

RAJ NARAIN COLLEGE, HAJIPUR

EXAMINATION RELATED GRIEVANCE REDRESSAL MECHANISM



**Examination Department
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Raj Narain College, Hajipur



VISION: Located in an educationally backward and SC concentrated segment of the district Vaishali, the College envisions to evolve by the end of 2030 a committed and sensitive system of providing meaningful education in terms of competitive knowledge, soft-skills and positive personality traits for gainful employment, social inclusiveness and cultural upliftment of the graduating students.

MISSION:- To make sustained effort for creation of suitable infrastructural facilities and availability of all possible support for ensuring greater participation of students in all academic, social and community oriented programmes and for enhanced involvement of faculty members in research work and professional efficiency upgradation.



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Raj Narain College, Hajipur**EXAMINATION DEPARTMENT**
LIST OF INTERNAL GRIEVANCES*

<u>S.No.</u>	Nature of Grievance	Time Bound (Max. working days)
1.	Name Correction (Student & parents)	2 Days from the date of receiving application, but before final submission to the University Portal for Registration.
2.	Mobile Number Correction/Update	1 hour
3.	Internal Marks Correction	One / Two days
4.	Discrepancy in Internal Marks	One / Two days
5.	Credits Issues (Internal)	One / Two days
	Credits Issues (External/ University)	One/Two days to send email to University
6.	Attendance Issues	One / Two days
7.	Grievance on nature of Question Paper	One / Two days
8.	Grievance on Evaluation (Internal)	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/ Minor Subjects.	One / Two days (before final submission to University Portal).

* **Note:** Examination related grievances that pertain to the University (i.e., pendency of Result/ non-reflection of marks in Result, showing 'Absent' in any Paper etc.) will be emailed to the Office of the Controller of Examinations, B. R. A. Bihar University, Muzaffarpur within one/two working days. The resolution of grievance will be informed to the student immediately after receiving reply from Office of the CE.

