



SRI BALAJI VIDYAPEETH

Deemed-to-be University

U/S 3 of UGC Act 1956

Accredited with 'A' grade in the First Cycle by NAAC

SBV POLICY FOR GRIEVANCE REDRESSAL RELATED TO EVALUATION - 2018

(Revised Edition of 2015)

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DOCUMENT REVISION HISTORY

Date	Original/ Revision Number	Brief Description of change	Change Request Number
05-12-2015	Original	or electronically	3.2-4
		Conduct and evaluation processes	
		Of NIRF	1.0
		Constituent	3.1 - c)
		/examination conduct	3.1 - e)
		Registrar	3.1 - e) (1)
		Shall consist	3.1 - e) (1)
		Evaluation/conduct of examination	3.2
		The petition should be raised/reach the office of the registrar through proper channel within 7 working days from the actual happening of the incident.	3.2-1
		If the grievance is related to evaluation, the time period for appeal/procedures for appeal as notified by the Controller of Examinations, SBV has to be strictly followed.	3.2-2
		Forwarded by the Head of the Institute	3.2-3
		Controller of Examinations, SBV	3.2-3
		Shall appear in person	3.2-5
		Taking into consideration the natural justice and existing norms of the institution.	3.2-8
		A student who satisfies the requirement criteria, as specified by the examination wing, SBV to apply for revaluation/ retotaling, can only apply. The applications which are found eligible will be summarily rejected and no refund of the fees will be entertained.	3.3-2
		No further appeal is encouraged unde normal circumstances.	3.3-10
		In case of grievances related to conduct of examinations	9.0

TITLE AND APPLICABILITY:

SBV POLICY FOR GRIEVANCE REDRESSAL RELATED TO EVALUATION - 2018

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. SBV which figures among the top 100 Universities, as per India Rankings 2018 comprises of four Constituent Colleges, besides Physiotherapy, Allied Health Sciences and 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.

Equality, fairness, faster redressal of grievance and strict compliance to the principles enumerated herein form the crux of the policy.

3.0 SCOPE OF THE POLICY underlines the protocol to be followed for 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 constituent 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 Registrar of SBV shall constitute a Evaluation Grievance Redressal Committee consisting of five members from individual institutions at SBV.

The Grievance Redressal Committee should consists of- a) A senior Professor of the University - Chairman b) three senior teachers drawn from the

institutions, on rotation basis c) special invitee to be nominated by the Vice-chancellor.

3.2 Procedure in Redressal of grievances related to Evaluation/Conduct of Examination

- 1) The aggrieved student may file a grievance petition seeking redressal of grievance. The petition should be addressed to the Registrar, SBV through proper channel (duly signed by the Head of the Institute or the Director of the Centre). The petition should be raised/reach the office of the registrar through proper channel within 7 working days from the actual happening of the incident.
- 2) The nature of the grievance will be determined as per the SBV Examination manual in vogue.
- 3) If the grievance is related to evaluation/revaluation, the time period for appeal/procedures for appeal as notified by the Controller of Examinations, SBV has to be strictly followed.
- 4) On the receipt of the petition from the aggrieved student, forwarded by the Head of the Institute, the Registrar shall communicate to the Grievance Redressal Committee, in writing and a copy marked to the Controller of Examinations, SBV for furnishing its reply within stipulated time of seven days.
- 5) The Evaluation Grievance Redressal Committee is empowered to direct the aggrieved student to appear in person if the situation 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.
- 6) The aggrieved student shall appear in person to present his/her case.
- 7) The Grievance Redressal Committee, as the case may be, shall be guided by the principles of natural justice, while paying heed to the grievance.
- 8) The Grievance Redressal Committee shall ensure rapid disposal of the case.

- 9) Upon conclusion of the proceedings, the Evaluation Grievance Redressal Committee shall submit its recommendations to the Registrar, SBV for further needful action.

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 revaluation by an application form and a demand draft through the head of the college, after receiving the marks statement. A student who satisfies the requirement criteria, as specified by the examination wing, SBV to apply for revaluation/retotalling, can only apply. The applications which are found not eligible will be summarily rejected and no refund of the fees will be entertained.
- 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 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/re-totalling 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) No further appeal is encouraged under normal circumstances.

4.0 INVOLVEMENT OF MEDIA, IF ANY

Not Applicable. However will be decided depending upon the situation and based on the advice of the Legal Officer, SBV.

5.0 INVOLVEMENT, IF ANY OF MAJOR FINANCIAL IMPLICATIONS CONCERNING EXTERNAL AGENCIES

Minimal expenditure is involved towards logistics, in the conduct of the meetings.

6.0 EXCEPTIONS, IF ANY

NIL

7.0 ANY OTHER PERTINENT DETAILS

NIL

8.0 ENQUIRIES

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

9.0 APPELLATE AUTHORITY

If the aggrieved student in case of grievances related to conduct of examinations, is not satisfied with the decision/recommendations made at the meeting of the Grievance Reddressal Committee, he/she can file a petition praying for the intervention of the Vice Chancellor in this regard. The Vice-chancellor is the Appellate authority.

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