
EXAMINATION GRIEVANCES REDRESSAL MECHANISM

Procedure Followed for grievance against evaluation

University follows a stringent and transparent evaluation system. Therefore, University provides students to raise their concern against evaluation system by following procedure decided by the University. The University allows students to submit their grievance in the form of an appeal for revaluation and also gives access to answer books on their demand.

The primary goal of this mechanism is to foster a mindset of responsiveness and accountability among all the stake holders in order to maintain amicable educational atmosphere with the following objectives.

- To create a fair, uniform and consistent mechanism for redressal of varied issues faced by the students related to examinations and its results.
- Allow students to express their dissatisfaction through proper mechanism
- To ensure that complaints are addressed with priority, without bias and with full confidentiality.
- Proper guidance is provided to the students by Institute/Faculties/Exam department about reevaluation process so that students can easily apply.
- Examine the applications and resolve any issues pertaining to the evaluation in an effective manner.

Ensure timely resolution of every grievance/complaint.

Process and Norms of Re-Evaluation / grievance against evaluation

As per the provisions laid down in the examinations policy of Silver Oak University, below rules shall be applicable for reassessment and process shall be followed.



Tantia University

SRI GANGANAGAR (RAJASTHAN)

(Established by State Govt. Act 32 of 2013 & U/S 2 (f) of UGC Act, 1956)

1. Process and Extent of Verification (Rechecking i.e. Re-totalling)

- a. **Rechecking:** A candidate who has appeared at the examination conducted by the University may apply, after declaration of result, for rechecking of marks obtained by him/her, in theory papers (other than those conducted in online mode). The candidate may apply (in his/her own interest) for rechecking as per schedule of application if he/she desires to do so.
- b. **Application for rechecking:** Application for rechecking shall be made by the candidate as per the procedures laid down in the schedule declared by the University along with prescribed Fees. A candidate has to apply for rechecking within 3 days of the result declaration through prescribed mode for application i.e. through student portal.
- c. The verification shall be;
 - i. Restricted to verifying that all answers attempted by the candidate have been assessed.
 - ii. There has been no mistake in totalling of marks allotted to each answer in the answer book of that course.
 - iii. All such allotted marks to each answer are transferred correctly on the cover page of the main answer book and the whole answer book, i.e. main and all its supplements as mentioned by the candidate on the cover page of main answer book, are intact.
 - iv. If, as a result of verification, a candidate becomes eligible for modification of his/her result, the same shall be done by the University.

2. Re-evaluation of Answer Books (Reassessment and double evaluation)

- a. A candidate who has appeared for the recent end semester theory examination shall be entitled for a reassessment of any number of Courses per semester/year of his/her assessed answer book on submission of application as per the procedures laid down the schedule declared by the University.
- b. A candidate needs to opt for reassessment of the same on submission of application as per the procedures laid down in the schedule declared by the University along with prescribed Fees. A candidate has to apply for reassessment within 3 days of the result declaration through prescribed mode for application i.e. through student portal.



Tantia University

SRI GANGANAGAR (RAJASTHAN)

(Established by State Govt. Act 32 of 2013 & U/S 2 (f) of UGC Act, 1956)

- c. After reassessment as per university policy, if the marks awarded by subsequent examiner vary/ deviate by equal to or more than 15% marks of the Course on either side determined on the basis of marks awarded by the original examiner, then the marks shall be awarded as mentioned below;

First Evaluation: The marks after reassessment shall be awarded if the difference between Hated by the original examiner and the marks allotted by the subsequent examiner (i.e. second assessor other than main examiner) is less than 15% marks on either side.

- ii. Double evaluation: If the difference is equal to or more than 15% marks, the answer book shall be assessed by the THIRD assessor (i.e. other than faculty members who have done main and second assessment). Then the marks are compared with the marks allotted by second and third assessors and the closest marks to the marks awarded by main examiner shall be allotted.

3. Access to answer book (Access to Photocopy).

- a. A student can apply for access to his/her assessed answer book and can obtain photocopy by an application along with required fees to Controller of Examination within 3 working days of result declaration.
- b. If a candidate fails to apply in the prescribed form and within time, then he/she shall lose the right to get photocopy of his/her assessed answer book.
- c. In case of any objection, student can apply for the Review Process through application available in CoE office and also through online. Such applications will be entertained only after the result declaration of re-evaluation. Such grievance will be addressed only if it is based on the photocopy of answer book.

