



Madhya Pradesh Bhoj (Open) University

(Established under an Act of State Assembly in 1991)

मध्यप्रदेश भोज (मुक्त) विश्वविद्यालय



Standard Operating Procedure Examination-Related Grievances

Standard Operating Procedures for Examination related Student Grievances

The University has adopted an effective Student Grievance Redressal Mechanism. A dedicated cell in the Department of Admission and Examination headed by the Director of Admission and Examination deals with grievances. An internal examination-related grievance redressal committee is in place, which deals with grievances of a generic nature and makes recommendations for redressal.

Modes of Receiving Grievances

The learner can raise the grievance through the following modes:

- PM Portal (online portal)
- CM Helpline (Madhya Pradesh)
- UGC PG Portal (online portal)
- In person
- Email
- Through website
- Vice-Chancellors' Office
- Student Support Department (SSC)
- Regional Offices
- Study Centres

Types of Grievances

- Updating the result in the Grade Card
- Issuing of Grade Card, Provisional Certificate, Degree
- Declaration of results of Assignments and Re-evaluation

- Updating Assignment Grades, Practical, Project marks/grades
- Refund of examination fee
- Change of examination centre
- Dissatisfaction with marks awarded.
- Photocopy of Answer scripts
- Issuing of duplicate Grade Card & Provisional Certificate
- Name correction in Grade Card
- Verification of Mark sheet, certificate and degrees
- Online re-evaluation form
- Transcript related
- Unfair means related

The mechanism of handling Standard Operating Procedures (SOPs) for handling examination-related student grievances in the university includes in the SOP:

1. **Grievance Submission:** Students are given a designated channel to submit their grievances through the online portal or an email, through post and personally examination-related grievances.
2. **Grievance Acknowledgment:** The university promptly acknowledges its receipt upon receiving a grievance.
3. **Grievance Review:** A dedicated committee or department is responsible for reviewing grievances. The SOPs may outline the committee's composition, consisting of five senior professors as committee member.

The committee assesses the grievance's validity based on the provided information and supporting documents.

4. **Investigation:** If the grievance requires further investigation, the SOPs detailed the following process. This involves collecting additional evidence, reviewing examination papers, or consulting relevant faculty members. The timeline for completing the investigation is being maintained.
5. **Communication with the Student:** Throughout the process, regular updates should be provided to the student regarding the status of their grievance.
6. **Decision and Resolution:** The committee decides based on the findings once the investigation is complete. Ordinance No 61, UFM Guidelines and Ordinance 60 are the basis for making the final decision.
7. **Appeals Process:** In case the student is dissatisfied with the decision, the student may appeal in accordance of the provisions of the appeal. This involves a separate appeals committee or an escalation mechanism within the university's hierarchy.
8. **Records and Documentation:** The department maintains thorough records of all grievance-related correspondence, investigations, decisions, and resolutions.
9. **Continuous Improvement:** Periodic reviews of the grievance handling process are conducted to identify improvement areas.

If there is any change in the rules regarding standard operating procedures related to assignment and term-end examinations. In that case, it is placed in the meeting of the Examination Committee and later after its approval by the Board of Management of the University. After its wide circulation amongst learners, it is applicable from a certain future examination.