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Sunbeam Women's College Varuna

(Affiliated to M.G. Kashi Vidyapith, Varanasi)
904/1, Central Jail Road, Sikraul, Varanasi-221002
www.sunbeamwcv.com email : info@sunbeamwcv.com

EXAMINATION POLICY

Policy Title: <u>EXAMINATION GRIEVANCE REDRESSAL POLICY</u>	
1. Administrative Policy Number (APN): 02/EGRP/2021-2022	Functional Area: Internal and External Exams related grievances and their solution.
2. Brief Description of the Policy:	Purpose: To investigate and evaluate any complaints made by students Audience: All students.
3. Policy Applies to:	All academic and Exam processes of the organization
4. Effective from the Date:	September 2021
5. Approved by:	IQAC & Academic Committee
6. Responsible Authority	Examination Committee
7. Superseding Authority	Principal
8. Last Reviewed/ Updated:	Revised policy
9. Reason for the policy	Internal and External Exams matters
10. References for the policy	UGC/ NAAC/ University/ RUSA, etc

Introduction: The main responsibility of the cell is to investigate and evaluate any complaints made by students. With the authority to look into cases of harassment, the Grievance Cell invites anybody with a legitimate complaint to speak with department representatives directly or to speak with the officer overseeing the Students' Grievance Cell. Grievances can be sent by letter to the letter box/suggestion box located in the Administrative Block for individuals who are unable to come in person.

Policy Statement: The institution is committed to provide good academic records and effective evaluation mechanism. The Exam policy is with reference to the organizational Vision, Mission, Goals, and objectives. The policy is framed, finalized, communicated, and understood by authorities and academicians of the institution as well as some experts in the field of education and will be reviewed periodically for its suitability and effectiveness.





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Objectives:

The Grievance Cell seeks to create a peaceful learning environment by encouraging all parties involved to adopt a responsive and accountable mindset. Key objectives include:

1. Preserving the honor of the college by making sure that there are no conflicts by encouraging friendly interactions between students and teachers.
2. Encouraging students to openly voice their complaints and issues without worrying about being victimized.
3. Setting up a complaint/suggestion box where people can anonymously file complaints and make recommendations to enhance teaching or administrative procedures.
4. Encouraging caution and tolerance in the resolution of disputes by advising students to respect each other's rights and dignity.
5. Preventing incitement directed towards college management, instructors, and students.
6. Counseling employees to show affection and refrain from acting resentfully toward pupils.
7. Enforcing a strict no-ragging policy both inside and outside the school, and promptly notifying the principal of any infractions.

Definitions

Examination: A formal test of a person's knowledge or proficiency in a subject or skill.

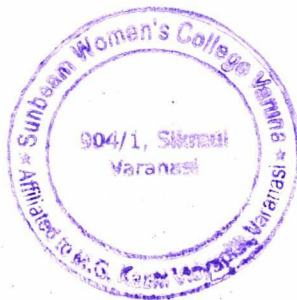
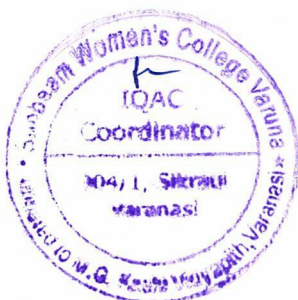
Evaluation: The process of judging or calculating the quality, importance, amount, or value of questions or assessments given to students

Controller of Examination: The principal officer-in-charge of the conduct of examinations of the university and declaration of their results.

Institution: Higher Educational Institution (HEI)

NAAC: National Assessment and Accreditation Council, an accrediting organization in India for higher educational organizations.

Creation of Policies: policies need to be created so that employees know the correct working methodology, and the expectations and working procedures of the





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organization. They also are a tool for learning and continuous upgradation. Areas of policy-making are

- a) Academics: Teaching, Learning, evaluation, mentoring, remedial
- b) Administration: effectiveness, work allocation, financial accounting
- c) Governance: mechanism building and functioning, decentralization and work sharing, departmental and committee effectiveness
- d) Safety.: Environment, power, fire, student safety

Policies help achieve benchmarking processes and support the value framework and ethicality of the organization.

