

**THE ICFAI UNIVERSITY MEGHALAYA****EXAMINATION GRIEVANCE REDRESSAL POLICY**

This document provides information on the redressal policy related to any sort of grievances raised by the students in connection with the examinations (Internal Tests/Examinations and End Semester Examination/End of the Term Assessment/End of the Term Examination) conducted by The ICFAI University Meghalaya (IUMg).

Since IUMg follows a continuous evaluation and comprehensive examination system, hence, this policy will help in promoting the welfare of students of IUMg by creating a robust mechanism for handling student grievances related to examination matters.

**1. Background**

- a) This policy has been framed in line with the provisions of the University Grants Commission (Redress of Grievance of Students) Regulations, 2019, apart for what is considered necessary for inclusion based on Examination matters. Accordingly, the policy covers all the key aspects Examination matters. For any matter which is not incorporated in this Policy, the discretion of the Vice Chancellor will be taken as accepted.
- b) These regulations shall be called the “The ICFAI University Meghalaya Examination Grievance Redressal Policy for Students”.

**2. Purpose**

This document recognizes the need for reasonably considering all types of grievances of its students and for its speedy redressal. It seeks to provide an organizational framework to resolve grievance/s of student/s. It establishes structured interactions with Students, Faculty Members and Staff to elicit information on examination.

The Mechanism for Grievance Redressal will depend on the nature of Grievance. All Grievances will be considered on their merits and will be enquired into by the concerned/appointed Official who will take necessary steps to resolve the issues within a reasonable time frame. If the matter is not resolved at the initial reference level it may be referred to an Appellate authority specifically constituted for the purpose and whose report based on the findings shall be the final resolution to the grievance.

**3. Objectives**

- i. To ensure a transparent mechanism with regards to all examination matters related to students.
- ii. To address the grievances raised by the students.
- iii. To dispose any such grievance in time

#### **4. Scope**

This policy shall apply to the conduct of all examinations pertaining to the continuous comprehensive evaluation of the students. For the purpose of this policy shall apply to the all the examinations including:

- i. Internal Assessments (C1, C2, and C3)
- ii. Internal Assessments (Daily Assessments, Weekly Assessments, Unit Assessments, Quarterly Assessments)for NEP2020
- iii. End Semester Examination
- iv. End of the Term Assessment (Seminars, Group Discussions, Self-Study Presentations, Individual/Group Presentations, Projects) for NEP2020
- v. End of the Term Examination (Summative Assessment) for NEP2020

#### **5. Definition**

“Grievance” means, and includes, complaint/s made by (an) aggrieved student/s in respect of the following examination matters, namely:

- i. delay in the conduct of examinations, or declaration of results, beyond the schedule specified in the Academic Calendar of the University;
- ii. non-transparent or unfair practices adopted by the University for the evaluation of students;
- iii. complaints of alleged discrimination of students from the Scheduled Castes, the Scheduled Tribes, Other Backward Classes, Women, Minority or persons with disabilities categories;
- iv. harassment or victimization of a student based on Gender, Class, Caste, Religion, etc.;
- v. sharing/showing of answer scripts post evaluation;
- vi. re-totaling of marks received;
- vii. re-evaluation of Answer Scripts;
- viii. shortage of attendance facing problem in appearing in the examination;
- ix. non-payment of fee/fee clearance issue leading to problem in appearing in examination;
- x. complaints on issue of Grade Sheets, Transcripts, Graduation Certificates, Migration Certificates, and/or any other Certificate related to Examination Department only
- xi. any other matter which relates to examination and is not listed here

“Student/s”is/are defined to include students who are currently registered, and or, any past student/s of the University.

“University” shall mean The ICFAI University Meghalaya (IUMg).

“Faculty” shall mean Faculty Member/s who is a teacher in the University.

## **6. Strategies for Maintaining Transparency**

- i. ***Showing of Answer Scripts to Students:*** The answer sheets of the Internal Assessments will be collected from the Examination Department by the respective or assigned Faculty Member for evaluation. These answer scripts shall be evaluated promptly by the faculty assigned. After evaluation and discussions on the answer key and scheme of evaluation, the answer scripts shall be distributed among the students for their perusal and satisfaction.

For End Semester Examination/End Term Assessment, the Answer Script will be shown to the student on receipt of formal application by the Examination Department from the concerned student.

