



# NARAYANA COLLEGE OF NURSING

Chinthareddypalem, Nellore - 524003. A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

e-mail: narayana\_nursing@yahoo.co.in || principal.ncn@narayanannursingcollege.com

website: <https://www.narayanannursingcollege.com>



## 2.5.2 Number of Grievances regarding University Examination

SL. NO	Academic Year	No Of Grievances -Retotaling
1	2023-2024	17
2	2022-2023	02
3	2021-2022	01
4	2020-2021	-
5	2019-2020	-

*Dr B. Anj*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003.



# NARAYANA COLLEGE OF NURSING

Chinthareddypalem, Nellore - 524003. A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

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website: <https://www.narayanannursingcollege.com>



20.11.2023

I herewith constitute the examinations grievances cell with the following members the roles and responsibilities of the members are enclosed.

## Examination Grievances Committee

S.No	Name of the Committee	Designation	Position
1	Dr. B. Vanaja Kumari	Principal	Chairperson
2	Dr. V. Kumari	Vice Principal	Convener
3	Dr. Anjani Devi.N	Associate Professor	Coordinator
4	Dr. Latha.A	HOD	Member
5	Prof Shanmugavadivu	HOD	Member
6	Mrs. Subhashini. N	Associate Professor	Member
7	Mrs. Pavithra. G	Associate Professor	Member
8	Ms. Sandhya Rani	Computer Operator	Member
9	Mrs. CH Amaravathi	Computer Operator	Member

### Copy to

1. All the members
2. All class coordinators
3. Student notice board

*Dr. B. Vanaja*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003.



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website: <https://www.narayanannursingcollege.com>



## Roles:

1. Act as a facilitator between students and faculty regarding examination related issues.
2. Ensure transparency and fairness in handling examination grievances.
3. Maintain records of grievances and their resolutions.

## Responsibilities:

1. Receive student's complaints regarding internal assessment examination.
2. Analyze and assess the grievances.
3. Conduct meetings with concerned staff for resolution
4. Communicate decisions to the students
5. Guide students with university examination grievances through department heads.

*Dr. B. Anj*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003.



**Dr.YSR UNIVERSITY OF HEALTH SCIENCES : VIJAYAWADA- 520008**

Lr.No.1675/E5/M.Sc.(N)/2024-01

Date:26.07.2024

To

**The Principal,  
Narayana College of Nursing,  
Nellore.**

Madam,

Sub:- Dr. YSR UHS – Exams – M.Sc.(N) Ist & IInd year Theory exams held in May, 2024 – Change/No Change results of Re-totalling – Intimation- Reg.

Ref: 1. Re-totalling application of certain candidates.  
2. Remarks of the Re-totalling Committee.

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With reference to the above, the result of the candidate(s) who have applied for Re-totalling for M.Sc.(N) I & II year Examinations of May, 2024 is/are hereunder:-

SNo	Regd. No	Name of the Candidate	Specialty	Change/ No Change
1	21N302009004	Setti Rajeswari	Nursing Management	No Change
2	21N302009001	Busineni Nandeswari	Nursing Management	No Change

The same may be informed to the candidate(s) concerned, immediately.

**Sd/- CONTROLLER OF EXAMINATIONS**

**//ATTESTED//**

**ASSISTANT REGISTRAR(EXAMS)**

*[Handwritten signature]*

*[Handwritten signature]*  
26/7

*[Handwritten signature]*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003



**Dr.YSR UNIVERSITY OF HEALTH SCIENCES : VIJAYAWADA- 520008**

Lr.No. 5820/E5/M.Sc:(N)/2023-02

Date:21.02.2024

To

**N009**

**The Principal,  
Narayana College of Nursing,  
Nellore.**

Madam,

Sub:- Dr. YSR UHS – Exams – M.Sc.(N) Ist & IInd year Theory exams held in December, 2023 – Change/No Change results of Re-totalling – Intimation- Reg.

Ref: 1. Re-totalling application of certain candidates.  
2. Remarks of the Re-totalling Committee.

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With reference to the above, the result of the candidate(s) who have applied for Re-totalling for M.Sc.(N) I & II year Examinations of November/December, 2023 is/are hereunder:-

SNo	Regd. No	Name of the Candidate	Specialty	Change/ No Change
1	21N301009003	Tirupathi Nikhitha	Advance Nursing Practice	No Change

The same may be informed to the candidate(s) concerned, immediately.

**Sd/- CONTROLLER OF EXAMINATIONS**

// ATTESTED//

**ASSISTANT REGISTRAR(EXAMS)**

21/2/24

**Dr. B. Anuraj**  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003



**Dr. YSR UNIVERISTY OF HEALTH SCIENCES: AP : VIJAYAWADA – 8**

File No.17224/E7/B.Sc(N).C/2024

Date:06-07-2024

To  
The Principal,  
N009 - Narayana College of Nursing, Nellore

Sir/Madam,

Sub:- Dr. YSR UHS:EXAMS – I to IV Year B.Sc(N) & I to II Year Post Basic B.Sc(N) Courses Examinations **March-2024** – Announcement of Re-totalling results – Regarding.