Documentation:

1. **Written Complaints:** Students are encouraged to submit written grievances or use the designated format available in the Examination Cell Department.
2. **Documented Cases:** The Grievance Cell acts on cases submitted along with the necessary documents to ensure proper consideration.
3. **Timely Resolution:** The Grievance Cell ensures that grievances are resolved within stipulated time limits.

Exam-Related Grievances:

1. **Help with University Exam Forms:** Assistance to students with grievances related to university exam forms, such as issues with subject selection, elective subjects, exam date overlaps, or server breakdowns.
2. **Guidance on Exam Schedule and Pattern:** Providing specific guidance to students about the oral and theory exam schedule and patterns based on individual needs.
3. **University Exam Results:** Offering guidance to students about university exam results and the rechecking and re-evaluation process.
4. **Transparent Mechanism:** Ensuring a transparent, time-bound, and efficient mechanism for dealing with examination-related grievances which are as follows
 - a. **Internal exam grievances:** In order to reduce internal exam related grievances, answer sheets of internal exams are shown to the students. All doubts and queries related to the marks are resolved by respective subject teachers and finally is approved by the Principal.
 - b. **External exam Grievances:** All regulations and norms of Mahatma Gandhi Kashi Vidyapith are followed as mentioned below-

https://mgkvp.ac.in/Uploads/Notifications/Circulars_517.pdf

https://mgkvp.ac.in/Uploads/RTI/5_5.pdf





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Challenge Assessment

In compliance with the order number E-2129/03-GS/2019 TC dated 24.04.2020 of His Excellency the Governor and Chancellor, the following guidelines are prescribed for challenge evaluation in the university-

Application Period: Candidates can apply online for Challenge Evaluation within 30 (thirty) days from the declaration of the result.

Challenge Evaluation Fee: For Challenge Evaluation, candidates of all courses will have to deposit Rs. 2500/- per question paper online.

Regarding providing answer sheets, scanned answer sheets are being made available under the Right to Public Information Act.

Process of challenge assessment-

1. For challenge evaluation of each question paper, two subject experts of the respective subjects should be nominated by the controller of examination.
2. The average of marks given by both the examiners in Challenge Evaluation should be given in the marks sheet of the students.

Guidelines regarding score of challenge assessment-

1. If there is a difference of 20 percent or less from the original score in the Challenge Evaluation, then the deposited fee should not be refunded.
2. If the score of the candidate increases by more than 20 percent due to Challenge Evaluation, then Rs. 1000/- should be deducted and the remaining amount should be returned.
3. In case of change of more than 20 points in the Challenge Evaluation, the examination committee will take a decision to take action against the original evaluator.

These guidelines for challenge assessment of the university are effective in the present and future. It is not necessary to attach a copy of the answer sheet for any student applying for challenge assessment. Application can be made on plain paper along with prescribed fee.

Copy sent for information and necessary action-

1. Vice Chancellor, for information.
2. Finance Officer.
3. All Deans/Departments/Directors/Course Incharges.
4. Principal/Manager, Affiliated College - Through website.
5. Assistant Registrar, Examination General.
6. Superintendent, Examination General.

To the Incharge, Computer Centre with the intention of uploading the above information on the website of the University.





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To,

Principal/Centre Head, all

affiliated colleges of district- Varanasi, Chandauli, Bhadohi, Mirzapur, Sonbhadra and Ballia.

Subject: Regarding prevention of unfair means in the examination of Uttar Pradesh State Universities.
Sir,

Please refer to the above-mentioned Government Order No. 197/ Seventy-1-2017-16 (37)/2012 dated March 31, 2017, by which an order has been issued to stop cheating and maintain cleanliness in the main examinations currently going on in the state universities. In relation to holding, an order has been received to ensure strict compliance with the provisions of the Uttar Pradesh Public Examination (Prevention of Unfair Means) Act, 1998 (Uttar Pradesh Act No. 13 of 1998).