4. Publish Result

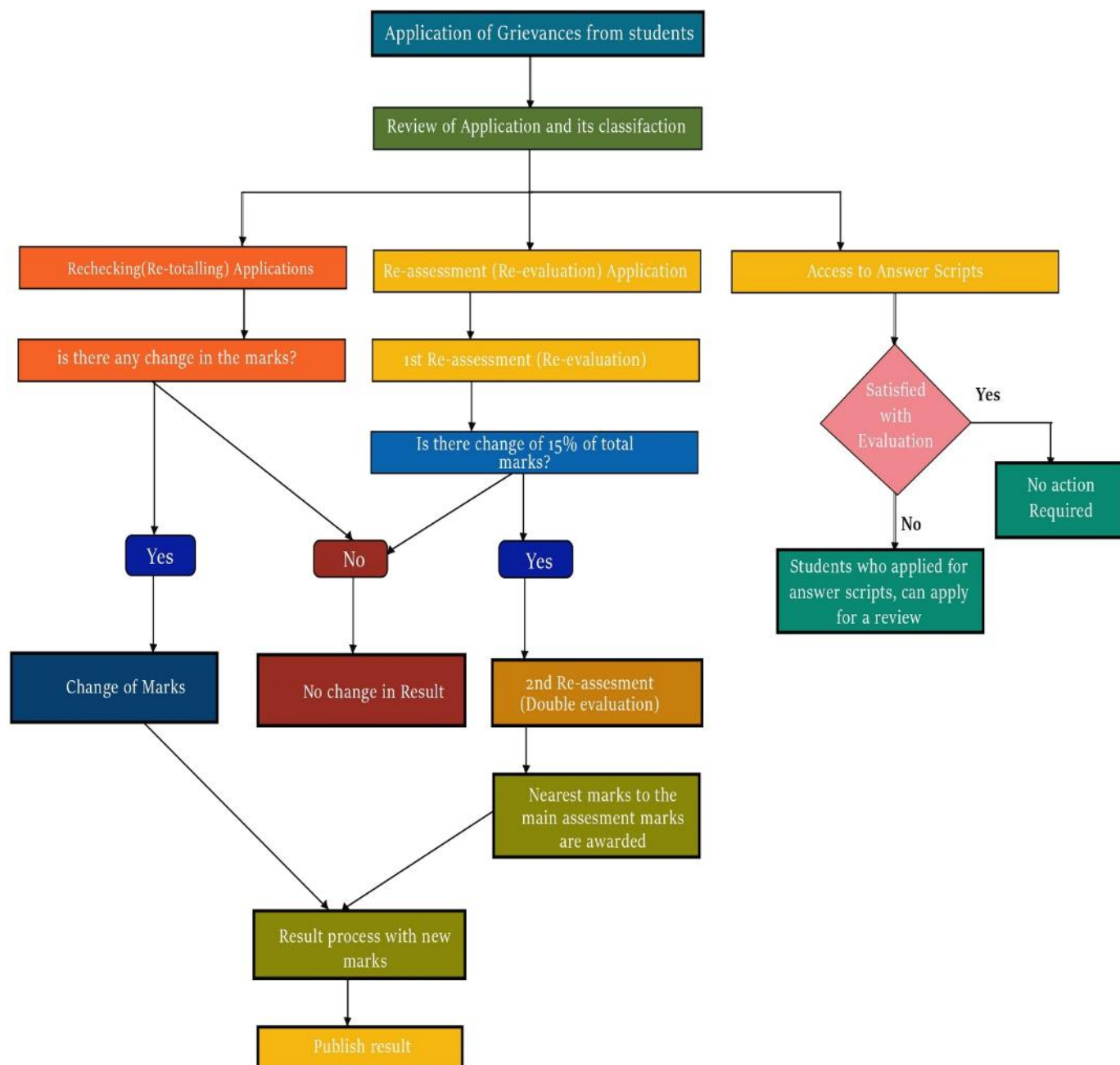
- a. After the completion of all the process results to be publish.



Tantia University

SRI GANGANAGAR (RAJASTHAN)

(Established by State Govt. Act 32 of 2013 & U/S 2 (f) of UGC Act, 1956)



EXAMINATION GRIEVANCES REDRESSAL MECHANISM FLOW CHART


CONTROLLER OF EXAMINATION
TANTIA UNIVERSITY
Sri Ganganagar (Rajasthan)

Tantia University, Sri Ganganagar – 335002

Website :www.tantiauniversity.com, E-Mail : tuinfo@tantiauniversity.com