Ref:- 1. Re-totalling applications of certain candidates.  
2. Remarks of the re-totalling committee.

\*\*\*\*\*

With reference to the above, the results of the candidate who have applied for Re-totalling, relating to B.Sc(N) & PB B.Sc(N) Courses Examinations of **March-2024** is here under:

Sl. No.	Reg. No	Year	Subject	S. Code	Result
1	21N101009093	II B.Sc(N)	MEDICAL-SURGICAL NURSING I	337	NO CHANGE
2	21N101009033	II B.Sc(N)	MEDICAL-SURGICAL NURSING I	337	NO CHANGE
3	20N101009012	III B.Sc(N)	CHILD HEALTH NURSING	342	NO CHANGE
	20N101009021				NO CHANGE
	20N101009008				NO CHANGE
4	20N101009021	III B.Sc(N)	MEDICAL-SURGICAL NURSING II	341	NO CHANGE
5	19N101009027	III B.Sc(N)	MIDWIFERY AND OBSTETRICAL NURSING I	348	NO CHANGE

*Dr. Bahari*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

6	20N101009090	III B.Sc(N)	MENTAL HEALTH NURSING	343	NO CHANGE
7	19N101009089	IV B.Sc(N)	COMMUNITY HEALTH NURSING II	345	NO CHANGE
8	19N101009034	IV B.Sc(N)	MIDWIFERY AND OBSTETRICAL NURSING II	349	NO CHANGE
9	20N102009025	I PB	MATERNAL NURSING	1620	NO CHANGE
			BIOCHEMISTRY AND BIOPHYSICS	1617	
			NURSING FOUNDATIONS	1615	
			NUTRITION AND DIETETICS	1616	
10	21N102009008	II PB	SOCIOLOGY	1624	NO CHANGE
11	20N102009004	II PB	MENTAL HEALTH NURSING	1626	NO CHANGE
12	21N101009069	II B.Sc(N)	MEDICAL-SURGICAL NURSING I	337	NO CHANGE
13	19N101009087	IV B.Sc(N)	NURSING RESEARCH AND STATISTICS	346NS	NO CHANGE
14	20N102009004	II PB	COMMUNITY HEALTH NURSING	1625	NO CHANGE

To inform the same to the concerned student by displaying in the college notice board.

This has got the approval of competent authority.

Kindly acknowledge the receipt of the same.

Yours Sincerely



CONTROLLER OF EXAMINATIONS

*Dr. B. G. Prasad*  
Principal  
MARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

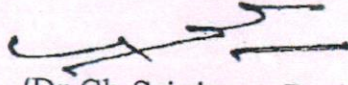
**THE ABOVE LIST INCLUDES THE CANDIDATES WHO PASSED THE EXAMINATIONS  
AFTER AWARDING THE GRACE MARKS AS PER INC & Dr. YSR UHS REGULATIONS**


**NOTE:**

1. The candidates need not apply for split marks as the same is available on the University website.
2. Retotalling will be made for Theory Examinations only.
3. In view of introduction of Digital Valuation which ensures fair evaluation, interested I Semester B.Sc(N) Course Examinations students may apply for retotalling to the university on payment of Rs.500/- per subject. Personal verification/identification by the student is not required.
4. The Retotalling shall be done by a committee appointed by the University. Hence, any claim for personal identification of answer book is not permitted.
5. The Candidates who want to apply for retotalling of theory marks should submit online mode only through <https://drysr.uhsap.in/epay/> with requisite fee **on or before 06-10-2023**. The offline mode applications will not be accepted.

//BY ORDER//

UNIVERSITY OFFICE  
VIJAYAWADA- 520008

  
(Dr.Ch.Srinivasa Rao)  
**CONTROLLER OF EXAMINATIONS**

  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

APPLICATION FOR RE - TOTALING OF B.Sc. (NURSING)  
THEORY EXAMINATION PAPERS ONLY

1. Name of the Candidate (In Block Letters) : SUBRAMANYAH THILAGAVATHI
2. Registered Number : 22N103009095
3. Name of the College with Address : Narayana college of Nursing,  
Chinthareddy palem, Nellore, 524003
4. Name of the Degree Course Studying : B.Sc. Nursing 4~~YDC~~/2YDC  
(Strike off which is not applicable) 1~~BSc~~ First semester
5. Year of Examination Appeared : 1~~st~~ B.Sc./2<sup>nd</sup> B.Sc./3<sup>rd</sup> B.Sc./4<sup>th</sup> B.Sc.  
(Strike off which is not applicable)
6. Name of the Common Examination Centre Appeared : Narayana Medical college, Nellore
7. Name of the Papers Applied For Re-Totalling : Applied anatomy and applied physiology
8. Particulars of Recounting Fee Paid : university online payment <https://dr.ysr.uhsap.in/epay/>
  - a. Amount : Rs. 500
  - b. D.D. No. : transaction id : ZHHP1425885194
  - c. Date : 30/09/2023
  - d. Name of the Bank & Branch : State Bank of India
9. Address for Mailing : Narayana college of Nursing,  
Chinthareddy palem, Nellore, 524003