For compliance with the above order, Uttar Pradesh Public Examination (Prevention of Unfair Means) Act, 1998 is attached.

Therefore, please take pains to ensure strict compliance with the attached Act.

Copy presented for information and necessary action-

1. Honorable Vice Chancellor.
2. Honorable Vice Chancellor, Jannayak Chandrashekhar University, Ballia.
3. Special Secretary, Higher Education Section-1, Government of Uttar Pradesh, Lucknow.
4. Director Higher Education Department, Uttar Pradesh Allahabad.
5. Regional Higher Education Officer, Varanasi.
6. Incharge Computer Centre.
7. With the intention that please make efforts to publish all the respected newspapers free of cost for the information of the general public.
8. Notice board.





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Uttar Pradesh Public Examinations (Prevention of Unfair Means) Act, 1998 (Uttar Pradesh Act No. 13 of 1998)

Legislative Section-1

Lucknow: March 30, 1998

Chapter One (Preliminary)

1. Abbreviation - (1) This Act will be called the Uttar Pradesh Public Examination (Prevention of Unfair Means) Act, 1998,

(2) It shall be deemed to have come into force on the 18th day of March, 1998.

2. Definitions- In this Act -

(a) "Examination Centre" means any institution or part thereof or any other place designated for the conduct of any public examination and includes all premises connected therewith.

(b) "examinee" means any person permitted to appear at any public examination and includes any person authorized to act as scribe on his behalf.

(c) "Public Examination" means such examination specified in the Schedule which may be conducted for the purpose of conferring or granting any degree, diploma certificate or any other educational distinction to a person duly declared successful therein.

(d) "Unfair means", in relation to a candidate while he is answering questions in a public examination, means the use of any written, recorded or copied material with the direct or indirect assistance of any unauthorized person; or with the help of any printed material or by unauthorized use of any telephone, wireless or electronic or other device or apparatus.

Chapter - Two-Prevention of Unfair Means

3. Prohibition of use of unfair means: No candidate shall use unfair means in any public examination.

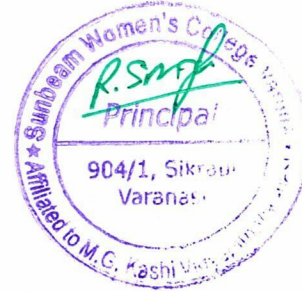
4. UNAUTHORIZED RECEIPT AND DISCLOSURE OF QUESTION PAPER No person, who is not lawfully authorized or permitted to do so in connection with the performance of his duty, shall, before the time fixed for distribution of question paper to the candidates at any public examination: -

(a) neither possess nor attempt to possess or have in his possession such question paper or any part thereof or any copy thereof.

(b) give or offer to give to anyone any information which he has knowledge or reason to believe relates to or is derived from or refers to such question paper.

5. Prohibition of furnishing information by a person to whom examination work has been entrusted - Any person to whom any work relating to a public examination has been entrusted, except in a situation in which he has been permitted to do so in connection with the performance of his duties, Neither will he directly or indirectly disclose or cause to be disclosed any such information or part thereof which has come to his knowledge on the basis of the work so assigned to him nor will he make it known to any other person.

6. Prohibition an entry into the examination centre. No person, who has not been assigned any work related to the public examination, or who is not a candidate, shall enter the examination center during the course of the public examination, nor shall, after entering such center,





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remain there. Will be present and will not provide any kind of help or cooperation to any candidate in the use of unfair means in the public examination.

7. No person from the management etc. will cooperate with any candidate. Any person who belongs to the management or staff of an institution which is being used for conducting public examination, or who has any work related to the public examination. Any task assigned to any candidate in a public examination Will not provide any kind of help or cooperation in the use of unfair means.
8. No place other than the examination center shall be used for the public examination - No person shall use or allow any place other than the examination center to be used for the purpose of conducting a public examination.

