

## OP JINDAL UNIVERSITY, RAIGARH EXAMINATION GRIEVANCE REDRESSAL CELL

Ref. No.: OPJU/Exam/19/52

Date : 14/02/2019

### About the Cell

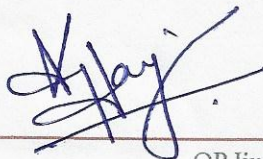
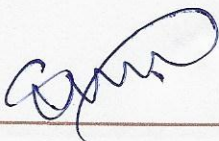
**Examination Grievances Redressal Cell (EGRC)** will monitor and respond to students' grievances lodged in regard to all types of grievances, complaints and malpractices related to examination matters and also ensure effective redressal of the grievances.

### Scope

The grievance or grievances of students related to examinations/results/grading / withholding / higher grade promotions, provoking other students during exam etc and its redressal only shall be considered by the EGRC.

### Functions of EGRC

1. To receive the applications of the students both online and off line.
2. To check the nature/category of grievances related to exams whether genuine or fake.
3. To attend all applications relating to the grievances.
4. To entertain and consider the grievances of the students.
5. It may hear the students in person by giving opportunities of hearing.
6. To hear all the concerned parties and settle grievances as early as possible.
7. To counsel the students whenever necessary to resolve their grievances.
8. To give advice to the students through correspondence.
9. The EGRC shall not discuss with any sub-judice grievances.
10. It shall make efforts to settle the disputes amicably.
11. To prepare and submit the recommendations relating to the redressal of grievances to the concerned authority i.e. CoE/Registrar and if required for final approval of VC.
12. The Grievance Cell shall examine the grievances and ensures justice to the student.



13. The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

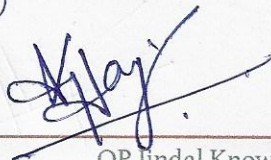

### **Role of Exam Grievance Redressal Cell**

- The complainants should file their grievances either by writing in paper to the Controller of Examination or by online on the website of the University (Heading Examination Grievance Redressal Cell) in the prescribed format(uploaded in the website)
- Any student may put in their case/concern with name, date and semester/examination in the grievance. Confidentiality and privacy will be maintained.
- One may refer to the University Circular for more details given in the Examination Grievance Redress Cell regarding the grievance redressal process from time to time.
- Online Students Grievance Redressal Portal Facility.
- The student can access the Online Students Grievance Redressal Portal on the University website to lodge his/her grievance. The link is -[www.opju.ac.in/www.opjucloud.com](http://www.opju.ac.in/www.opjucloud.com)
- To keep the dignity of the university high by ensuring free and fair justices.
- This cell helps Students to record their complaints and solve their problems related to academics-examination related issues freely and frankly.

### **Definition of Grievances**

The following complaints of the aggrieved students include:

- Non-transparent or evaluation practices
- Grading system/award of grades
- Promotion to higher semesters
- Withholding of results



## Constitution of the Examination Grievance Redressal Cell

1. Registrar	Chairman
2. Dean/HoD of the School	Member
3. One Faculty from the Department	Member
4. One Faculty from other Department	Member
5. Controller of Examination	Member Secretary

## Role of Controller of Examination as Member Secretary

- Chairperson shall preside over the meeting
- CoE, being the custodian of the Cell shall place before the meeting all related issues/documents for disposal.
- Convene the meeting in permission of the Chairperson to redress the grievances of the students received online/offline within the stipulated date and time.

## Meeting of the EGRC: The procedures of the meeting

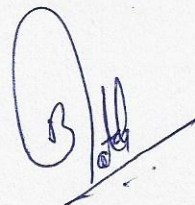
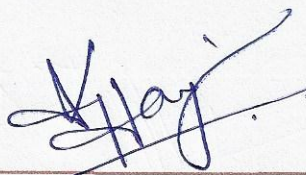
- Shall meet as per the exigency in order to redress the grievances registered on portal related to examination issues.
- Shall be recorded serially in the examination grievance redressal file.
- Controller of Exam shall communicate to all the parties with its Agenda and necessary documents prior to the meeting.

## Quorum of the Meeting of EGRC

The Quorum for the EGRC shall be minimum 3 members including Controller of Examination. The presence of Chairman and Member Secretary is Mandatory.

