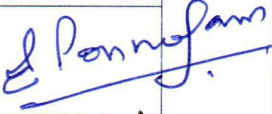
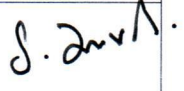
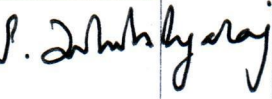
12) Revaluations and Retotalling would be evaluated and processed as per MCI/ DCI and INC as applicable to the course.

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
1	Prepared by	Dr. Sachin Palve Baskar	Deputy Controller of Examinations (Academics) SBV	
		Mr. Ponnurangam. E	Deputy Controller of Examinations (Admin) SBV	
		Mr. Joseph Naresh	Deputy Registrar, SBV	
2	Reviewed by	Prof. Srirangaraj. S	Controller of Examinations, SBV	

Approved by: Prof. A.R. Srinivasan, Registrar, SBV