**Special Note :**

1. The Application shall be submitted to the Controller of Examinations, 1<sup>st</sup> Floor, Dr. YSR UHS, Vijayawada - 8. Duly super scribing the Details on the Cover.
2. The Application along with Re-Totalling Fee for Theory Papers Only in the form of Demand Draft received by the Controller of Examinations on or before last date only shall be considered for Re-Totalling.
3. Applications received by the Controller of Examinations without enclosing the Re-Totalling Fee or after the Last Date will be rejected and Fee if any paid will not be refunded and will not be adjusted for the further examinations.
4. Candidates are therefore informed to pay attention and see the applications are received by the Controller of Examinations before the Last Date and the candidates are advised not to wait for the Last Date and submit applications early to avoid Postal delays.
5. **In view of Introduction of Digital Valuation which ensures fair evaluation, interested students may apply for retotaling to the University on payment of Retotaling fee of Rs.500/- per subject. Personal verification/identification by the student is not required. The retotaling shall be done by a committee appointed by the University. Hence, any claim for personal identification of answer book is not permitted.**
6. Re-totalling is only for University External Theory Examinations. No provision for re-totalling for Practical examinations / Internal Assessment examinations

Certified that I have gone through the above Regulations and I will abide by the Rules and Regulations of the Re-Totalling.

Place : Nellore

Date : 30/09/2023

*Dr. B. Chinnay*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddy palem,  
NELLORE - 524 003

*S. Thilagavathi*  
Signature of the Candidate  
Name : SUBRAMANYAH THILAGAVATHI  
(in Block Letters)



(<https://drysr.uhsap.in/>)

## Online Payment

(Online Payment Services for Dr.YSR University of Health Sciences, Vijayawada.)

Home (Home.aspx)

Apply Services (onlineservices.aspx)

Fee Details (examcertificatefee.aspx)

Payment Details & Receipt (view.aspx)

Contact (contact.aspx)

### Retotaling Payment Details


Applied For	Retotaling B.sc Nursing.R.R 1st SEM - AUG-2023
Reference ID	RE20230930160509560
Transaction ID	ZHMP1425885194
Transaction Status	Payment Successfull
Amount	Rs. 500.00/-
Regno	22N103009095
Name	SUBRAMANYAM THILAGAVATHI
College	NARAYANA COLLEGE OF NURSING
Phone No	9963338426
Email ID	narayana_nursing@yahoo.co.in
Subject Applied	Applied Anatomy and Applied Physiology,
Applied Date	30-09-2023 16:05:09

*B. Chinnay*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

Payment Recipet Not Required. For Retotaling

Designed And Developed By

 (<http://www.ap.nic.in/>) Andhra Pradesh, Vijayawada.

*Dr. B. Chinnay*

USN : 22N103009095

Name : SUBRAMANYAM THILAGAVATHI

Attempt : 1

TotalMarks : 119.00

Result : FAIL

SGPA :

Subject Name	Attempt	Individual Marks MIN/MAX MARKS RESULT	MIN/MAX Marks	Result	Credits	Total Per	Letter Grade	Grade Points	Credit Points	Remarks			
Communicative English *	1	College Level Exam	10.00/25	21.00	PASS	20/50	39	PASS	2	78.00	A	8	
		Theory Internal	10.00/25	18.00	PASS								
		Applied Anatomy and Applied Physiology	37.50/75	29.00	FAIL								50/100
Applied Sociology and Applied Psychology	1	Theory Internal	12.50/25	18.00	PASS	50/100	72	PASS	6	72.00	B+	7	42.00
		Theory Internal	37.50/75	54.00	PASS								

PRINT

NOTE:

\*The Information is Provided to the Student on his/her Online Request and is only a Prototype List  
AP = Already Passed, DET =Detained, NR=Not Registered

*B. Chinnay*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 007

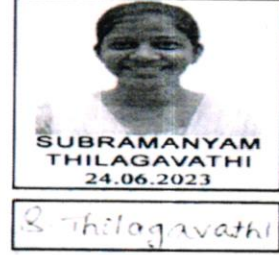


**DR. YSR UNIVERSITY OF HEALTH SCIENCES: AP : VIJAYAWADA**  
**NURSING UG EXAMINATIONS**  
**AUGUST-2023**  
**HALLTICKET**

