



स्वामी राम हिमालयन विश्वविद्यालय Swami Rama Himalayan University

Evaluation-related Grievance Redressal mechanism followed by the Institution

The University has an effective mechanism for Redressal of grievances pertaining to examinations. All the grievances related to evaluation are promptly addressed by the examination cell as per the stipulated norms. The University follows two evaluation systems:

1. Coding and double evaluation system:

In Medical & Nursing programmes, once the answer scripts are received by the Examination Cell of the University, for fair evaluation to conceal the identity answer scripts are coded.

1st evaluation is done by an internal examiner & 2nd evaluation by the external examiner appointed by the University. If the difference of marks between evaluation 1st & 2nd is more than 20% (excluding M.C.Qs) of total marks in a particular paper, then the answer scripts are evaluated by a 3rd evaluator. The average out of the marks awarded by 3rd evaluator and the marks of 1st & 2nd evaluator whichever is nearer to the score of the 3rd evaluator, thus obtained shall be final.

2. Coding and single evaluation system:

The university is following coding and single evaluation system in Science & Technology, Management Studies, Biosciences, Yoga Sciences, Clinical Research & Epidemiology and Paramedical programmes. Subsequent to evaluation, evaluated answers scripts are shown to the students before declaration of result.

The Examination Cell get scrutiny done to ascertain whether the marks awarded to various answers have been correctly added and whether the Examiner has evaluated answers to all the questions written by the Examinee.

If students have further grievances with the evaluation process than their doubts are cleared by showing their performance in the answer sheet.

If the student is not satisfied with the scrutiny, then he/ she may submit an application to respective Students' Grievance Redressal Committee.

Abraham

Controller of Examinations
Swami Rama Himalayan University
Swami Ram Nagar P.O.-Jolly Grant
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Procedure for Grievance Redressal:

- The aggrieved student may submit an application through the University online Portal for seeking Redressal of grievances.
- On receipt of an online complaint, the Registrar office shall refer the complaint to the appropriate Students' Grievance Redressal Committee, along with its comments within 15 days of receipt of complaint on the online portal.
- The Students' Grievance Redressal Committee shall fix a date for hearing the complaint which shall be communicated to the Registrar and the aggrieved student.
- An aggrieved student may appear either in person or authorize a representative to present the case.
- Grievances not resolved by the Students' Grievance Redressal Committee may be referred to the Ombudsperson by the university.
- The Ombudsperson shall, after giving reasonable opportunities of being heard to the parties concerned, on the conclusion of proceedings, pass such order, with reasons thereof, as may be deemed fit to redress the grievance and provide such relief as may be appropriate to the aggrieved student
- The aggrieved student shall be provided with copies of the order under the signature of the Ombudsperson.
- The University shall comply with the recommendations of the Ombudsperson.
- The Ombudsperson may recommend appropriate action against the complainant, where a complaint is found to be false or frivolous.



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