



# SGT UNIVERSITY

SHREE GURU GOBIND SINGH TRICENTENARY UNIVERSITY  
(UGC Approved)

Gurugram, Delhi-NCR

Budhera, Gurugram-Badli Road, Gurugram (Haryana) – 122505 Ph. : 0124-2278183, 2278184, 2278185

## Evaluation related Grievances Redressal Mechanism

### 1. Introduction

Shree Guru Gobind Singh Tricentenary University provides mechanism to students for redressal of their evaluation related grievances with regard to their complaints on conduction, internal assessment, examinations papers, practical, re-evaluation, re-checking, mark sheets, transcripts, certifications, convocation, unfair means cases etc.

### 2. Objectives

- To introduce a fair, impartial and consistent mechanism for redressal of various evaluation related issues faced by the student/parents.
- To develop a responsive and accountable attitude among all stakeholders, there by maintaining a harmonious atmosphere in the University campus.
- To ensure the grievances are resolved promptly, neutrally and in complete confidentiality.
- To uphold the dignity of the University by promoting fair, transparent and timely evaluation of students.

### 3. Mechanism

Whenever, in any matter of examinations of the University, if a student wishes to seek redress of a grievance; the proper course for him / her is to address his / her matter to the concerned Dean / Principal of Faculty of Study or Dean Students' Welfare or Registrar, whosoever is competent to deal with the matter.

### 4. Redressal Committees

For redressal of grievances, the Vice-Chancellor of the University will constitute the following Committees from time to time as per their duration of formation:

- Examination Committee – For Re-evaluation, Re-checking, Conduction, Unfair Means Cases, Internal Assessments, Mark sheets, transcripts, convocation etc.

Controller of Examinations  
SGT University, Budhera,

Registrar  
SGT University  
Budhera, Gurugram

- Paper Complaint Committee – For Paper Complaints.
- Unfair Means Committee – For Unfair Means Cases.

## **5. Functions**

- To receive complaints of students and redressal of grievances of students. The cases will be attended promptly on receipt of written grievances from the students.
- The above mentioned committees will deal with all the grievances directly which are related to the evaluation.
- The Committees will review all cases and will act accordingly.
- The Committees will give report to the Vice-Chancellor of the University about the cases attended and the number of pending cases, if any, which require direction and guidance from him / her.

## **6. Procedure for Redressal of Grievances**

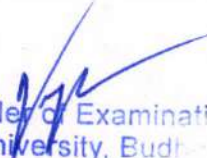
An aggrieved student who has the grievance(s) shall make a written application first to the Dean / Principal of Faculty of Study. The Dean / Principal will forward the application to In-Charge of Student Cell. The In-Charge of Student Cell shall verify the facts and will forward the application to the Office of the Controller of Examinations for redressal as per the Evaluation Policy of the University.

If the student is not satisfied with the redressal, then he / she may appeal it before the Vice-Chancellor. The Vice-Chancellor may direct the Controller of Examinations for its review. The Controller of Examinations shall place the matter before the relevant Committee for its review. The Committee will submit the review report to the Vice-Chancellor within a specified time.

While dealing with the complaint, the committee at all levels would observe law of natural justice and hear the complainant and concerned officials.

While passing an order on any grievance at any level, the relevant provisions of all statutory regulations would be kept in mind and no such order would be passed in contradiction of the same.

The decision of Vice-Chancellor of the University shall be final and binding on all students.

  
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