Raj Narain College, Hajipur

EXAMINATION DEPARTMENT

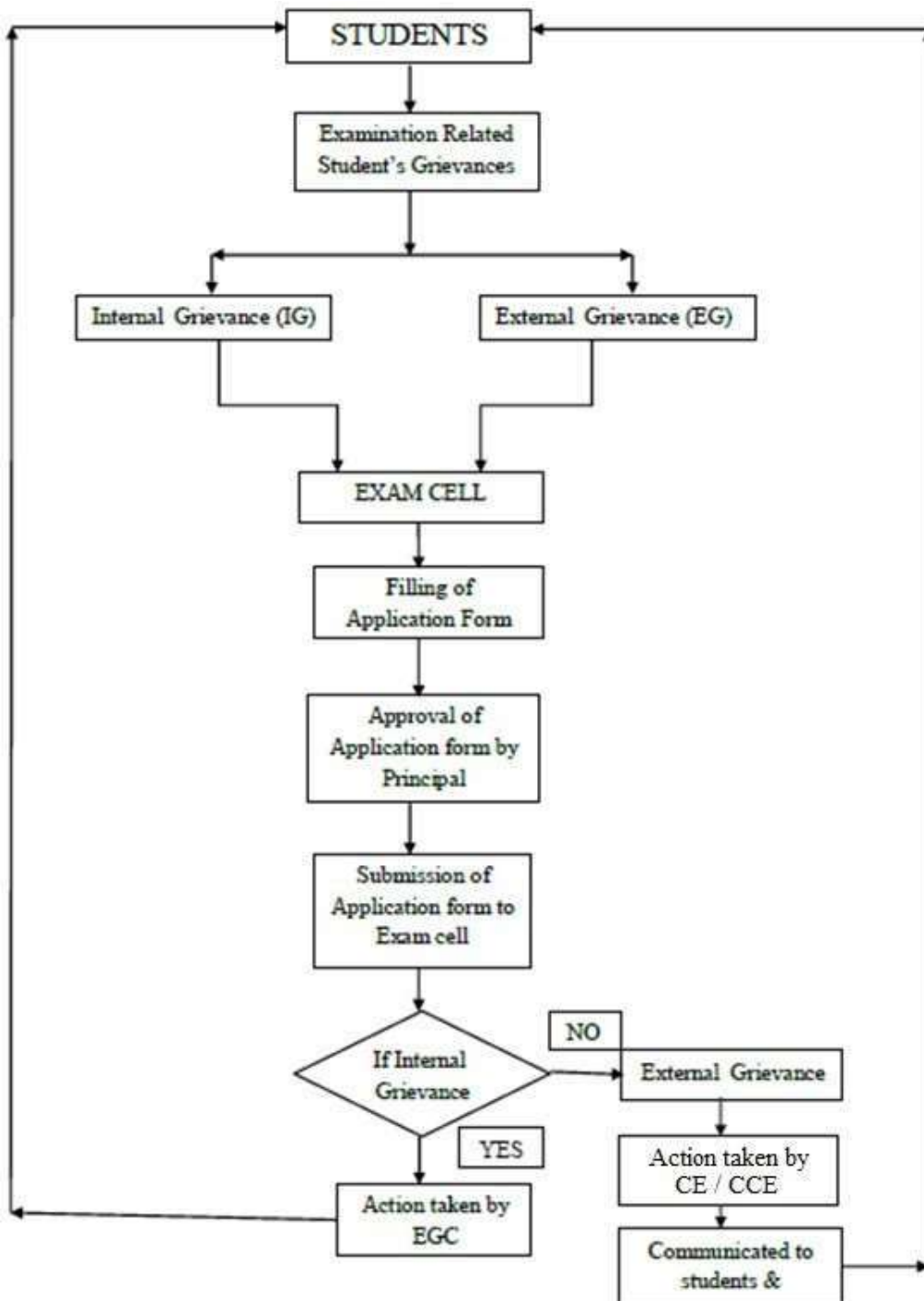
LIST OF INTERNAL GRIEVANCES

S.No.	List of External Grievances
1	Procedure for Recounting / Challenge of Evaluation / Photo Copy of Answer Script
2	Procedure for Name correction in Admission Receipt/ Registration Slip/ Admit Card.
3	Name Correction/ other correction in Final Marksheet/ Grade Card.
4	Discrepancy in Results / Theory Paper / Practicals (External)
5	Credits / Transcript related Issues in final Result
6	Showing 'Absent' in a Paper in Result Card
7	Showing 'Absent' in a Paper in Result Card
8	Grievance on Evaluation
9	Distribution & Verification of Answer Scripts
10	External Practical Marks Correction
11	Non-reflection of CIA Marks in final Result
12	Mismatch of Electives/ Minor Paper
13	Miscellaneous/ Other issues

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EXAMINATION DEPARTMENT

MECHANISM TO DEAL WITH EXAMINATION-RELATED GRIEVANCES



Raj Narain College, Hajipur

EXAMINATION DEPARTMENT

PROCEDURES FOR REDRESSAL OF INTERNAL GRIEVANCES

1. Correction in name:

If the student finds error in name in the fee receipt and registration, s/he has to submit a request letter to the Examination Department along with necessary documents (SSC/Intermediate Certificate).

The Examination Department will go through the request made by the student and will get the name corrected.

2. Mobile Number/ email Correction / Update:

If the student finds any error in the mobile number due to which he is not receiving official message, s/he has to submit a request letter to the Examination Department for change of 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, he/she has to approach Examination Department.

The student has to submit a request letter to the Examination Department regarding the issue of internal marks correction.

The student has to submit the filled in application form to the Examination Department. After receiving the application, the Department 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 the Examination Department regarding the discrepancy.

The student has to submit the filled in application to the Examination Department. After receiving the application, the Department 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.

