

EXAMINATION GRIEVANCE REDRESSAL MECHANISM



 **NARAYANA** 
ENGINEERING COLLEGE::NELLORE
(AUTONOMOUS)

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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EXAMINATION BRANCH
NARAYANA ENGINEERING COLLEGE
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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.

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EXAMINATION BRANCH

LIST OF INTERNAL GRIEVANCES

S.No.	Nature of Grievance	Time Bound (Max. working days)
1.	Name Correction (Student & parents)	2 Days from the date of receiving application
2.	Mobile Number Correction/Update	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



EXAMINATION BRANCH

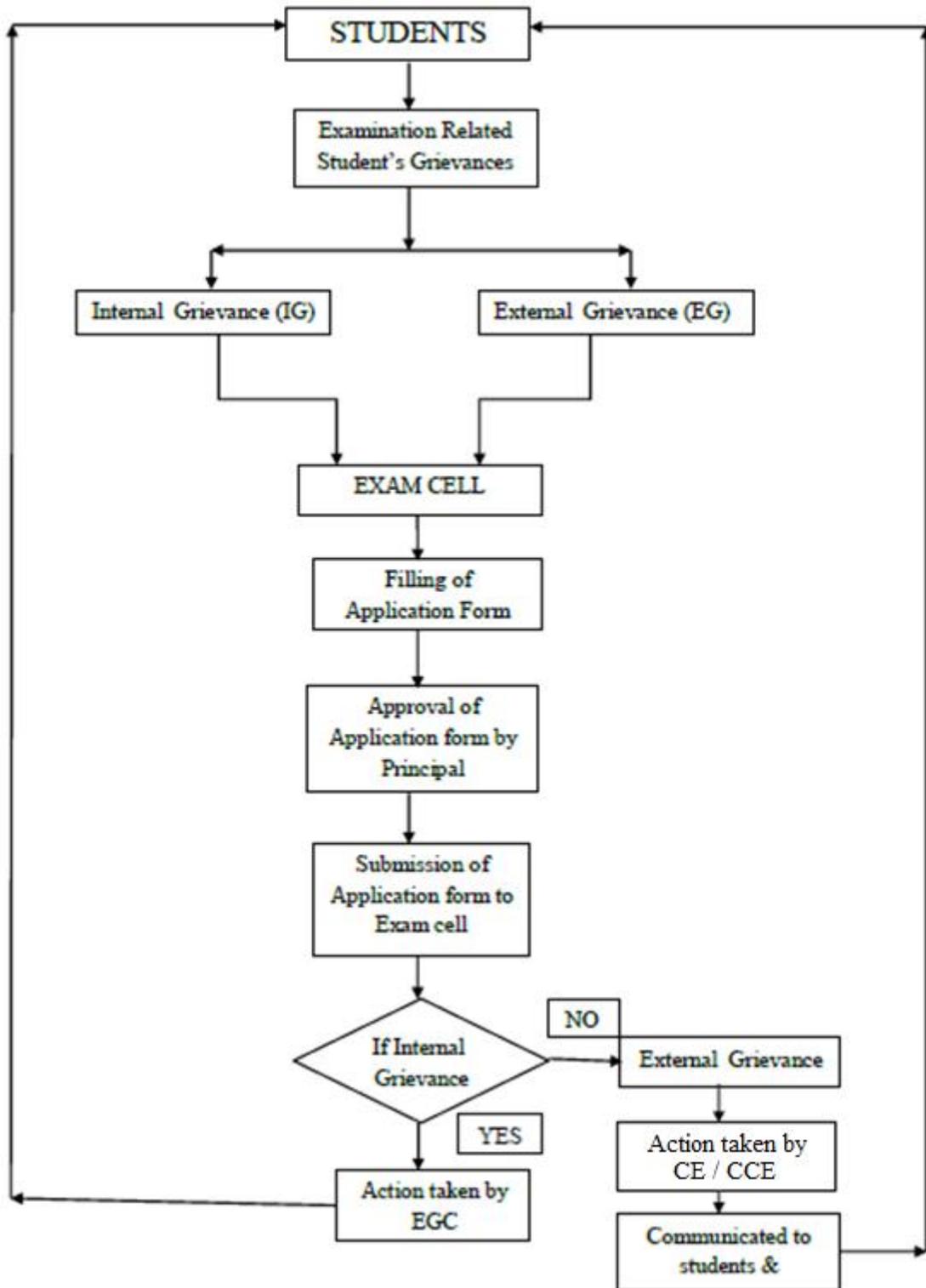
LIST OF EXTERNAL GRIEVANCES

S.No.	Nature of Grievance
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 Issue
8.	Grievance on Question Paper
9.	Transcripts Related Issues
10.	Student Malpractice
11.	Exam Registration
12.	Electives Deviation
13.	Percentage Change
14.	Examination Time Related Issues

