

## EXAMINATION GRIEVANCE REDRESSAL MECHANISM



**NARAYANA**   
**ENGINEERING COLLEGE::NELLORE**

Narayana Avenue, Muthukur Road, SPSR Nellore District, Andhra Pradesh-524004  
(Approved by the AICTE, Accredited by NAAC 'A+' Grade)

(An Autonomous College under the jurisdiction of JNTU Anantapur, Ananthapuramu - 515002, AP, India)

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# **GRIEVANCE REDRESSAL MECHANISM**



**EXAMINATION BRANCH  
NARAYANA ENGINEERING COLLEGE  
NELLORE**

# NARAYANA ENGINEERING COLLEGE



## **Vision of the Institute**

To be one of the Nation's premier Institutions for Technical and Management Education and a key contributor for Technological and Socio-economic Development of the Nation.

## **Mission of the Institute**

- To produce technically competent Engineers and Managers by maintaining high academic standards, world class infrastructure and core instructions.
- To enhance innovative skills and multi disciplinary approach of students through well experienced faculty and industry interactions.
- To inculcate global perspective and attitude of students to face real world challenges by developing leadership qualities, lifelong learning abilities and ethical values.



**NARAYANA ENGINEERING COLLEGE :: NELLORE**  
**EXAMINATION BRANCH**

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**EXAMINATION BRANCH**  
**List of Internal Grievances**

<b>S.No.</b>	<b>Nature of Grievance</b>	<b>Time Bound (Max. working days)</b>
1.	Name Correction (Student, father & Mother)	2 Days from the date of receiving application
2.	Mobile Number Correction/Updation	10 Minutes
3.	Internal marks correction	One / Two days
4.	Discrepancy in internal marks	One / Two days
5.	Credits issues	One / Two days
6.	Attendance issues	One / Two days
7.	Grievance on question paper	One / Two days
8.	Grievance on Evaluation	One / Two days
9.	Distribution & Verification of answer Scripts	One / Two days
10.	Lab internal marks correction	One / Two days
11.	Seminar internal marks correction	One / Two days
12.	Project internal marks correction	One / Two days
13.	Mismatch of Electives	One / Two days
14.	Examination Time related issues.	One day



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**List of External Grievances**

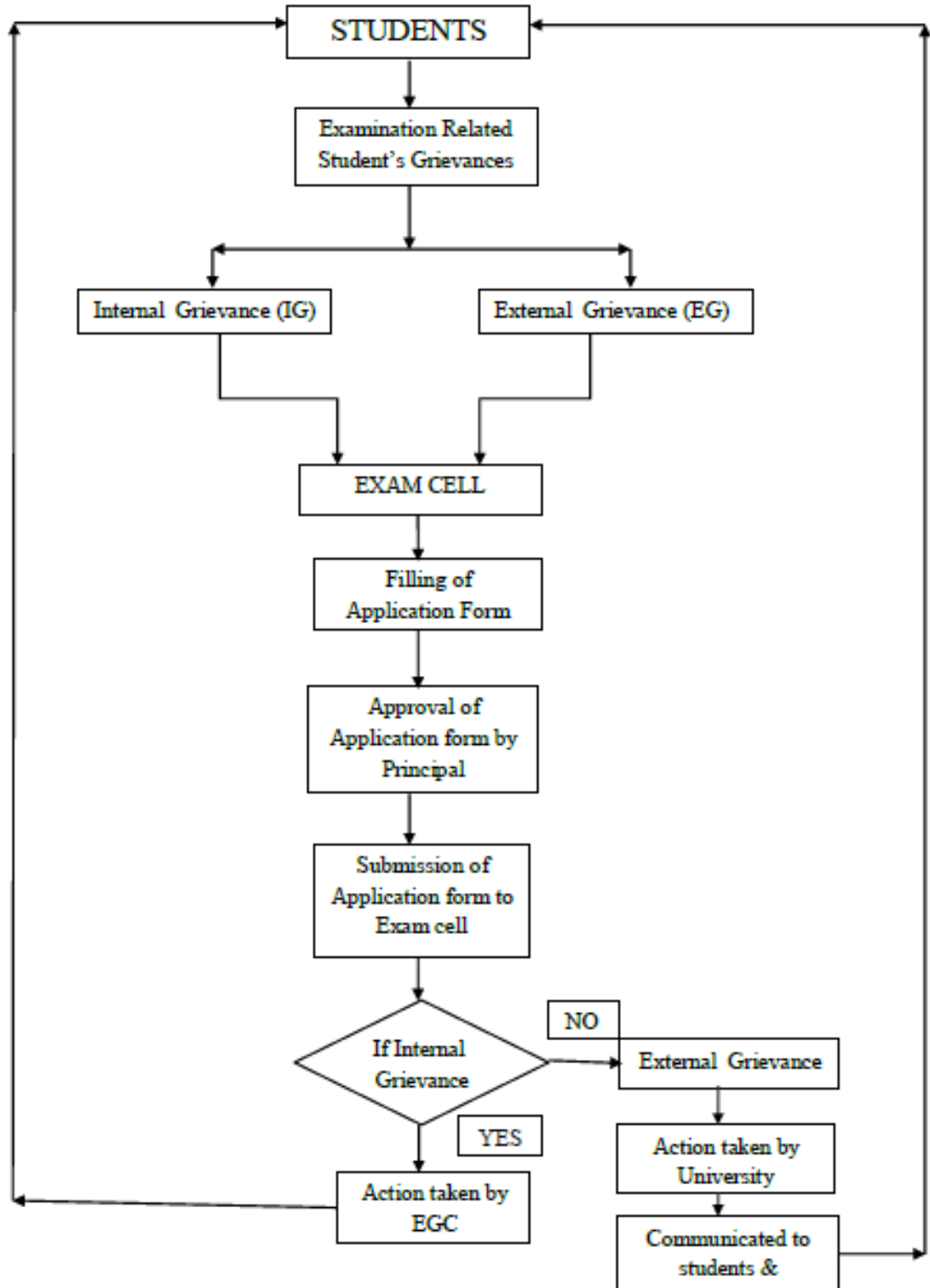
<u>S.No.</u>	<b>Nature of Grievance</b>
1.	Recounting
2.	Challenge of Evaluation
3.	Photo Copy of Answer Script
4.	Name correction in hall ticket
5.	Name correction in Marks Memo/PC/CMM/OD
6.	Discrepancy in results Theory/Practical
7.	Credits problem
8.	Grievance on question paper
9.	Transcripts related issues
10.	Migration related issues
11.	Student malpractice
12.	Exam Registration
13.	Electives deviation
14.	Percentage change
15.	Examination Time related issues