- ii. ***Issue related to Counting of Marks:*** In case a student finds an issue with the counting or marks in the Internal Assessment, wherein the total marks is either less or more than what should have been scored, the student can inform the Faculty concerned to make the correction there and then.

For End Semester Examination/End of the Term Assessment, if the student finds any anomaly in the total marks allotted, then the same has to be informed through an application to the Examination Department after the paper has been seen by the student. On receipt of the complaint, the Examination Department will verify the complaint and immediately make the necessary changes and inform the student of the change/s made.

- iii. ***Issue related to Marks not allotted/Non-evaluation of Answer/s:*** In case there is an issue of Marks not allotted for an Answer or if the Answer is not evaluated in the Internal Assessment, then the same is to be informed to the Faculty concerned and the same is to be evaluated, marks scored for the answer is assigned, and the same is added to the total score of the student. The same is to be show to the student by the Faculty concerned once the evaluation is done.

For End Semester Examination/End of the Term Assessment, in the event of a similar case arising, then the student will have to inform the Examination Department through an application. The Examination Department will verify the case and after making the necessary amends done, notify the student about it.

- iv. ***Re-evaluation of Answer Scripts:*** The students, if not satisfied with the marks scored, can seek for re-evaluation of Answer Scripts for End Semester Examination/End of the Term Examination only. Students seeking for re-evaluation of one or more than one Course, have to submit an application in the Standard Form, available with the Examination Department, to the Examination Coordinator with a period of 15

## Examination Grievance Redressal Policy

(fifteen) Days from the Date of Declaration of the Result. No request will be entertained after a month from the declaration of result. A fee for re-evaluation will be charged from the concerned student. Once, the Script is re-evaluated, the same shall be notified for the student.

Internal Assessment Scripts will not be re-evaluated as the same is to be shown to the students and Scripts returned to the students after entry of Marks.

- v. **Attendance:** Students must have a minimum of 75% attendance to be eligible to appear in the End Semester Examination/End of the Term Assessment and Examination. In case the Student fails to have the requisite attendance and his/her name is put up in the Debarred List of Candidates from appearing in the Examination, then the student can appeal to the Registrar of the University, who will look into the authenticity of the case based on all documents provided by the student and take a final decision which will be informed to the Examination Department and the student concerned.
- vi. **Fee Clearance:** Students should have cleared all fees before the commencement of the Examination. In case, any student fails clear any fee before the examination commences, then he/she will be debarred from appearing the examination. However, if the student clears the fee during the examination, then he/she will be allowed to appear the examination either from the date of payment of fee or from the next day of payment of fee, whichever is appropriately applicable in the situation. In case, the student has any financial difficulty, then the same has to be put up to the Registrar through and application and the decision of the Registrar will be final and abiding by both the Examination Department and the student concerned.
- vii. **Unfair Practices:** Students are prohibited from resorting to unfair practices in the examinations or any of the other evaluation components. Use of unfair practices would result in punitive action leading to cancellation of answer(s), or entire answer script; or cancellation of registration for the course(s), or registration for subsequent semester. The student's name may even be struck off from the rolls, or he/she may be subjected to other punitive action on the basis of the report submitted by the invigilator. In case, a student is dissatisfied by the action taken, then the student can lodge a complaint with the EGRC, who will look into the matter impartially and judiciously.
- viii. **Any form of Delays/Unfair Practices by the University:** If any student feels that there is a delay in the conduct of examinations, or declaration of results, or beyond the schedule specified in the Academic Calendar of the University then the student can approach the Examination Department for clarifications. Also, if any student feels that there is a non-transparent or unfair practice adopted by the University for evaluation

## Examination Grievance Redressal Policy

of students, then the student can approach the Examination Department for clarification.

- ix. **Any other issue/s:** For any other issue or issues related to examination and student grievance, rules and regulations as stated in the Examination Manual of the University will be adhered to.

### 7. Ombudsperson

The Ombudsperson will be appointed by the University to look into the Grievances of all Faculty, Staff and Students of the University in case the Grievance Committees fail to come into a proper resolution to the complaint or in case of an appeal made by any complainant.

