

# Standard Operating Procedure (SOP) Regarding Grievances Related to Term-End Examination



**Uttarakhand Open University**

Teenpani Bypass, Near Transport Nagar  
**Haldwani 263139, Uttarakhand, India**

Examination Section

Uttarakhand Open University, Haldwani

## **SOP Related to Term-End Examination Related Grievances**

Grievances related to term-end examinations relate to various stages and there exists a standard operating procedure to deal with the same. A brief detail of these grievances and the SOP related thereto is as follows:

1. Before finalising the schedule of term-end examinations, a tentative scheme of different papers is displayed on the website of the University and suggestions as well as objections are invited from different stakeholders including the learners. Based upon these suggestion/objections, the final scheme of examination is implemented.
2. Some learners, on account of their own specific problems, need to change their examinations centres and such examinees are allowed to submit their applications for change of examination centre and if found logical their examination centres are changed as per their requests.
3. The admit cards of the learners are made in such a way that the scheme of their relevant papers is printed on the back of the admit cards to keep them reminded about the dates and sessions of their respective examinations.
4. Once the examination is over, the examinees raise various grievances and these are settled as follows:
  - i. the learners may submit their grievances online or offline within the period of one month from the date of declaration of the last result ;
  - ii. they may request to obtain a copy of their answer sheets, in case they have any doubts about the evaluation. If the learners submit any grievance related to evaluation, it is sent to the Grievance Committee, constituted for the purpose and a satisfactory resolution is arrived at ;
  - iii. the learners may apply for a scrutiny of their answer sheet in case they feel that some parts of their answers are not evaluated or left out ;
  - iv. the learners may challenge the evaluation process/standard and in such a case the matter is referred to Grievance Committee for arriving at a suitable resolution thereof ;
  - v. if the Grievance Committee is satisfied that the evaluation has not been proper, the answer book is sent for review to another subject expert for expert opinion and if required it is re-evaluated and the grievance is settled ;
  - vi. learners may apply for scrutiny or for obtaining the copy of their answer sheet by paying the requisite fee for the purpose. These days Rs. 200/- per paper for scrutiny or photocopy is charged ;
  - vii. the standard operating procedure for scrutiny is as follows :
    - a. at bachelor's level application for scrutiny/photocopy can be submitted for a maximum of 2 papers,
    - b. at post-graduate level and in PGDCA application for scrutiny/photocopy can be submitted for a maximum of 1 paper only,
    - c. at diploma or certificate level application for scrutiny/photocopy can be submitted for a maximum of 2 papers
  - viii. if after the scrutiny, the marks of the examinee increase by 10 percent, the same will be reflected in the revised marks sheet and if the marks are reduced, the original marks obtained by the examinees are retained and their marks are not reduced ;

- ix. learners willing to apply for grievances may submit their grievances within 6 months from the date of declaration of the last result, whereas application for scrutiny and for obtaining the photocopy of their answer sheets can be submitted within the period of 1 month from the date declaration of the last result, and
- x. Grievance Committee is a committee comprising of 4 to 5 persons appointed by the Hon'ble Vice Chancellor to take care of grievances of the learners.

The standard operating procedure to deal with the other matters related to term-end examinations as below:

1. **Use of Unfair Means** – Sometimes reports of the use of unfair means are received from various examination centres. If an examinee has been found using unfair means during the examination, appropriate action is taken and the extent of punishment is properly defined in the rules of the University. Use of the following is considered as unfair :

- Any paper, printed book, handwritten notes or any other unauthorized material related to the examination found with the examinee during the continuation of the examination at the examination centre.
- Copying with the help of mobile phones, other electronic devices like the smart watches, etc., even if found in switched-off mode (only the simple, i.e., non-scientific calculators are allowed).
- Anything related to examination found written on the desk or chair or scale or anything else amounting to the wrong intent of the examinee for copying during the examinations shall be counted as unfair means.
- Anything written or diagrams made or tables etc. related to examinations on the clothes or handkerchief, etc.
- Anything related to examination written on the question paper or the admit card.
- Attempt to receive help from the other examinees or any attempt to assist the other examinees in solving the question paper or obtaining help from outside sources during the continuation of the examination.
- Talking to other examinees or arguing with the room invigilator or with the examination team.
- Swallowing or attempt to swallow or to destroy the copying material.
- Impersonating any candidate or getting impersonated by any other person for taking examination.
- Trying to read the relevant notes or material in the toilets or in any other place during examination.

### **Punishment for Using Unfair Means**

The cases related to use of unfair means are reported by the Centre Superintendent of the Examination Centre to the Controller of Examinations and all these reports are compiled during the continuance of the examination. After the examinations are over, a UFM Committee is constituted by the Hon'ble Vice Chancellor and these cases are placed before the UFM Committee for its consideration. The standard punishment to be given to the examinees using unfair means is as follows :

1. Cancellation of the examination of the particular course (Paper) in respect of which he/she is found guilty.
2. Cancellation of the entire examination of the particular semester for which the candidate was found guilty.
3. Any other punishment deemed suitable by the UFM Committee
4. Norms of Punishment :
  - a. if the behaviour of the examinee after being caught using UFM is unsatisfactory or if the candidate uses resistance/violence against the invigilator or any other person on duty and the said examinee continuously refuses to obey the instructions, such an examinee may be debarred from re-appearing at the examination for next 3 examinations.
  - b. if the examinee is found guilty of lesser offence, his/her particular examination will be cancelled but he/she shall be allowed to re-appear in the next term-end examinations.
  - c. if the copying material found with the examinee is of insignificant nature, he/she will be given a chance to re-appear in the next term-end examination.
  - d. if the examinee is proved to have copied from the copying material, the examination in the concerned paper shall be cancelled and he/she can re-appear in that particular paper during the next cycle of term-end examinations.
  - e. if the examinee is found talking in the examination room or outside the examination room and does not listen to the invigilator, his/her examination of that particular paper will be cancelled and he/she will be allowed to re-appear in the next term-end examination.
  - f. if the examinee is found reading the copying material in the toilets or in the other parts of the building or in the examination room, his/her examination of a particular paper or the whole examination may be cancelled depending upon the gravity of the situation.
  - g. if the examinee is found giving or receiving assistance to/from others in the examination room or outside, his/her examination of the particular paper or his/her entire examination may be cancelled.
  - h. if the examinee was found to possess the copying material relevant to the question paper but he/she has not copied from it, he/she may be given a warning and the case may be disposed-off, but it will depend on the circumstances of the particular case.
5. All these decisions of the UFM Committee are reported *post facto* in the meeting of the Examination Committee.

In case there is any change in the rules regarding standard operating procedure related to term-end examinations, it is placed in the meeting of the Examination Committee and later after its approval by the other Statutory Bodies of the University, it is published in the prospectus of the University and it is uploaded on the website of the University. After its wide circulation amongst the learners it is made applicable from a certain future examination.

=====XXX=====