



2.5.2: Mechanism to deal with examination related grievances is transparent, time-bound and efficient

Response:

The institute has adopted fair and transparent process for the evaluation of student prescribed by the Dr. B.A.M. University. Institute follow the schedule as given by the affiliating university to solve examination related grievances.

Institute has appointed Chief Superintendent of examination as per directives by the affiliating university who looks after all the ongoing examination related grievances like paper redressal, revaluation etc.

The Theory Examinations (80 Marks) are conducted and evaluation is done by the university CAS centres. The masking of answer books are done so that the assessors are unaware about the exam seat no and other details of students. This is totally secure and transparent system.

After the result of examinations, Students can apply for a photocopy of the answer sheet and revaluation of answer books of university end semester examination as per the procedures of the Dr. B.A.M. University.

After receiving photocopies, the students can cross check the papers with concerned staff member and if student is not satisfied about its assessment, he/she may apply either for rechecking or revaluation. The application is forwarded to the University for Necessary Action.

In case of revaluation, university reappoints examiner and the answer sheet are re-evaluated. The result is communicated to Institute and to the student. The chief superintendent of examination provides all assistance needed for examinations related grievances. The institute facilitates the redressal of grievances related to University examinations through notices displayed on notice boards on regular basis.

Redressal of Grievance for Internal assessment:

- Class Test / Mid Semester Test is conducted for the internal assessment. After assessment, answer books are shown to the students. Marks of the students are displayed on the notice board to ensure transparency in the evaluation.
- Marks are allotted only after the assessment of the Laboratory work.
- The student can raise the grievances related to internal examination and internal evaluation to the course coordinator, the concerned course coordinator looks into the matter in order to resolve the grievance.
- In the case the grievance redressed by the course coordinator is not accepted by the student, the student may contact the Head of the department and the head of the department redresses the grievance.

Redressal of Grievance for University level assessment:

- There is a provision for revaluation of answer sheets. The students who are not satisfied with the marks obtained in university examination can apply for revaluation and verification of marks obtained.
- The University provides the photocopy of answer books to students on demand after paying requisite fee.



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- After receiving the answer book student can apply for reevaluation of the answer book if the student feels the need. Xerox copy of answer book is evaluated by concerned course teacher and required guidance is given.
- The application is forwarded to the University.

Grievance(s) related with mark sheet:

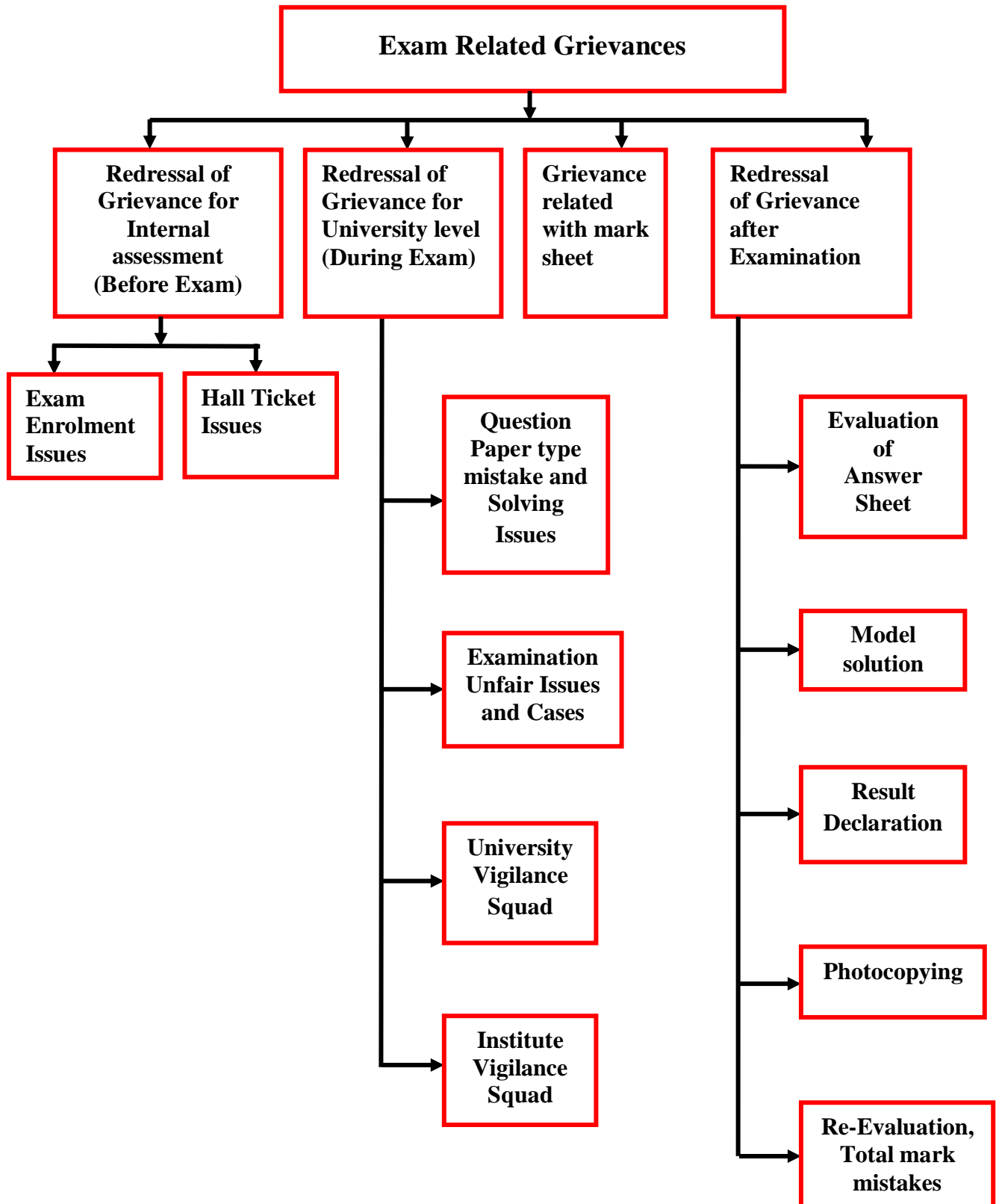
- An aggrieved student who has the grievance(s) related with mark sheet shall make an application to the university through the Principal of the college. The university redresses all such grievances within a reasonable time.
- The application submitted by the student shall be forwarded to the concerned section (Dy. Registrar) viz. Academic grievance, administrative grievance etc. The university-level committee is responsible to redress the matter.
- If the student is not satisfied with this decision, he/she can submit appeals to the higher authorities (COE) within a stipulated time. University level committee process grievance(s) submitted by the students.

Redressal of Grievance during Examination:

- During the examination, if any student finds uncertainty in question seniors supervisor take the cognizance and convey the same to the Principal.
- These grievances are conveyed to the University through Director, which in turn are redressed by them.

Any other discrepancies in the exam procedure:

- If any student has any grievance like a change in name in mark sheet; College sends the letter to the university through Principal to resolve the issue. The university looks into the matter and appropriate measures are taken.





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MECHANISM OF UNIVERSITY EXAMINATION

- 1] Exam form filling and submission by students.
- 2] Announcement of exam time table by university.
- 3] Distribution of hall tickets to students by university through college in offline mode and online through student login portal.
- 4] Submission of letter to nearby police station requesting for security during exam by college.
- 5] Preparation of various college committees for exam and distribution of exam work orders to college staff.
- 6] Hall arrangements as per student strength for exam.
- 7] Examination start.
- 8] Downloading of question paper online and preparing class wise bunch and distribution of Question paper and answer books in exam hall.
- 9] Collection of Attendance report within half hour of exam start.
- 10] Collection of answer books immediately after completion of exam.
- 11] Packing of answer books and sealing of answer book.
- 12] Submission of answer book bundle to District Collection Centre.