### 8. Functions of the Ombudsperson

- i. The Ombudsperson shall hear appeals from an aggrieved student, only after the student has availed all other remedies provided under these regulations.
- ii. While issues of malpractices in the conduct of examination or in the process of evaluation may be referred to the Ombudsperson, no appeal or application for revaluation or re-totaling of answer sheets from an examination shall be entertained by the Ombudsperson unless specific irregularity materially affecting the outcome of specific instance of discrimination is indicated.
- iii. The Ombudsperson may avail assistance of any person, as amicus curiae, for hearing complaints of alleged discrimination.
- iv. The Ombudsperson shall make all efforts to resolve the grievances within a period of 30 days of receiving the appeal from the aggrieved student(s).

### 9. Procedure for Redressal of Grievances by Examination Grievance Redressal Committee (EGRC) and Ombudspersons

- i. On receipt of a complaint, the Examination Department of the University shall refer the complaint to the EGRC, along with its comments within 15 days of receipt of complaint.
- ii. The ECRG, as the case may be, shall fix a date for hearing the complaint which shall be communicated to the aggrieved student.
- iii. The aggrieved student must appear in person to present the case.
- iv. The person/s complained against will also have to appear in person to defend the case.
- v. Grievances not resolved by the ECRG shall be referred to the Ombudsperson, within a week's time.
- vi. The ECRG shall extend co-operation to the Ombudsperson who shall take action as required.
- vii. The Ombudsperson shall, after giving reasonable opportunities of being heard to both parties, on the conclusion of proceedings, pass such order, with reasons there for, as

## **Examination Grievance Redressal Policy**

- may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student.
- viii. The Examination Department, the ECRG, as well as both the parties, shall be provided with copies of the order under the signature of the Ombudsperson.
  - ix. The institution shall comply with the recommendations of the Ombudsperson.
  - x. The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.

### **10. Composition of the Examination Grievance Redressal Committee (EGRC)**

The EGRC shall comprise of:

- i. The Controller of Examination (CoE)
- ii. The Examination Coordinators of both the Campuses
- iii. Two Senior Faculty Members (one from each Campus)

### **11. Grievances related to alleged discrimination/harassment/victimization of students from the SC/ST/OBC/Gender/Minority Group/PoD/Religion**

The Examination Department in particular and the University in general maintains ZERO Tolerance to any form of discrimination/harassment/victimization of students based on their Caste, Background, Gender, Physical Difficulty, Religion, etc. In case any student feels that he/she has been discriminated/harassed/victimized in the Examination due to his/her Caste, Background, Gender, Physical Difficulty, Religion, etc., then he/she can lodge a complaint with the EGRC with sufficient proof to satisfy such discrimination/harassment/victimization. The EGRC will take the matter up grave concern and take appropriate measures to resolve such an incident.

In case the complainant is dissatisfied with the resolution taken by the EGRC, then the same can be appealed to the Vice Chancellor. If the complainant is still dissatisfied by the decision taken by the Vice Chancellor, then the issue can be raised with the Ombudsperson, whose decision will then be taken as final.

However, if during the process of investigation, the complainant is found to have unnecessarily raised a complaint without any valid ground, then the EGRC and the University can take punitive actions against the complainant for defaming the University, its Faculty and Staff.

### **12. Resolution of Grievances**

- i. All the faculty members shall maintain an open-door policy to address the Assessment issues or challenges that students face, including queries on the marks awarded to students. Students have to approach the concerned faculty member for any clarification on marks and review of the same.

## Examination Grievance Redressal Policy

- ii. Any grievance of the student, with regard to evaluation, shall be first addressed by the respective faculty and if not resolved, it shall be escalated to the Head of the Department concerned. Grievances that cannot be resolved at the Head of the Department's level shall be escalated to the Examination Coordinator's level. The Examination Coordinator will also address if there are any faculty related issues in evaluation. If in case, the matter is still not resolved, then it will be escalated to the ECRG.
- iii. All unresolved grievances can be referred by the CoE for resolution first at the level of the University to the Registrar and then to the Vice Chancellor. In case, however, if no appropriate resolution is accepted by any party, then the same will be put up to the Ombudsperson, whose decision will be deemed final.

### 13. Limitation/s

In case of any limitation/s arising out of non-inclusion of the issue in this Policy or in the Examination Manual of the University, then the decision taken by the Vice Chancellor of the University will be considered as final and abiding. The Vice Chancellor will take the decision in consultation with the Registrar, the Controller of Examination and the Examination Coordinators of both the Campuses depending on the merit of the case.