Note: University related grievances will be informed to the university within one/two working days. The resolution of grievance will be informed to the student immediately after getting reply from university.



## NARAYANA ENGINEERING COLLEGE :: NELLORE EXAMINATION BRANCH

### MECHANISM TO DEAL WITH EXAMINATION GRIEVANCES





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**Procedures for Internal Grievances**

**1. Name correction (Student, Father & Mother)**

If the student finds any correction in the fee receipt and registration, student has to submit a request letter to the examination grievance cell and collect an application for name correction.

The student has to submit the filled in application along with necessary documents (SSC/Inter) to the exam section.

Grievance cell committee will go through the request made by the student and will be get name corrected. Exam section gets the grievance solved in this manner.

**2. Mobile number correction / updating**

If the student finds any correction or any change in the mobile number, student has to submit a request letter to the examination grievance cell and take the application from the grievance cell regarding the correction and for change of mobile number.

The student has to submit the filled in application along with the registered mobile number.

The grievance cell committee will go through the request made by the student and will update the registered mobile number.



### **3. Internal marks correction**

If any student finds any mistake in his/her internal marks. First he/she has to approach Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding the issue internal marks correction.

The student has to submit the filled in application to the exam section. After receiving the application the grievance cell committee will verify the marks and will update the status to student.

### **4. Discrepancy in internal marks**

If any student finds any discrepancy in internal marks. First the student has to approach Examination branch and submit a request letter to the examination grievance cell and take the application regarding the discrepancy.

The student has to submit the filled in application to the exam section. After receiving the application the grievance cell committee will verify and will update the status to student.

### **5. Credits problem**

If the student finds any problems in the credits, the student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue, credit problems.

The student has to submit the filled in application to the exam section along with the filled in application the student has to submit the documents like all the marks memos with they have. After receiving the application the grievance cell committee will check all the marks memos and will count the credits.

After counting and verification done by the grievance cell they will update the status to the student.

#### **6. Attendance problem (Detention and Condonation)**

If the student finds any problem in the attendance he/she has to approach the Examination branch (like detention and condonation).

Student has to submit a request letter to the examination grievance cell and submit the filled-in application to the exam section. After receiving the application, the grievance cell committee will verify the attendance. After verification the committee will update the status to the student.

#### **7. Grievance on Question Paper**

In case any student feels that, the question paper is prepared out of syllabus , he/she has to approach the examination branch. Then student student has to submit the problem in the prescribed form available with examination grievance cell.