## Minutes

- The draft notes shall be prepared by Controller of Examination.
- The record notes of the decisions taken by the EGRC in the meeting and the discussions will be final.
- The CoE shall submit the confirmed decisions of EGRC to all members concern for finalization.



## **Appearance before EGRC**

The complainant student may appear in person. If he/she is incapable to attend / represent his/her grievances, then his/her representative (parents) other than legal practitioner may be authorized to present his/her case.

In case the student is unwilling to appear in self, grievances may be informed.

## **Language of Proceedings EGRC**

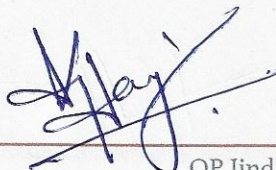
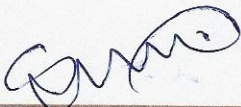
Preferably English language may be used in all the correspondences of EGRC while delivering its judgment/order/action in regard to forms/applications/action taken report/redressal etc.

## **Registration of Grievances on the Portal**

- Any student desiring redressal of his/her grievance(s) may register his/her grievance(s) online on the portal available on website of his/her within 15 days of the incidence.
- The student shall fill all the information required for registration and upload the supporting documents.
- The grievances with insufficient/incomplete information shall not be entertained by EGRC

## **Disposal of Applications**

- On receipt of an Applications of Grievances from the Students, it shall be scrutinized in consultation with the concerned person.
- Non-accepted applications shall be communicated to the student in writing by the Exam Department.
- The exam department shall communicate the date, time to the students who have registered their grievances on the portal for redressal.
- The concerned authority may also discuss the grievance personally with the applicant.
- The CoE may advise all the concerned related to grievance to give clarification in writing with necessary documents for redressal transparency.



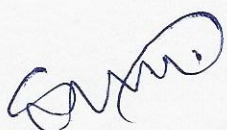
- The EGRC shall redress all the grievances by giving an opportunity of hearing to all the concerned parties and by following principles of natural justice.
- The CoE shall communicate a copy of Order/Decision/Resolution to the student/s whose grievances were mentioned in the Agenda.

### **Non-Entertainment of Application**

1. No applications for redressal of grievances shall be entertained, if the EGRC is satisfied that
  - a. The applicant has knowingly made false statement or furnished false information.
  - b. There is no prima facie case for considering it.
  - c. The Application is frivolous or fictitious.
  - d. The matter is sub-judice and/or rejected previously
  - e. If there is a gross delay.
  - f. Having regard to all the circumstances of the case, it is otherwise not reasonable to consider the application.
2. In case of any false or frivolous complaint, the EGRC may recommend appropriate action against the complainant student.

### **Consideration of Applications**

- The CoE/its authorized member and/or EGRC - shall study the applications/cases sent to them in advance.
- Applications shall be discussed in the Cell/Committee for further line of action shall be decided.
- If the CGRC finds it necessary it may refer any matter to an expert and obtain his / her opinion.
- After following all the procedures enumerated above, the EGRC may formulate its recommendations on the Application for final action.



## Recommendations for Final Action

The decision of the recommendation of the Grievance Committee for redressal is notified by the Controller of Examination:

- To ensure implementation of resolutions/decisions made during the EGRC on top priority basis.
- To upload the Decisions/Resolutions/Action Taken on the portal.
- To see that any of the employees/officials is involved in misconduct, they can recommend departmental enquiry against him/her.

## Pursuing the Matter

- Shall keep in touch with the concerned /departments and see that the decision is implemented immediately.
- The same shall be incorporated in the Action Taken Report.
- Upload the Decisions/Resolutions/Minutes/Action Taken Report of EGRC on the portal.
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## Appeal on the Decisions

- The student may appeal on the decision given by EGRC to The Controller of Exam through the HoD of the concerned department within 15 days from the receipt of the decision of the EGRC.
- In that case, the grievance will be forwarded to the VC through Registrar.
- The decision of the Vice Chancellor in all such cases will be the final.

  
**Controller of Examination**

  
**Vice Chancellor**

  
**Registrar**

14/12/2019  
(i/c)