**22N103009095**

**REGD. NO.**

**BATCH / YEAR** : 2022-23 / 1st SEM  
**COURSE** : Bsc Nursing-R.R-2022  
**CANDIDATE'S NAME** : SUBRAMANYAM THILAGAVATHI  
**COLLEGE NAME** : N009-Narayana College of Nursing,Nellore  
**EXAM CENTRE** : M009-Narayana Medical College,Nellore



**Subjects Appearing**

Sino	Subjects	Date	Reporting Time	Start Time	End Time
1	Applied Anatomy and Applied Physiology	04-08-2023	9:15AM	10:00AM	1:00PM
2	Applied Sociology and Applied Psychology	05-08-2023	9:15AM	10:00AM	1:00PM

*B. Anny*  
**PRINCIPAL**  
Principal

**Controller of Examinations**

**INSTRUCTIONS TO CANDIDATES**

1. Reporting time of the examination Hall is printed on face of the Hall Ticket.
2. Do not write your name on any part of the answer book.
3. Never allow or assist anyone to copy from you.
4. You should not write your Register Number on any page of the answer book.
5. The answers should be legibly written in black or blue ink only.
6. Write your answer on both sides of the paper except on the reverse of the 1st page of Answer Book.
7. Number of lines in each page should not be less than 25.
8. Answer sheet will not be valued if the candidate writes any irrelevant matter, symbols, religious marks, prayers or identification marks on any part of answer Booklet and it amounts to malpractice.
9. No travelling expenses will be paid for the journey to take up the examinations.
10. All rough work must be done on the right-hand side leaving a margin for that purpose with the heading "Rough Work" underlined.
11. Do not write in the margin, except the question number, note the number of the question in the margin and also in the centre of the page above The first line of each answer.
12. No paper should be detached from the answer book.
13. The fee once paid will under no circumstances, be returned or carried over for subsequent examination.
14. Do not bring cell phones, ear phones, calculators or any other gadgets into examination Hall..
15. The Answer Script will be Valued by Digital Valuation.
16. A single 52 pages for OMR Answer Book will be issued and the candidate should answer all the questions in the single answer book only. No additional answer book shall be issued.
17. Follows SMS, Stay Safe-Every Candidate has to invariably wear a face mask and follows SOPs without which the candidates will not be allowed to enter the Examination Hall.

*S. Thilagavathi*

Signature of the Candidate

MEdHAS, Dr.YSRUHS

*Dr. B. Anny*  
Principal

**NARAYANA COLLEGE OF NURSING**  
Chinthareddypalem,  
NELLORE - 524 003



**Dr. YSR UNIVERISTY OF HEALTH SCIENCES: AP : VIJAYAWADA – 8**

File No.6723/E7/B.Sc(N).C/2023

Date:28-10-2023

To  
The Principal,  
N009 - Narayana College of Nursing, Nellore.

Sir/Madam,

Sub:- Dr. YSR UHS:EXAMS – B.Sc.(N) Course 1<sup>st</sup> Semester Examinations  
held in **August-2023** – Announcement of Re-totalling results – Regarding.

Ref:- 1. Re-totalling applications of certain candidates.  
2. Remarks of the re totalling committee.

\*\*\*\*\*

With reference to the above, the results of the candidate who have applied for Re-totalling, relating to **B.Sc.(N) Course 1<sup>st</sup> Semester Examinations of August-2023** is here under:

Sl. No.	Regd.No	Year	Subject	S. Code	Result
1	22N103009095	I Sem	Applied Anatomy and Applied Physiology	301-NR	NO CHANGE

To inform the same to the concerned student by displaying in the college notice board.

This has got the approval of competent authority.

Kindly acknowledge the receipt of the same.

*Dr. Babu*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003

Yours Sincerely

CONTROLLER OF EXAMINATIONS

**Dr. NTR UNIVERSITY OF HEALTH SCIENCES : VIJAYAWADA - 08**

Lr.No.2102/E5/M.Sc.(N)/2021-01

Dt.30.10.2021

To

**N009**

The Principal,  
Narayana College of Nursing,  
Narayana Medical College Campus,  
Chintareddy Palem,  
Nellore-524003

Sir / Madam,

Sub:- Dr. NTR UHS – Exams – M.Sc.(N) Ist & IInd year Theory exams held in September, 2021 Committee's Report on th Re-counting of marks of the Theory Answer Scripts in respect of certain candidate(s) –**"No Change in the total marks"**– Intimation – Reg.