Subject experts in the department will be directed to to verify the question paper, If the questions are out of syllabus, such marks will be assigned to student if the student attempted such question.

## **8. Grievance on Evaluation**

If the student finds any problem in the evaluation of question paper he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue.

A request is raised to department to assign a subject expert from the department to evaluate the answer paper. If marks are not posted/ question is not evaluated/ total is mistake, the marks are updated in answer booklet and marks entry sheet also. The status is updated to the student.

## **9. Distribution and Verification of Answer Scripts**

If the student finds any problem in the distribution and verification of answer script, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. Concerned staff member will be called to examination branch and in presence of staff the answer script will distribute and verified.

## **10. Lab Internal marks correction**

If the student finds any problem in the lab internal marks corrections, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the internal marks from concerned staff/department the marks are updated.

### **11. Seminar Internal marks correction**

If the student finds any problem in the seminar internal marks, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the seminar internal marks from concerned staff/department the marks are updated.

### **12. Project Internal marks correction**

If the student finds any problem in the project internal marks, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the project internal marks from concerned staff/department the marks are updated. The status will be updated to the student.

### **13. Mismatch of Electives**

If the student finds any problem in the mismatch of electives, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the electives subjects list from concerned staff/department the elective subject(s) are updated and status is updated to student.

#### **14. Examination Time issues**

If the students finds any problem in the examination time issues, students has to approach the examination branch. The students has to submit a request letter to the examination grievance cell and take the application regarding the issue. The exam time will verify based on the students request. If any discrepancies are found the examination times will be altered.



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**Procedures for External Grievances**

**(1)(2)(3).Procedure for Recounting/Challenge of Evaluation/Photo Copy of Answer Script.**

After verifying the results declared by the university. If he/she is not satisfied/requires clarification from the university, he/she can request for Recounting/Challenge of Evaluation/Photo Copy of Answer Script from the university by approaching the Examination branch.

University will announce the notification regarding Recounting/Challenge of Evaluation/Photo Copy of Answer Script after two days of declaration of the result.

Student has to submit a request letter to the examination Grievance cell and take the application regarding any one of the issue or all the issues like Recounting /Challenge of Evaluation/Photo Copy of Answer Script by paying fee as per university norms.

The student has to submit the filled application with enclosed documents like result copy, receipt of stipulated fee..etc., to the exam section on or before the scheduled date.

The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us and declare the results after verification and final result will be displayed in the university website.

#### **4. Procedure for Name correction in Hall Ticket**

The Student after receiving the hall ticket, if he/she found any mistakes in hall ticket, he/she can request for the corrections by approaching the Examination branch

Examination branch will identify the correction in the Hall Ticket and compare that hall ticket with the SSC Marks Memo. Student has to submit a request letter to the examination Grievance cell and the application regarding name Corrections in the hall tickets.

The student has to submit the filled in application and with enclosed the document like SSC marks memo to the exam section.

The filled in application will be sent to the university. After verification the university will checkout and update.

#### **5. Name Correction in Marks Memo / PC / CMM / OD**

After student receiving the marks memo / PC / CMM / OD. If he / she find any corrections in the -- student have to submit a request letter to the examination Grievance cell and application will be issued by the exam section.

Exam section will identify the problem. And application will be received by the grievance cell. The candidate have to pay Rs. 50/- for corrections in marks memo and Rs. 200/- for corrections in PC / CMM / OD. "DD" should be send to the university in favour of JNTUA.

The student have to submit the filled application with enclosed documents like marks memo copy / PC / CMM / OD copies, receipt of stipulated DD Form to the exam section.

The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us and the university will resolve the problem by issuing new PC / CMM / OD.

## **6. Discrepancy in Results / Theory / Practical's**

After verifying the results declared by the university. If he / she found any discrepancy in result, students have to submit a request letter to the examination Grievance cell and take the application regarding any discrepancy in results theory and practical.

Grievance cell committee will check university result, the student have to submit the filled application with enclosed documents like seating plan, D-Form and Day wise attendance statement, to the exam section.

The filled in application will be sent to the university after registering in the university web site. The University will go through the issue requested by us and after completion of verification, final result will be declared by the university.

## **7. Credits Problems**

If any students finds credits problems, he / she has to approach Examination branch.

Exam section Grievance Committee will collect all the marks memos and they will count all the credits, if they found any mistake in the credits, grievance form will be given to the student.

After verification done by the Grievance Committee if will be forwarded to the university, the filled in application will be sent to the university after registering in the university web site.

