



YENEPOYA

(DEEMED TO BE UNIVERSITY)

Recognized under Sec 3(A) of the UGC Act 1956

Accredited by NAAC with 'A' Grade

2.5.3 Evaluation-related Grievance Redressal mechanism followed by the Institution

Report of the Controller of Examination/ registrar evaluation regarding the Grievance Redressal mechanism followed by the Institution

ATTESTED

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Report on the Examination Grievance Redressal Mechanism followed by Yenepoya(Deemed to be University)

Ref : Yenepoya (Deemed to University) Bylaw-YU 571

All grievance related to examination are dealt by the examination grievance redressal committee.

The Examination grievance redressal committee shall have the following composition;


- Dean of faculty concerned
 - HOD of subject concerned / chairman board of studies
 - One teacher having minimum 15/20 years teaching experience in the subject
 - Controller of examination (Convener)
1. All grievances in writing have to be forwarded to the controller of Examinations by the Principal/HOD/Centres in charge as the case may be.
 2. Principal/HOD/Centre shall have to forward the grievance/complaint to controller of examinations with appropriate comments.
 3. The grievance requests shall be scrutinized in the office of the controller of examinations following which the grievances will be submitted to the committee.
 4. The committee will verify the complaints/grievance and make necessary recommendations.
 5. The recommendations of the committee shall be placed before board of examinations.
 6. The recommendations of the committee/ board of examinations shall be placed for approval by Vice Chancellor and based on the instructions, necessary actions will be executed.
 7. The Grievance redressal committee shall meet at the end of the every session of the examinations to deal with the grievances received.
 8. Appellate authority shall be Vice Chancellor of the University.


Report

During the period 2016-2017 to 2020-2021, the examination section of Yenepoya (Deemed to be University), had conducted a total of 15 sessions of examinations. The number of sessions of examination conducted averaged three in an academic year. Following the conclusion of each session of

Grievance Redressal Mechanism

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the examination, the Controller of Examinations notified the provisions for re-totaling/revaluation/photocopy of answer scripts.

As per the notification and deadlines specified the aggrieved students would apply for relevant support. On receipt of the grievances, the Controller of Examinations followed the procedures as per the Examination manual and wherever any specific grievances were noted; those were referred to Grievance Redressal Committee for examinations. The Committee would meet as required and the actions to be taken were recorded and communicated to Controller of Examinations.

In the last five years (2016-2020) the Committee had met 15 times and no grievances other than indicated in the Examination manual were recorded. Therefore, the Committee had endorsed the actions taken on the grievances of students about the examinations by the Controller of Examinations.

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