Ref: 1. Endorsement No: 2102/E5/Results/M.Sc.(N)/2021-1,dt.23.09.2021  
2. Re-Counting committee Report, Dt.28.10.2021

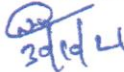
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With reference to the 2<sup>nd</sup> cited, I am by direction to inform that the committee which was appointed for Re-counting of marks of MDS theory answer scripts of the M.Sc.(N) Ist & IInd year exams held in September, 2021 have been verified. The theory answer scripts in the following subject pertaining to the following candidate(s) found that **"there is no change in the Total Marks awarded by the Examiners."** Hence, **The Result is No Change.**

SNo	Regd. No	Name of the Candidate	Specialty	Change/ No Change
1	19N305009003	Kurapati Indira Priyadarshini	Nursing Education	No Change

The same may be informed to the candidate(s) concerned, immediately.

  
**CONTROLLER OF EXAMINATIONS**



  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddy palem,  
NELLORE - 524 003

2.5.2- Mechanism to deal with Examinations-related grievances is Transport, time- bound and efficient

*Dr. B. D. Srinivas*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003





















**NARAYANA COLLEGE OF NURSING**

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website: <https://www.narayanannursingcollege.com>



# GRIEVANCE REDRESSAL MECHANISM

## EXAMINATION BRANCH

**NARAYANA COLLEGE OF NURSING  
NELLORE**

*Dr. B. Chamy*  
Principal  
NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003



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website: <https://www.narayanannursingcollege.com>



## NARAYANA COLLEGE OF NURSING: NELLORE

### EXAMINATION BRANCH

### LIST OF CONTENT

S. No	Content	Page No.
1	List of Internal Grievances	1
2	List of External Grievances	2
3	Mechanism in Flow Chart	3
4	Procedure for Internal Grievances	4
5	Procedure for External Grievances	10

*D. B. Prasad*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
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## NARAYANA COLLEGE OF NURSING: NELLORE

### EXAMINATION BRANCH

#### List of Internal Grievances

S. No	Nature of Grievance	Time Bound (Max. working days)
1.	Name Correction (Student, father & Mother)	2 Days from the date ofn receiving the application
2.	Mobile Number Correction/Updation	10 Minutes
3.	Internal marks correction	One / Two days
4.	Discrepancy in internal marks	One / Two days
5.	Credits issues	One / Two days
6.	Attendance issues	One / Two days
7.	Grievance on question paper	One / Two days
8.	Grievance on Evaluation	One / Two days
9.	Distribution & Verification of Answer Scripts	One / Two days
10.	Lab internal marks correction	One / Two days
11.	Seminar internal marks correction	One / Two days
12.	Project internal marks correction	One / Two days
13.	Mismatch of Electives	One / Two days
14.	Examination Time related issues.	One day

*Dr. B. Anuj*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003



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## NARAYANA COLLEGE OF NURSING: NELLORE

### EXAMINATION BRANCH

#### List of External Grievances

S. No	Nature of Grievance
1.	Recounting
2.	Challenge of Evaluation
3.	Photo Copy of Answer Script
4.	Name correction in hall ticket
5.	Name correction in Marks Memo/PC/CMM/OD
6.	Discrepancy in results Theory/Practical
7.	Credits problem
8.	Grievance on question paper
9.	Transcripts related issues
10.	Migration related issues
11.	Student malpractice
12.	Exam Registration
13.	Electives deviation
14.	Percentage change
15.	Examination Time related issues

**Note:** University related grievances will be informed to the university within one/two working days. The resolution of grievance will be informed to the student immediately after getting reply from university.

*Dr. B. Anny*  
Principal

NARAYANA COLLEGE OF NURSING  
Chinthareddypalem,  
NELLORE - 524 003



# NARAYANA COLLEGE OF NURSING

Chinthareddypalem, Nellore - 524003. A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