The university will go through the issue requested by us and declare the results after verification. The problem will be resolved.

## **8. Grievance on Question Paper**

If the student finds any problem in the Question paper. If he / she requires any clarification from the university. The students have to approach the Examination branch.

The student has to submit a request letter to the examination Grievance cell and take the application form. The Grievance cell will



have a discussion with the subject expert and the completion of the discussion, the committee will send the filled in application with the enclose documents like question papers and syllabus copy to the university.

The university will go through the issue requested by us and the university resolves the problem,

### **9. Transcripts related issues**

If the student finds any corrections in Transcripts. The student will approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding any Transcripts related issues by paying fee 40/- Per Sheet DD in favour of JNTUA.

The student has to submit the filled in application with enclose documents like SSC marks Memo, B.Tech OD, DD Form to the exam section.

The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us after verification they will update in the university website.

### **10. Migration related issues**

If the student finds any problem in migration related issues, he/she can resolve the problem by approaching the Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding any migration related issues.

The student has to submit the filed in application with enclose documents like SSC, B.Tech OD etc., as per necessary regarding to the problem.

The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us and they will resolve the problem.

### **11. Student Malpractice**

If the student committee any Malpractice during the exam, the student should be sent to the examination cell by the Invigilator. The Invigilator has to attach the Answer script with the candidate's hall ticket.

The student has to collect the application from the grievance cell. The grievance cell committee will discuss about the problem, whether they found the slip near by the candidate or not, and action will be taken based upon the (severity) of the problem.

### **12. Exam Registration issues**

If the student finds any mistake in the registration form. He /She can request for Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding exam registration issues.

The grievance cell committee will check all the credentials, fee receipts and attendance.

The filled – in application will be sent to the university after registering into JNTUA – EMS.

The university will go through the issue requested by us and check the mistake and the correction will be updated.

### **13. Electives deviation issues**

If the student finds any issues in Electives deviation. The student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue.

The grievance cell committee will check the initial registration and the elective subject. The filled-in application will be sent to the university along with the correction the statement which was given by the grievance cell committee. The university will go through the issue requested by college and after verification it will be updated. The status will be updated to student.

### **14. Percentage Change issues**

If the student wants to change percentage he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue.

Student must produce all original marks memos and the examination staff will check the total percentage. In this regard if the percentage is near to first class (approximately 59.5%), the request letter will send to university to change the percentage.

The university will go through the issue requested by us and after verification it will be updated.

### **15. Examination time related issues**

If the student finds any issues in examination time table, The student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue.

If the student having two exams on the same date (Regular/Supple), the student must produce his supply results. After verifying the subject dates, a request letter will send to university for checking dates. The university will go through the issue requested by us and after verification it will be updated.

**JAWAHARLAL NEHRU TECHNOLOGICAL UNIVERSITY ANANTAPUR- ANANTHAPURAMU**  
(Established by Govt. of A.P., Act. No. 30 of 2008)

**RULES FOR  
DISCIPLINARY ACTION FOR MALPRACTICES / IMPROPER CONDUCT IN EXAMINATIONS**

	Nature of Malpractices/Improper conduct	Punishment
	<i>If the candidate:</i>	
1. (a)	Possesses or keeps accessible in examination hall, any paper, note book, programmable calculators, Cell phones, pager, palm computers or any other form of material concerned with or related to the subject of the examination (theory or practical) in which he is appearing but has not made use of (material shall include any marks on the body of the candidate which can be used as an aid in the subject of the examination)	Expulsion from the examination hall and cancellation of the performance in that subject only.
(b)	Gives assistance or guidance or receives it from any other candidate orally or by any other body language methods or communicates through cell phones with any candidate or persons in or outside the exam hall in respect of any matter.	Expulsion from the examination hall and cancellation of the performance in that subject only of all the candidates involved. In case of an outsider, he will be handed over to the police and a case is registered against him.
2.	Has copied in the examination hall from any paper, book, programmable calculators, palm computers or any other form of material relevant to the subject of the examination (theory or practical) in which the candidate is appearing.	Expulsion from the examination hall and cancellation of the performance in that subject and all other subjects the candidate has already appeared including practical examinations and project work and shall not be permitted to appear for the remaining examinations of the subjects of that semester/year. The Hall Ticket of the candidate is to be cancelled and sent to the University.
7.	Impersonates any other candidate in connection with the examination.	The candidate who has impersonated shall be expelled from examination hall. The candidate is also debarred for four consecutive semesters from class work and all University examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat. The performance of the original candidate who has been impersonated, shall be cancelled in all the subjects of the examination (including practicals and project work) already appeared and shall not be allowed to appear for examinations of the remaining subjects of that semester/year. The candidate is also debarred for four consecutive semesters from class work and all University examinations, if his involvement is established. Otherwise, the candidate is debarred for two consecutive semesters from class work and all University examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat. If the imposter is an outsider, he will be handed over to the police and a case is registered against him.
4.	Smuggles in the Answer book or additional sheet or takes out or arranges to send out the question paper during the examination or answer book or additional sheet, during or after the examination.	Expulsion from the examination hall and cancellation of performance in that subject and all the other subjects the candidate has already appeared including practical examinations and project work and shall not be permitted for the remaining examinations of the subjects of that semester/year. The candidate is also debarred for two consecutive semesters from class work and all University

		examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat.
5.	Uses objectionable, abusive or offensive language in the answer paper or in letters to the examiners or writes to the examiner requesting him to award pass marks.	Cancellation of the performance in that subject only.
6.	Refuses to obey the orders of the Chief Superintendent/Assistant – Superintendent / any officer on duty or misbehaves or creates disturbance of any kind in and around the examination hall or organizes a walk out or instigates others to walk out, or threatens the officer-in charge or any person on duty in or outside the examination hall of any injury to his person or to any of his relations whether by words, either spoken or written or by signs or by visible representation, assaults the officer-in-charge, or any person on duty in or outside the examination hall or any of his relations, or indulges in any other act of misconduct or mischief which result in damage to or destruction of property in the examination hall or any part of the College campus or engages in any other act which in the opinion of the officer on duty amounts to use of unfair means or misconduct or has the tendency to disrupt the orderly conduct of the examination.	In case of students of the college, they shall be expelled from examination halls and cancellation of their performance in that subject and all other subjects the candidate(s) has (have) already appeared and shall not be permitted to appear for the remaining examinations of the subjects of that semester/year. If the candidate physically assaults the invigilator/officer-in-charge of the Examinations, then the candidate is also debarred and forfeits his/her seat. In case of outsiders, they will be handed over to the police and a police case is registered against them.
7.	Leaves the exam hall taking away answer script or intentionally tears of the script or any part thereof inside or outside the examination hall.	Expulsion from the examination hall and cancellation of performance in that subject and all the other subjects the candidate has already appeared including practical examinations and project work and shall not be permitted for the remaining examinations of the subjects of that semester/year. The candidate is also debarred for two consecutive semesters from class work and all University examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat.
10.	Possess any lethal weapon or firearm in the examination hall.	Expulsion from the examination hall and cancellation of the performance in that subject and all other subjects the candidate has already appeared including practical examinations and project work and shall not be permitted for the remaining examinations of the subjects of that semester/year. The candidate is also debarred and forfeits the seat.
9.	If student of the college, who is not a candidate for the particular examination or any person not connected with the college indulges in any malpractice or improper conduct mentioned in clause 6 to 8.	Student of the colleges expulsion from the examination hall and cancellation of the performance in that subject and all other subjects the candidate has already appeared including practical examinations and project work and shall not be permitted for the remaining examinations of the subjects of that semester/year. The candidate is also debarred and forfeits the seat. Person (s) who do not belong to the College will be handed over to police and, a police case will be registered against them.
11.	Comes in a drunken condition to the examination hall.	Expulsion from the examination hall and cancellation of the performance in that subject and all other subjects the candidate has already appeared including practical examinations and project work and shall not be permitted for the remaining examinations of the subjects of that semester/year.

12.	Copying detected on the basis of internal evidence, such as, during valuation or during special scrutiny.	Cancellation of the performance in that subject only or in that subject and all other subjects the candidate has appeared including practical examinations and project work of that semester / year examinations, depending on the recommendation of the committee.
13.	If any malpractice is detected which is not covered in the above clauses 1 to 11 shall be reported to the University for further action to award suitable punishment.	

**Malpractices identified by squad or special invigilators**

1. Punishments to the candidates as per the above guidelines.
2. Punishment for institutions : (if the squad reports that the college is also involved in encouraging malpractices)
3. A show cause notice shall be issued to the college.
4. Impose a suitable fine on the college.
5. Shifting the examination centre from the college to another college for a specific period of not less than one year.

**Note: -**

**Whenever the performance of a student is cancelled in any subject/subjects due to Malpractice, he has to register for End Examinations in that subject/subjects consequently and has to fulfill all the norms required for the award of Degree.**