



Examination Grievance Redressal Policy Document

Exam Related Grievances

- i. Help to the students to solve grievances related to university and College exam form: Main grievances such as not finding subjects belonging to back log while filling online exam form, not finding the elective subject as per given choice, overlapping of exam dates, or extension of date due to breakdown of server or interchanging of subjects are taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students
 - ii. Guidance to the students about oral and theory exam schedule and pattern: Specific grievances addressed on a need to know basis
- **Guidance to the students about university exam results**
 - i. Guidance to the students about rechecking and re-evaluation process: Faculty members guide the students about the procedure / schedule of rechecking and re-evaluation process. As per its system, the university provides photocopies of the answer papers. Students take this copy to the concerned teacher where he/she goes through the same and guides whether the answers are worthy of re-evaluation, rechecking or redressal.
 - ii. Mechanism to deal with examination related grievances is transparent, time bound and efficient.

In our institution, the various activities related to examinations such as checking the exam schedule, display of the same, noting students' grievances and dealing with them effectively, guiding students in various exam related tasks etc. are performed systematically, in time and efficiently.

- **Time bound display of all notices related to university and College exams**

The sequence of activities for theory exams is as follows

- a. The institute prepares a tentative exam schedule and sends the same to the institute
- b. This schedule is displayed to students' notice board so that grievances such as overlapping, omission etc. are brought to the notice of the concern
- c. This rough draft is sent back with suggestions and grievances
- d. The university corrects the mistakes and sends back the final draft to the institute.
- e. This final draft is displayed on the notice board 1.5 to 2 months before commencement of the theory exam



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- f. Any other notices related to university exams are displayed on the same day they are received by the institute.

For university practical exams, the final draft is sent directly. It is displayed and students are informed about the schedule of the exams 6-8 days prior to the commencement of the exams.

- **Help to the students for university and College exams form filling:**

The institute has deputed a dedicated clerk to look after all activities related to university exam work. Exam forms are filled in a particular departmental class room to avoid the inconvenience of students having to come all the way to the office. For filling out the forms, the clerk first prepares a schedule showing the date to visit a particular class. On the given date the clerk goes to the class and gets the forms filled. Forms are filled online portal provided by University. Any offline work is done after form filling.

- **Help to the students to solve grievances related to university and College exam form:**

Main grievances such as not finding subjects belonging to back log while filling online exam form or extension of date due to breakdown of server or interchanging of subjects are taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students.

- **Guidance to the students about oral and theory exam schedule and pattern:**

Schedule is displayed on different notice boards/ College website. Specific grievances addressed on a need to know basis.

- **Guidance to the students about rechecking, copy viewing and re-evaluation process:**

Faculty members/ Committee members guide the students about the procedure followed or the schedule of rechecking Copy viewing process and re-evaluation process as per Rajasthan Technical University (RTU) guidelines & procedure.


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Examination Grievance Redressal Mechanism

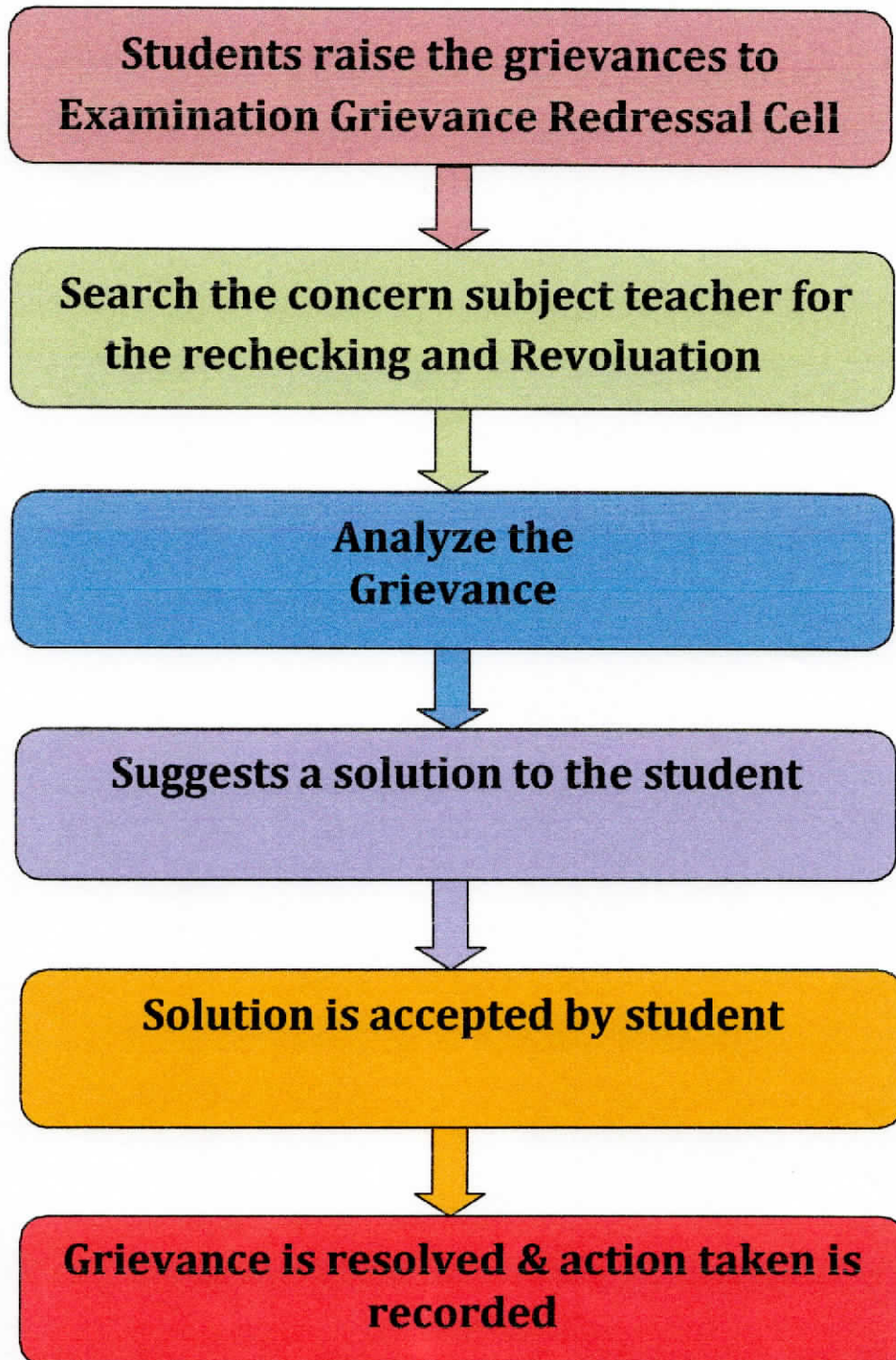


Fig: Examination Grievances Redressal mechanism