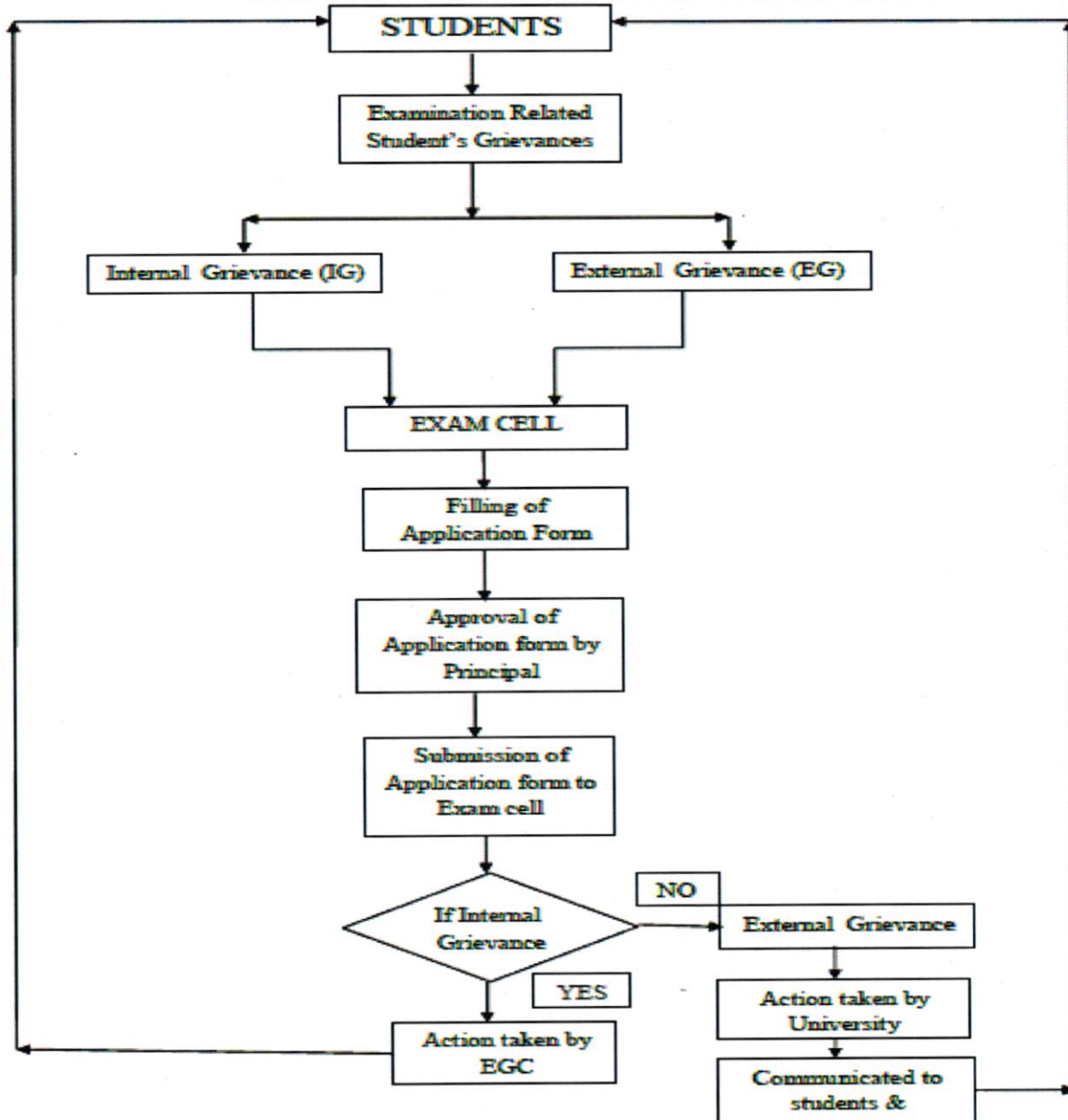
e-mail: narayana\_nursing@yahoo.co.in || principal.ncn@narayanannursingcollege.com

website: <https://www.narayanannursingcollege.com>



## NARAYANA COLLEGE OF NURSING: NELLORE EXAMINATION BRANCH

### MECHANISM TO DEAL WITH EXAMINATION GRIEVANCES



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## NARAYANA COLLEGE OF NURSING: NELLORE

### EXAMINATION BRANCH

#### Procedures for Internal Grievances

#### 1. Name correction (Student, Father & Mother)

If the student finds any correction in the fee receipt and registration, student has to submit a request letter to the examination grievance cell and collect an application for name correction.

The student has to submit the filled in application along with necessary documents (SSC/Inter) to the exam section.

Grievance cell committee will go through the request made by the student and will be get name corrected. Exam section gets the grievance solved in this manner.

#### 2. Mobile number correction / updating

If the student finds any correction or any change in the mobile number, student has to submit a request letter to the examination grievance cell and take the application from the grievance cell regarding the correction and for change of mobile number.

The student has to submit the filled in application along with the registered mobile number.

The grievance cell committee will go through the request made by the student and will update the registered mobile number.

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### **3. Internal marks correction**

If any student finds any mistake in his/her internal marks.

First he/she has to approach Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding the issue internal marks correction.

The student has to submit the filled-in application to the exam section. After receiving the application the grievance cell committee will verify the marks and will update the status to the student.

### **4. Discrepancy in internal marks**

If any student finds any discrepancy in internal marks. First the student has to approach Examination branch and submit a request letter to the examination grievance cell and take the application regarding the discrepancy.

The student has to submit the filled in application to the exam section. After receiving the application the grievance cell committee will verify and will update the status to student.

### **5. Credits problem**

If the student finds any problems in the credits, the student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue, credit problems.