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**DR. BABASAHEB AMBEDKAR MARATHAWADA UNIVERSITY,
AURANGABAD**

Rules & Procedure for:

[A] Supply of photo copies of answer books to the examinee

[B] Recounting of marks

[C] Grievance redressal mechanism related to revaluation of answer books after receipt of photocopy of the answer Books

[A] Supply of photo copies of answer books to the examinee

1. The facility of obtaining photo copies of assessed and/or moderated theory Subjects answer book/s of the current examination by the examinees is Extended with a view to bring transparency in the Examination System and ensure its Credibility.
2. The photo copies of answer books of practical examination, sessional marks, viva-voce, dissertation, thesis, project, OMR sheets etc. shall not be supplied to the examinees.
3. The prescribed application form for demand of photo copies of answer Books can be obtained either by the student or by the College from Publication Unit of the University on payment of Rs 10/-. The student may also download the form from the university website at WWW.bamu.net However he/she would pay the form fees along with the fees Tor photo copy. The examinee may apply for at most three theory papers / answer books.
4. The Photo copy/ies shall be supplied on the payment of non-refundable fee of Rs. 1001- per answer book 1 theory paper.
5. The Prescribed application form shall have to be filled in and signed by the applicant examinees and shall be submitted to the Principal of the college along with the requisite fees within 10 clear days from the date of declaration of the results of relevant examination. Incomplete or incorrect application form shall be rejected without assigning any reasons and fees paid along with application form shall not be refunded.
6. The Principal of the College should forward all the relevant information of the applicants through email / CD collectively to the Controller of Examinations, Dr. Babasaheb Ambedkar Marathwada University, Aurangabad within 13 clear days from the declaration of the results of relevant examinations. The Principal should also forward all the applications along with demand draft.
7. In Clause 5 & 6, if last day happens to be a holiday to the College / University, the next working day will be treated as last day.
8. Out of the fees collected for supply of Photo copies, a sum of Rs. 51- (Rs. Five only) per theory paper should be deducted by the College concerned towards administrative charges including D. D. commission and remaining amount should be sent by Demand Draft in favor of Registrar, Dr. Babasaheb Ambedkar Marathwada University, Aurangabad. or by Cash to the University, Along with the application forms and statements of fees collected/remitted.



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9. The photo copy of the answer book shall be made available to the students duly concealing the identity of Examiner and Moderator. The concerned designated officer shall certify the pages of the answer book by placing the seal. In no case, the identity of the Examiners, Moderators shall be disclosed.
10. The photo copies of the answer books shall be sent to the Principals of respective Colleges for further issuance to the concerned applicant on procurement of written acknowledgement from him/her.
11. The university shall supply the photo copies within 1011 2 days from the date of receipt of the application 1 information through the Principal of the College.
12. The Supply of photo copies of answer book is an additional facility made available to the candidates. Therefore, any delay in sending photo copy of answer book(s) due to any reasons beyond control of the University shall not confer any right upon the candidates and the same cannot be published anywhere.
13. If any examinees is found to have indulged in any malpractices as per Ordinance of Examination and or has been punished on account of malpractices in the examinations he/she will not be eligible and entitled to apply for photo copies of answer books for any of the papers of that examination.
14. The applicant examinees shall be sole custodian of the photo copies so supplied and shall not be entitled to transfer the same to anybody for any purpose whatsoever. The examinee(s) shall further refrain himself / herself from putting such photo copies to any misuse that might jeopardise the reputation of the University.
15. If the examinees are found guilty of any misuse of the photo copies he/she shall attract the provisions of Section 32(6) (a) of Maharashtra Universities Act, 1994 and shall be liable for the award of punishment ranging from cancellation of performance at examinations, debarring him/her from appearing at any further examinations to confiscation of his/her degree(s) conferred.

[B] Recounting of marks

1. The recounting & scrutiny shall be done on the payment of non-refundable fee Rs. **501-** as Verification / scrutiny fee per theory paper. The college should forward the relevant information of the applicants through email 1 CD within 13 clear days from the date of declaration of the result.
2. **Teacher / Scrutinizer nominated by Honourable Vice-Chancellor would check:-**
 - a) Whether the total marks in the given paper awarded to the examinee on the statement of marks matches with the marks awarded to the examinee on the cover page of the answer books
 - b) Whether the question-wise marks awarded to all the questions inside the answer book are correctly carried over to the cover page.
 - c) Whether the total of the question-wise marks on the cover page is correct.
 - d) Whether all the answers or part thereof in the answer books have been assessed by the Examiner.
3. If any discrepancy on any of the count under Clause 2 mentioned here in above is/are noted the same shall be corrected by the University with the authentication by the Controller of Examinations on approval of the Vice-Chancellor.