6. Attendance Issue

If the student finds any problem in the attendance, when the Final Result shows 'Absent' in a Paper, he/she has to approach the Examination Room to get the photo copy of the Attendance sheet.

Student has to submit a request letter to the Examination Department. After receiving the application, the Examination Department 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 Department. Then student has to submit the problem in the prescribed form available with Examination Department.

Subject Experts in the department will be directed to verify the question paper, if the questions are out of syllabus, the marks will be assigned to student if s/he has attempted such question.

8. Grievance on Evaluation

If the student finds any issue in the evaluation of Answer-book, he/she has to submit an application to the Examination Department. In case the matter relates to the Continuous Internal Assessment, it will be resolved within two days.

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 Department. 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 distributed and verified.

10. Lab Internal Marks Correction

If the student finds any problem in the Lab Internal Marks, he/she has to approach the Examination Department. The student has to submit a request letter to the Examination Department. After verifying the internal marks from concerned staff/department, the marks will be updated.

11. Seminar Internal Marks Correction

If the student finds any problem in the award of marks for seminar in internal Assessment, he/she has to approach the Examination Department. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verification, the seminar internal marks will be updated.

12. Correction in Internal Marks for Project

If a student finds any problem in the award of marks for project internal marks, he/she has to approach the Examination Department, which forwards the case to the concerned Department for verification. 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/ Minor Subjects

If the student finds any problem in the mismatch of electives Minor Subjects, he/she has to approach the Examination Department. S/he has to submit a request letter to the Examination Department. After verifying the electives subjects list from concerned faculty/department, the correction will be made and status will be updated to student.

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PROCEDURE FOR SEMESTER END EXAMS GRIEVANCES

1. Procedure for Recounting / Challenge of Evaluation / Photo Copy of

Answer Script

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

Office of the Controller of Examinations will issue the notification regarding inviting Application for Recounting / Challenge of Evaluation / Photo Copy of Answer Script after two days of declaration of the result.

Students have to submit an application (Sample copy enclosed) to the Examination Department of the College, mentioning clearly their grievance related to any of the listed issues such as Recounting / Challenge of Evaluation / Photo Copy of Answer Script by paying fee as per college norms.

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

The action-taken/ resolution of the grievance will be intimated to the students through email/r he/she may collect the response himself after a week.

2. Procedure for Name correction in Admission Receipt/ Registration Slip/ Admit Card.

On receipt of application requesting Name correction in Admission Receipt/ Registration Slip/ Admit Card, the Examination Controller will depute an Assistant to check and verify the copies of the documents submitted by the Student at the time of admission.

If the details have not been finally uploaded on the University Portal, the correct name/ other details will be entered in the record, and a reprint of the same will be given to the student.

In case, the details have been uploaded on the University Portal, an email will be sent to the University Controller of Examination, attaching all required documents, to do the needful.

3. Name Correction/ other correction in Final Marksheet/ Grade Card.

The University is authorized to make these corrections; hence, an email will be sent to the University Controller of Examination, attaching all required documents, to do the needful. On receipt of final corrected Result/ Grade Card from the University, the student is informed to collect the same.

4. Discrepancy in Results / Theory Paper / Practicals (External)

After verifying the results declared by the college, if a student finds any discrepancy in result, s/he has to submit an application to the Examination Department mentioning the discrepancy in Result/ Theory Paper / Practicals. On verification, the correction will be done.

In case, the discrepancy in marks/ Grade/ Theory Paper / Practicals relates to the Final Result declared by the University, the grievance of the concerned student will be emailed to the University, with required attachments, for the needed correction

5. Credits / Transcript related Issues in final Result

The University is authorized to resolve such issues by making these corrections; hence, an email will be sent to the University Controller of Examination, attaching all required documents, to do the needful. On receipt of final corrected Grade Card/ Transcript from the University, the student will be informed to collect the same.