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The student has to submit the filled in application to the exam section along with the filled in application the student has to submit the documents like all the marks memos with they have. After receiving the application the grievance cell committee will check all the marks memos and will count the credits.

After counting and verification done by the grievance cell they will update the status to the student.

## **6. Attendance problem (Detention and Condonation)**

If the student finds any problem in the attendance he/she has to approach the Examination branch (like detention and condonation).

Student has to submit a request letter to the examination grievance cell and submit the filled-in application to the exam section. After receiving the application, the grievance cell committee will verify the attendance. After verification the committee will update the status to the student.

## **7. Grievance on Question Paper**

In case any student feels that, the question paper is prepared out of syllabus, he/she has to approach the examination branch. Then student has to submit the problem in the prescribed form available with the examination grievance cell.

Subject experts in the department will be directed to verify the question paper, If the questions are out of syllabus, such marks will be assigned to student if the student attempted such question.

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## **8. Grievance on Evaluation**

If the student finds any problem in the evaluation of question paper he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue.

A request is raised to department to assign a subject expert from the department to evaluate the answer paper. If marks are not posted/ question is not evaluated/ total is mistake, the marks are updated in answer booklet and marks entry sheet also. The status is updated to the student.

## **9. Distribution and Verification of Answer Scripts**

If the student finds any problem in the distribution and verification of answer script, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. Concerned staff member will be called to examination branch and in presence of staff the answer script will distribute and verified.

## **10. Lab Internal marks correction**

If the student finds any problem in the lab internal marks corrections, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the internal marks from concerned staff/department the marks are updated.

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## 11. Seminar Internal marks correction

If the student finds any problem in the seminar internal marks, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the seminar internal marks from concerned staff/department the marks are updated.

## 12. Project Internal marks correction

If the student finds any problem in the project internal marks, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the project internal marks from concerned staff/department the marks are updated. The status will be updated to the student.

## 13. Mismatch of Electives

If the student finds any problem in the mismatch of electives, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the electives subjects list from concerned staff/department the elective subject(s) are updated and status is updated to student.

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## 14. Examination Time issues

If the students find any problem in the examination time issues, students have to approach the examination branch. The students have to submit a request letter to the examination grievance cell and take the application regarding the issue. The exam time will verify based on the students request. If any discrepancies are found the examination times will be altered.

  
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### Procedures for External Grievances

#### **(1)(2)(3). Procedure for Recounting/Challenge of Evaluation/ Photo Copy of Answer Script.**

After verifying the results declared by the university. If he/she is not satisfied/requires clarification from the university, he/she can request for Recounting/Challenge of Evaluation/Photo Copy of Answer Script from the university by approaching the Examination branch.

University will announce the notification regarding Recounting/Challenge of Evaluation/Photo Copy of Answer Script after two days of declaration of the result.

Student has to submit a request letter to the examination Grievance cell and take the application regarding any one of the issue or all the issues like Recounting /Challenge of Evaluation/Photo Copy of Answer Script by paying fee as per university norms.

The student has to submit the filled application with enclosed documents like result copy, receipt of stipulated fee...etc, to the exam section on or before the scheduled date.

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The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us and declare the results after verification and final result will be displayed in the university website.

## **1. Procedure for Name correction in Hall Ticket**

The Student after receiving the hall ticket, if he/she found any mistakes in hall ticket, he/she can request for the corrections by approaching the Examination branch

Examination branch will identify the correction in the Hall Ticket and compare that hall ticket with the SSC Marks Memo. Student has to submit a request letter to the examination Grievance cell and the application regarding name Corrections in the hall tickets.

The student has to submit the filled in application and with enclosed the document like SSC marks memo to the exam section.

The filled in application will be sent to the university. After verification the university will checkout and update.

## **2. Name Correction in Marks Memo / PC / CMM / OD**

After student receiving the marks memo / PC / CMM / OD. If he/ she find any corrections in the --student have to submit a request letter to the examination Grievance cell and application will be issued by the exam section.

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Exam section will identify the problem. And application will be received by the grievance cell. The candidate have to pay Rs. 50/- for corrections in marks memo and Rs. 200/- for corrections in PC / CMM/ OD. "DD" should be send to the university in favor of JNTUA.

The student have to submit the filled application with enclosed documents like marks memo copy / PC / CMM / OD copies, receipt of stipulated DD Form to the exam section.

The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us and the university will resolve the problem by issuing new PC / CMM /OD.

### **3. Discrepancy in Results / Theory / Practical's**

After verifying the results declared by the university. If he / she found any discrepancy in result, students have to submit a request letter to the examination Grievance cell and take the application regarding any discrepancy in results theory and practical.

Grievance cell committee will check university result, the student have to submit the filled application with enclosed documents like seating plan, D-Form and Day wise attendance statement, to the exam section.