Chapter-Three-(Penalty and Procedure)

9. Penalty for use of unfair means. Whoever contravenes or attempts to contravene or abets the contravention of the provisions of section 3, shall be punishable with imprisonment for a term which may extend to three months, or with fine which may extend to two thousand rupees. He may be punished, or both.
10. Penalty for giving information: Whoever contravenes or attempts to contravene or abets the contravention of the provisions of section 4 or section 5 or section 6 or section 7 or section 8 shall be punished with imprisonment of either description for a term which may extend to one year. Shall be punished with fine, which may extend to five thousand rupees, or with both.
11. Penalty for the offense of preparation for causing hurt, etc. Whoever causes death or hurt or assault or wrongful restraint of any person or causes death or hurt or assault or wrongful restraint commits an offense punishable under sections 9 and 10 by preparing to cause fear.

He shall be punished with imprisonment for a term which may extend to five years, or with fine which may extend to five thousand rupees, or with both.

12. Procedure (1) An offense punishable under section 9 shall be cognizable and bailable.
(2) An offense punishable under section 10 or section 11 shall be cognizable and non-bailable.
(3) All offenses punishable under this Act shall be tried summarily by a Metropolitan Magistrate or Judicial Magistrate of the first class and subject to the provisions of sub-section (1) of section 262, section 263, section 264 and section 265 of the Code of Criminal Procedure, 1973. shall, mutatis mutandis, apply to such summary trial.

Chapter - Four

13. Protection of action taken in good faith - No suit or prosecution shall lie against the State Government or any person for anything which is done or intended to be done in good faith under this Act or the rules made thereunder. No action can be taken and no other legal action can be taken.
14. Power to amend the Schedule the State Government may, by notification, in any other may include in the schedule the examination in respect of which it considers necessary to enforce the provisions of this Act and on the publication of such notification in the Gazette the schedule shall be deemed to be amended accordingly.
15. Power to make rules The State Government may, by notification, make rules to carry out the purposes of this Act.





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16. Repeal and exceptions:

- (1) The Uttar Pradesh Public Examinations (Prevention of Unfair Means) Ordinance, 1998 is hereby repealed.
- (2) Notwithstanding such repeal, any act or proceeding done under the provisions of the Ordinances referred to in sub-section (1) shall be deemed to be done or proceeded under the corresponding provisions of this Act as if the provisions of this Act were in force at all material times.

Efficient Examination Process:

1. **Display of Notices:** Timely display of all notices related to Internal and university exams, including the tentative and final exam schedules, on notice boards.
2. **Sequence of Activities:** A systematic sequence of activities for Internal and University exams involving preparation of a tentative schedule, student feedback, correction of results by the College/university, and final display.
3. **Practical Exam Information:** Displaying and informing students about practical exam schedules 6-8 days before the exams.
4. **Form Filling Assistance:** Dedicated assistance for students during university exam form filling, with a scheduled approach in departmental classrooms to minimize inconvenience.
5. **Addressing Grievances:** Faculty and staff will address all grievances related to University exam forms by conveying the concerns to the university authority and providing feedback to students.

Guidance on Exam Processes:

1. **Oral and Theory Exam Schedule:** Displaying schedules on notice boards and the college website, with specific guidance provided based on individual needs.
2. **Rechecking and Re-evaluation:** Faculty and committee members guiding students on the rechecking, copy viewing, and re-evaluation processes following university guidelines and procedures.

Audits: regular academica auditing of the Internal and External auditing promotes effectiveness, reviews compliances, helps us to know threats and challenges, and decide strategies to overcome. The processes of audits will include

- a) Creating audit formats
- b) Conducting audits
- c) Analysing results and meetings
- d) Going for the compliance
- e) Completing the compliances and reporting them.

