



**SILVER OAK
UNIVERSITY**
EDUCATION TO INNOVATION

Procedure Followed for grievance against evaluation

University follows a stringent and transparent evaluation system. Therefore, University provides students to raise their concern against evaluation system by following procedure decided by the University. The University allows students to submit their grievance in the form of an appeal for reevaluation and also gives access to answer books on their demand.

The primary goal of this mechanism is to foster a mindset of responsiveness and accountability among all the stake holders in order to maintain amicable educational atmosphere with the following objectives.

- To create a fair, uniform and consistent mechanism for redressal of varied issues faced by the students related to examinations and its results.
- Allow students to express their dissatisfaction through proper mechanism
- To ensure that complaints are addressed with priority, without bias and with full confidentiality.
- Proper guidance is provided to the students by Institute/Faculties/Exam department about reevaluation process so that students can easily apply.
- Examine the applications and resolve any issues pertaining to the evaluation in an effective manner.
- Ensure timely resolution of every grievance/complaint.

Established by Gujarat Private Universities Act 2009

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Process and Norms of Re-Evaluation / grievance against evaluation

As per the provisions laid down in the examinations policy of Silver Oak University, below rules shall be applicable for reassessment and process shall be followed.



Process Chart of Grievance against evaluation

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1. Process and Extent of Verification (Rechecking i.e. Re-totalling)

- a. Rechecking: A candidate who has appeared at the examination conducted by the University may apply, after declaration of result, for rechecking of marks obtained by him/her, in theory papers (other than those conducted in online mode). The candidate may apply (in his/her own interest) for rechecking as per schedule of application if he/she desires to do so.
- b. Application for rechecking: Application for rechecking shall be made by the candidate as per the procedures laid down in the schedule declared by the University along with prescribed Fees. A candidate has to apply for rechecking within 3 days of the result declaration through prescribed mode for application i.e. through student portal.
- c. The verification shall be;
 - i. Restricted to verifying that all answers attempted by the candidate have been assessed.
 - ii. There has been no mistake in totalling of marks allotted to each answer in the answer book of that course.
 - iii. All such allotted marks to each answer are transferred correctly on the cover page of the main answer book and the whole answer book, i.e. main and all its supplements as mentioned by the candidate on the cover page of main answer book, are intact.
 - iv. If, as a result of verification, a candidate becomes eligible for modification of his/her result, the same shall be done by the University.

2. Re-evaluation of Answer Books (Reassessment and double evaluation)

- a. A candidate who has appeared for the recent semester theory examination shall be entitled for a reassessment of any number of Courses per semester/year of his/her assessed answer book on submission of application as per the procedures laid down in the schedule declared by the University.
- b. A candidate needs to opt for reassessment of the same on submission of application as per the procedures laid down in the schedule declared by the University along with prescribed Fees. A candidate has to apply for reassessment within 3 days of the result declaration through prescribed mode for application i.e. through student portal.
- c. After reassessment as per university policy, if the marks awarded by subsequent examiner vary/ deviate by equal to or more than 15% marks of the Course on either side determined on the basis of marks awarded by the original examiner, then the marks shall be awarded as mentioned below;
 - i. First Evaluation: The marks after reassessment shall be awarded if the difference between the marks allotted by the original examiner and



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the marks allotted by the subsequent examiner (i.e. second assessor other than main examiner) is less than 15% marks on either side.

- ii. Double evaluation: If the difference is equal to or more than 15% marks, the answer book shall be assessed by the THIRD assessor (i.e. other than faculty members who have done main and second assessment). Then the marks are compared with the marks allotted by second and third assessors and the closest marks to the marks awarded by main examiner shall be allotted.

Note: In case of change in the grade, student can claim for refund of application fees by submitting a written application to examination cell after result declaration. If grade is not changed, then student will have no right to claim for refund. (Ref. 2nd Amendment)

3. Access to answer book (Access to Photocopy).

- a. A student can apply for access to his/her assessed answer book and can obtain photocopy by an application along with required fees to Controller of Examination within 3 working days of result declaration.
- b. If a candidate fails to apply in the prescribed form and within time, then he/she shall lose the right to get photocopy of his/her assessed answer book.
- c. In case of any objection, student will have to raise concern against the evaluation through written application to CoE. Such applications will be entertained only after the result declaration of re-evaluation. Such grievance will be address only if it is based on the photocopy of answer book.

4. Publish Result

- a. After the completion of all the process results to be publish.

S/d
Controller of Examination

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