

2.5.2 Examination related Grievances

Regarding any dissatisfaction of students about the result of the exams and inaccuracy in the mark sheets, the University after the declaration of results for the Term End Examinations, has immediate provisions for solving such issues.

The confidential department of the University receives many applications regarding:

- Withheld because of missing marks.
- Withheld due to not incorporating previous marks.
- Enrollment, Roll No., Photo/Image discrepancy.
- Spelling mistakes in the names of students or the names of their parents.
- Mark sheets not received by students.
- Showing absence in TEE / TMA / PrE.
- For obtaining the second copy of the marks sheet.
- For re-totaling and re-evaluation.

1. Sometimes, because of printing mistakes, all roll numbers or names are not displayed in the result, and similarly, present students are found absent. If the University receives this kind of application, a new mark sheet is promptly generated after required modifications and procedures.

2. PSSOU has the provision of ATKT for the students if any student fails in any paper. Previous marks are left out during preparing the marks sheet of forward classes, and when brought to the University's notice, they are immediately offered a new marks sheet incorporating marks of previous classes.

3. Errors of enrollment/roll no. or related photo/ image of students, on account of their application, are provided a fresh marks sheet with necessary changes.

4. Similarly, if there is a mistake in the student's name/mother/father/husband, then a marks sheet with a correct name and correct spelling is provided to the concerned applicant.

5. In the cases of non-delivery of marks sheet on the address of students because of wrong address, and sometimes, there is a misplacement of mark sheet by students, and if he does not receive the original first copy of mark sheet because of any reason, then the student is given a second copy of marks sheet, after due verification.

VERIFIED



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6. If the student is absent in TEE / TMA / Pr E despite his certified presence, he is issued another original marks sheet with required entries.


7. In cases of re-totaling and re-evaluation, after incorporating the change an updated marks sheet is provided to students.

For mistakes/inaccuracies as mentioned above, the confidential department of the University resolves the issue through different measures::

1. Scrutiny of the applications and identifying the area of the problem.
2. Checking the problem with foil/counterfoil, TR, observation of answer copies.
3. Respective cell for the concerned program in the confidential department explores the required work/correction.
4. Entries in TR, correction in marks sheet accordingly, fresh marks sheet is forwarded to Exam controller for issue to the concerned applicant.
5. During this process, students are intimated to submit the required fee.
6. In the case of an incomplete application, they are informed to submit the required documents, and they are instructed to collect the new marks sheet from LSC / Regional center.
7. The marks sheet is delivered to the applicant's address if he requests.

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