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4. If any question or part thereof in the answer book is observed to be unvalued/ unassessed the same shall be got valued from the same Examiner and additional marks awarded, if any, shall then be carried, noted and added on the cover page and accordingly the total of the marks shall be corrected with the authentication by the Controller of Examinations on approval of the Vice-Chancellor.
5. The change, if any, on above counts shall be informed to the examinee by necessary notifications and corrected statement of marks shall also be is used to the examinee on his/her surrendering the original statement of marks to the University through the College concerned, without charging any fees.

[C]Grievance Redressal Mechanism Related to revaluation of answer books after receipt of Photocopy of the answer Books.

1. If any examinee is having grievance regarding the marks awarded to Him/her upon receipt of the photo copies of the answer books applied for He/she may apply for grievance redressal to the University through the Principal of his/her College in the prescribed form or on plain paper within 5 clear days from the date of issuance of photo copy of answer book by the University. The examinee shall be eligible to apply for the grievance redressal of maximum two answer books I theory papers of immediately preceding examination(s).
2. The application for grievance redressal regarding valuation shall be accompanied by a non-refundable fee of Rs. 1001- per theory paper. Such applications along with the fees shall be submitted to the respective Colleges.
3. The Principal of the College shall forward all such application(s) to the University Examination wise in separate covers, with fees so collected through Demand Draft in favor Of Registrar, **Dr. Babasaheb Ambedkar Marathwada University, Aurangabad** or by cash, within 8 clear days from the date of issuance of photo copy of answer book(s) by the University. Rs. 101- (Rs. Ten only) per student shall be retained by the College towards administrative charges Including charges for Demand Draft.
4. After receipt of the applications, the answer book(s) shall be masked so as to conceal the identity of the candidates' Seat Number, Centre Number.
5. The case for grievance Redressal related to valuation after concealing the identity of the student shall be placed before the committee consisting of the persons nominated by Vice-Chancellor preferably from the following category.
 - a) Chairman (Board of Paper Setters) or paper Setter.
 - b) One subject expert having at least 7 years teaching experience. Provided also, that teacher mentioned at Rule- (5)(h) above is not available then the Vice-Chancellor shall be competent to nominate a retired teacher or any other expert in the Subject.
6. Each member of the above committee shall have to give an undertaking in writing in the prescribed form to the effect that none of his near relative is candidate for the concerned examination or has applied for grievance redressal related to valuation in the concerned examination.
7. The Committee shall evaluate whether prima facie there is grievance warranting reassessment of the answer book and if so shall make recommendations.
8. All such recommended cases shall be revalued on the instructions of the Honorable Vice-Chancellor.
9. The Cases not recommended by the committee or the case where Controller of Examinations does not agree with the recommendations of the committee may be placed before the Honourable Vice-Chancellor for his consideration.

10. 32(5)(a) Committee may prepare a list of teachers experts in each subject having not less than 7 years teaching experience and the same may be updated as and when necessary for ready reference of Vice-Chancellor. Vice-Chancellor may not necessarily refer to the list for the appointment of Examiner or expert in the subject for revaluation.

11. If the marks awarded by the subsequent Examiner in reassessment vary by 10% or more of the original marks, secured by the examinee, plus or minus, the marks awarded by the subsequent Examiner (In reassessment) shall be awarded to the concerned examinee. Otherwise the examinee will be communicated as "No Change in Marks". Provided that fraction, if any, in calculation shall be ignored.

12. The change in marks as above, if any, shall be communicated to the examinee through a suitable notification and the same shall be final and binding on the examinee, even if the revised marks are less than the original marks.

13. The revised statement of marks in such cases shall be given to the examinee only on surrendering of his/her original statement of marks to the same College, Where from he/she has earlier submitted the prescribed application form, through the concerned Principal, who shall obtain acknowledgement while issuing the revised statement of marks and obtain the original statement of marks from the candidate which will be sent by the Principal to the University.

14. This Grievance Redressal Mechanism shall be deemed to be an additional facility provided to the student examinee with a view to improve their result of the preceding University examination and any delay in the declaration of result under this additional facility due to any reason what so ever shall not confer any right for any admission to higher class, merit, medals, scholarships, etc.



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Link for the Detail Information:

https://sycet.org/naac/Criteria_2/2.5.2/2.5.2-Detail-Information.pdf