Note: Examination related grievances will be informed to the Office of the Chief Controller of Examinations within one/two working days. The resolution of grievance will be informed to the student immediately after getting reply from Office of the CE.

EXAMINATION BRANCH

MECHANISM TO DEAL WITH EXAMINATION GRIEVANCES





EXAMINATION BRANCH

PROCEDURES FOR INTERNAL GRIEVANCES

1. Name Correction

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/Intermediate) to the Examination Branch.

Grievance Cell Committee will go through the request made by the student and will be get name corrected. Examination Branch gets the grievance solved in this manner.

2. Mobile Number Correction / Update

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 Issue

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 Issue

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 has to submit the problem in the prescribed form available with Examination Grievance Cell.

Subject Experts in the department will be directed 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 faculty / department the marks will be 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 faculty/department the elective subject(s) are updated and status is updated to student.

14. Examination Time Issues

If the students find any problem in the examination time issues, students have to approach the examination branch. The students have 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.



EXAMINATION BRANCH

PROCEDURES FOR SEMESTER END EXAM GRIEVANCES

(1)(2)(3).Procedure for Recounting / Challenge of Evaluation /

Photo Copy of Answer Script

After verifying the results declared by the Examination Branch, if he/she is not satisfied / requires clarification from the Office of the Controller of Examinations, he/she can request for Recounting / Challenge of Evaluation / Photo Copy of Answer Script from the Chief Controller of Examinations / Controller of Examinations by approaching the Office of the Controller of Examinations.

Office of the Controller of Examinations will issue 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 Application Form to the Examination Branch 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 college norms.

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

The filled in application will be sent to the Office of the Controller of Examinations after registering in the Examination Branch.

The Office of the Controller of Examinations will go through the student request and the Controller of Examinations will appoint an expert not less than Associate Professor Cadre in case of Challenge Evaluation. Neither the student nor his parents/representative shall be permitted to be present during the valuation. However, the Photo copies of the valued answer script shall be given to the student. After challenge valuation, the higher of the original evaluation marks or the challenge valuation marks shall be treated as the final marks. In case of Recounting, the office of the Controller of Examinations will declare the results after verification and final result will be displayed in the college 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 Examination Branch.

The filled in application will be sent to the Office of the Controller of Examinations. After verification the correction will 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 above mentioned the student have to submit

a application form to the Examination Grievance Cell under Examination Branch.

The candidates have to pay fee as per college prescribed for corrections in marks memo and for corrections in PC / CMM / OD. Online Payment Receipt should be submitted to the Examination Branch.

The filled in application will be sent to the Office of the Controller of Examinations after registering in the Examination Branch.

The Controller of Examinations will go through the issue requested by the student and the college will resolve the problem by issuing new PC / CMM / OD.

6. Discrepancy in Results / Theory / Practical's

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

Grievance Cell Committee will check the result, and the is forwarded to Office of the CE along with documents like seating plan, D-Form and Day wise attendance statement.

The Controller of Examinations will go through the issue requested by students and after completion of verification, final result will be declared.

7. Credits Issue

If any students find credits problems, he / she have to approach Examination Branch.

Examination 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 it will be forwarded to the Office of the Controller of Examinations. The Controller of Examinations will go through the issue requested by students 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 Office of the Controller of Examinations, the students have to approach the Examination Branch.

The student has to submit a application form to the Examination Grievance Cell. The Examination Grievance cell will have a discussion with the subject expert appointed of the Controller of Examinations 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 Office of the CE.

The Controller of Examinations will resolves the problem after the verification.

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 as prescribed by the college Per Sheet through online.

