2.5.2 Grievances in Examinations-Grievance Redressal Mechanism

Objective

Improving accountability and transparency of the assessment & evaluation process at SRMUH

Grievance –

- Discrepancy in result
    - Appeared- Marked absent
    - Result not declared
- Dissatisfaction for grade/ score in a subject
    - Less than expected score/ grade

Redressal Mechanism-

1. Organizational Commitment

Examination Department recognizes and values the importance of GRM (Grievance redressal mechanism) process as a means of improving accountability and transparency, which is correctly monitored.

2. Principles:

- Legitimacy

GRM (Grievance redressal mechanism) operates, in accordance with published statutes/ ordinance of the university

- Accessibility

GRM (Grievance redressal mechanism) is easily accessible to all stakeholders, irrespective of their semester, term or academic year, and can be filed Online or Offline, and the contact address is published on website (Examination)/ Students Portal/ Notice Board- Circular (Exam Result)

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- Responsiveness

GRM (Grievance redressal mechanism) is highly responsive to the needs of all complainants and offers a clear procedure with time frames for each stage and clarity on the types of results it can (and cannot) deliver.

- Fairness

It is ensured, that the grievances are treated in complete confidentiality, assessed impartially, and handled transparently.

- Transparency/ Standardization of Outcome

Complete process of redressal is transparent, and the outcomes is consistent and in accordance with ordinance of the university.

3. Staff & Competence

Officers/ Dedicated staff, handling GRM (grievance redressal mechanism) are trained, and have the necessary technical skills, resources, means and powers to investigate grievances.

4. Process- Re- Evaluation/ Retotaling

Xerox (Photocopy) - Retotaling Application Process

1. Student to be able to apply for Xerox, within stipulated time period (exam dept.)
2. Only Xerox option to be made available (ERP) at the prescribed fee
3. Exam department to share/email - Xerox/ Photocopy of the answer sheet within 3 days/ stipulated time period, with the student.
4. Student upon receiving of the Xerox to ascertain whether to apply or not to apply for retotaling, only if there is any unchecked answer/ or mistake in totaling of marks
5. Student reply/email to exam cell for retotaling
6. Exam Dept/ ERP enables option for the student to apply for retotaling
7. Student applies for retotaling

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8. Answer sheet is reviewed (Exam Team)
9. Change/ No Change in grade/ marks is intimated/emailed to student by exam dept.

- Channels for application
    - Application for grievance are accepted through multiple channels (Student/ Parent Portal- Grievances, e mail, What's App, and Hard Copy)
    - Discrepancy can be routed to exam department through respective Head of the Department also.

- Fee
    - INR 500/- for Photocopy/Re-Totaling of the answer sheet
    - INR 500/- for Review/ Charge for unchecked answer, if any
    - Time line for reporting any discrepancy/ inquiry – As notified by Exam Department

- Categorization/ Prioritization
    - Discrepancy with respect to result (present/ absent) is addressed immediately

- Acknowledgement
    - Acknowledgement is done through the same channel selected for submission of application (e mail, What's App, and Hard Copy- Snap shot of received application)
    - Acknowledgement outlines the GRM process, provide contact details and indicates timeline likely to take to resolve the grievance

- Timeline
    - Clear timelines/ circular is published for addressing discrepancy

- Nature of Investigators
    - Neutral investigators without any bias and stake in the outcome

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- Action
    - It is ensured that action is taken on every grievance

- Tracking
    - Stakeholders – Exam Cell, Team Exam, Exam Supt, Evaluation coordinator
    - Status report with respect to number of cases/ applications is shared with stakeholders, by exam cell/ ERP team every day after result declaration, for discussion/ progress

- Timeframe to close a grievance
    - 3 working days, after the last date of submission of application/ Sharing concern/ Grievance

5. In case of any grievance of the student (if any), a committee consisting of the following shall consider the same and the report of the said committee, shall be considered as final and binding.

- Dean Academic Affairs (Chair)
- Dean of respective Department
- Head of respective Department
- CoE/ Exam Department – Convener

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