6. Showing 'Absent' in a Paper in Result Card

The Student will submit the application, with all supporting documents, addressed to the University Controller of Examination after getting it duly forwarded by the Principal of the College. On the basis of his/her application, the College will send an email to the University for making needed correction. After correction, the updated result will be handed over to the student.

Raj Narain College, Hajipur

Mechanism to deal with Students' involvement in Malpractice

If a student is found using unfair means during the examination, s/he will be expelled from the examination for the remaining Papers. Before a final decision on expulsion is taken, the Room Invigilator and the Examination Controller will examine all evidences of malpractice, including verification of the chit/ slip/ other electronic gadgets found with the examinee.

RULES FOR DISCIPLINARY ACTION FOR MALPRACTICES / IMPROPER CONDUCT IN EXAMINATIONS

S. No.	Nature of Malpractices /Improper conduct	Punishment
	If an examinee	
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 examinee orally or by any other body language, 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 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 will be registered against him.

Examination Grievance Redressal Mechanism

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; he will not be permitted to appear in the examination for the remaining papers of that Semester/year. The Hall Ticket of the candidate is to be cancelled and sent to the University.
3..	..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.
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 examinee has already appeared including practical examinations and project work and shall not be permitted to appear in remaining examinations of the subjects of that semester/year. The examinee will also be debarred for two consecutive semesters from class work and all University examinations.
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 University examinations.

Examination Grievance Redressal Mechanism

6.	..possesses 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 examinee will be handed over to the Police.
7.	..impersonates any other examinee in connection with the examination.	The examinee who has impersonated shall be expelled from examination hall. The performance of the original candidate, who has been impersonated, shall be cancelled in all the subjects of the examination and shall not be allowed to appear for examinations of the remaining Papers of that semester/year. The candidate is also debarred for two consecutive semesters from class work and all College examinations. If the impostor is an outsider, he will be handed over to the police and a case will be registered against him.
8.	..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 any invigilator/ employee.	Such an examinee will be expelled from examination halls and cancellation of their performance in that subject and all other subjects the candidate(s) has (have) already appeared.
9	..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.	Such an examinee will be expelled from examination halls and cancellation of their performance in that subject and all other subjects the candidate(s) has (have) already appeared. In case of outsiders, they will be handed over to the police and a police case is registered against them.
10	.. uses objectionable, abusive or offensive language in the answer paper; or in letters 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 evaluation or during special scrutiny.	Cancellation of the performance in that subject and all other subjects the candidate has appeared in.
12.	If any malpractice is detected which is not covered in the above clauses 1 to 11, it will be reported to the University for further action/ suitable punishment.	

Raj Narain College, Hajipur

EXAMINATION DEPARTMENT

Application Form for Internal Grievance

Date:

Roll Number :

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Name of the Student :

Class (Graduation/
Postgraduation) : Year Semester

Subject/ Department : Department of

Nature of the Grievance :

Grievance Number (to be
given by the College) : Internal Grievance - 20_____ /

Mobile Number :

Email id :

Address : _____

Description of Grievance

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Signature of the Student

Status of Grievance:

S.No.	Date	Status of the Grievance

Corrective Action Taken : _____

Date of Grievance Redressal : _____

Application Form for External Grievance

**CONTROLLER OF EXAMINATIONS
B. R. A. Bihar University, Muzaffarpur**

To
The Controller of Examinations
B. R. A. Bihar University, Muzaffarpur

Date:

Through: The Principal
Raj Narain College, Hajipur

Subject: Application for redressal of examination-related grievance-

Description of Grievance

Roll Number :

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Name of the Student :

Class (Graduation/
Postgraduation) : Year Semester

Subject/ Department : Department of

Grievance Number (to be
given by the College/ University) : Internal Grievance - 20__/

Mobile Number :

Email id :

Address : _____

Signature of the Student

**Forwarded
Principal
Raj Narain College, Hajipur**

Corrective Action Taken : _____

Date of Grievance Redressal :