The student has to submit the filled in application with enclose documents like SSC marks Memo, UG/PG OD, Fee receipt Form to the Examination Branch.

The filled in application will be sent to the Controller of Examinations after registering in the Examination Branch.

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

10. Student Malpractice

If the student committee any Malpractice during the exam, the student should be sent to the Examination Branch by the Invigilator. The Invigilator have to collect the Answer script with the candidates 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.

11. 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 Office of the Controller of Examinations after registering into Examination Branch. The Controller of Examinations will go through the issue requested by us and check the mistake and the correction will be updated.

12. Electives Deviation Issues

If the student finds any issues in Electives deviation. The student has to approach the Examination Branch and submit a application form to the Examination Grievance Cell.

The Grievance Cell Committee will check the initial registration and the elective subject. The filled-in application will be sent to the Office of the Controller of Examinations along with the correction the statement which was given by the grievance cell committee. The Controller of Examinations will go through the issue requested by students and after the verification it will be updated. The status will be updated to student.

13. Percentage Change Issues

If the student want 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%), then a request letter will send to Office of the Controller of Examinations to change the percentage as per viability in regulations.

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

14. 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 application form to the Examination Grievance Cell.

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

RULES FOR DISCIPLINARY ACTION FOR MALPRACTICES / IMPROPER CONDUCT IN EXAMINATIONS

S.No.	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 Examination Branch.
3.	Comes in a drunken condition to	Expulsion from the examination hall

	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.
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 Semester End Examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat.
5.	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 Semester End Examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat.
6.	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.
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 and forfeits the 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 two consecutive semesters from class work and all College examinations. The continuation of the course by the candidate is subject to the academic regulations in connection with forfeiture of seat. If the impostor is an outsider, he will be handed over to the police and a case is registered against him.
8.	The Chief Controller of Examinations / Controller of Examinations / 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	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. The candidates also are debarred

	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.	and forfeit their seats. In case of outsiders, they will be handed over to the police and a police case is registered against them.
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.
10.	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.
11.	Copying detected on the basis of internal evidence, such as, during valuation or during special scrutiny.	Cancellation of the performance in that subject and all other subjects the candidate has appeared including practical examinations and project

Examination Grievance Redressal Mechanism

		work of that semester/year examinations.
12.	If any malpractice is detected which is not covered in the above clauses 1 to 11 shall be reported to the Office of the Controller of Examinations for further action to award suitable punishment.	



EXAMINATION BRANCH

Application Form for Internal Grievance

Date:

Hall Ticket Number :

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Name of the Student :

Class of Studying : ____ Year B.Tech / M.Tech / MBA / MCA ____ Semester

Regulation :

Nature of the Grievance :

Grievance Number : Internal Grievance - 20____ /

Mobile Number :

Address : _____

Description of Grievance

Signature of the Student

Status of Grievance:

S.No.	Date	Status of the Grievance

Corrective Action Taken : _____

Date of Grievance Reddresal : _____

CONTROLLER OF EXAMINATION

CHIEF CONTROLLER OF EXAMINATION

S.No.	Nature of the Grievance
1	Name Correction (Student Father & Mother)
2	Mobile Number Correction/ Updation
3	Internal MARKS CORRECTION
4	Discrepancy in Internal Marks
5	Credits Problem
6	Attendance Problem (Detention & Condonation)
7	Grievance on Question Papers
8	Grievance on Evaluation
9	Distribution & Verification of Answer Scripts
10	Lab Internal Marks Correction
11	Seminar Internal Marks Correction
12	Project Internal Marks Correction
13	Mismatch of Electives
14	Examination Time Related Issues
15	Miscellaneous



EXAMINATION BRANCH

Application for External Grievance

Name of the Student :

Date:

H. T . No.

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Nature of the Grievance :

Grievance No: EE-20__ /

Address:

Mobile No.:

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____Year B.Tech / M.Tech / MBA / MCA ____ Semester

Description of Grievance:

Signature of the Student

Status of Grievance:

S.no	Date	Status

Corrective Action Taken : _____

Date of Grievance Reddresal : _____

Controller of Examinations

Chief Controller of Examinations

S.No	Nature of the Grievance
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 issues
13	Electives deviation issues
14	Percentage Changes issues
15	Examination Time Related Issues
16	Miscellaneous