

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.

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- **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)

- **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.

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4. Process

a. Photocopy of Answer-script(s):

A candidate will be permitted to see his/her evaluated/ re-evaluated answer book(s) for identification only, if his/her application along with prescribed fees per answer book reaches the University within date as specified with the declaration of result. A candidate who has appeared in a University examination shall be entitled to apply for photocopy/photocopies of such answer book(s) as may be required by him/her. No photocopy/ copies of the answer book(s) shall be given to the applicant unless all identification marks, such as the name of the Examiner/Evaluator or any other official associated with the examination is properly eclipsed/ defaced beyond recognition.

b. Re-totaling:

On application and remittance of a prescribed fee by the student within specified time period of declaration of result, the University shall permit a recounting or opportunity to recount the marks received for various questions in an answer paper / papers for theory of all subjects for which the student has appeared in the university examination. Any error in addition of the marks awarded if identified shall be suitably rectified.

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- **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

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- **Timeline**
 - Clear timelines/ circular is published for addressing discrepancy
- **Nature of Investigators**
 - Neutral investigators without any bias and stake in the outcome
- **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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(Registrar)