The filled in application will be sent to the university after registering in the university web site. The University will go through the issue

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requested by us and after completion of verification, final result will be declared by the university.

#### **4. Credits Problems**

If any student finds credits problems, he / she have to approach Examination branch.

Exam section Grievance Committee will collect all the marks memos and they will count all the credits, if they found any mistake in the credits, grievance form will be given to the student.

After verification done by the Grievance Committee if will be forwarded to the university, the filled in application will be sent to the university after registering in the university web site.

The university will go through the issue requested by us and declare the results after verification. The problem will be resolved.

#### **5. Grievance on Question Paper**

If the student finds any problem in the Question paper. If he / she requires any clarification from the university. The students have to approach the Examination branch.

The student has to submit a request letter to the examination Grievance cell and take the application form. The Grievance cell will have a discussion with the subject expert and the completion of the discussion, the committee will send the filled in application with the enclose documents like question papers and syllabus copy to the university.

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The university will go through the issue requested by us and the university resolves the problem,

## 6. Transcripts related issues

If the student finds any corrections in Transcripts. The student will approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding any Transcripts related issues by paying fee 40/- Per Sheet DD in favor of Dr YSRUA.

The student has to submit the filled-in application with enclose documents like SSC marks Memo, B.sc.M.sc OD, DD Form to the exam section.

The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us after verification they will update in the university website.

## 7. Migration related issues

If the student finds any problem in migration related issues, he/she can resolve the problem by approaching the Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding any migration related issues.

The student has to submit the filed in application with enclose documents like SSC, B.sc OD etc., as per necessary regarding to the problem.

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The filled in application will be sent to the university after registering in the university website.

The university will go through the issue requested by us and they will resolve the problem.

## **8. Student Malpractice**

If the student committee any Malpractice during the exam, the student should be sent to the examination cell by the Invigilator. The Invigilator has to attach the Answer script with the candidate's hall ticket.

The student has to collect the application from the grievance cell. The grievance cell committee will discuss about the problem, whether they found the slip near by the candidate or not, and action will be taken based upon the (severity) of the problem.

## **9. Exam Registration issues**

If the student finds any mistake in the registration form. He/ She can request for Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding exam registration issues.

The grievance cell committee will check all the credentials, fee receipts and attendance.

The filled - in application will be sent to the university after registering into Dr.YSR UA - EMS.

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The university will go through the issue requested by us and check the mistake and the correction will be updated.

## 10. Electives deviation issues

If the student finds any issues in Electives deviation. The student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue.


The grievance cell committee will check the initial registration and the elective subject. The filled-in application will be sent to the university along with the correction the statement which was given by the grievance cell committee. The university will go through the issue requested by college and after verification it will be updated. The status will be updated to student.

## 11. Percentage Change issues

If the student wants to change percentage he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue.

Student must produce all original marks memos and the examination staff will check the total percentage. In this regard if the percentage is near to first class (approximately 59.5%), the request letter will send to university to change the percentage.

The university will go through the issue requested by us and after verification it will be updated.

  
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## 12. Examination time related issues

If the student finds any issues in examination time table, the student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue.

If the student having two exams on the same dates (Regular/Supple), the student must produce his supply results. After verifying the subject dates, a request letter will send to university for checking dates. The university will go through the issue requested by us and after verification it will be updated.

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## EXAMINATION GRIEVANCE REDRESSAL POLICY

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POLICY NUMBER	34	ISSUE NUMBER	001
NUMBRR OF PAGES	06	DATE	30.12.2021
EFFECTIVE ROOM	30.12.2021	NEXT REVISION	30.12.2025

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## Policy Statement:

The Examination Grievance Redressal Mechanism Policy is designed to provide a systematic, transparent, and equitable framework for addressing and resolving student grievances related to the conduct, evaluation, and outcomes of examinations. The policy ensures that all complaints are handled fairly, promptly, and with due regard to maintaining academic integrity and institutional standards. It reflects the institution's commitment to fostering a supportive and accountable academic environment.

## Objectives:

### 1. Ensure Fairness in Examination Processes:

Guarantee that all examination-related grievances are resolved impartially and consistently while upholding academic integrity.

### 2. Facilitate Prompt Resolution:

Provide an efficient mechanism for students to voice their concerns and ensure their grievances are addressed in a timely manner.

### 3. Promote Transparency:

Establish clear procedures and communication channels to enhance trust in the examination and grievance redressal processes.

### 4. Safeguard Student Rights:

Protect the rights of students to a fair assessment and equitable treatment during examinations.

### 5. Encourage Accountability:

Hold faculty, examiners, and administrative staff accountable for maintaining the standards and fairness of the examination process.

### 6. Support Academic Progression:

Minimize disruptions to academic progression by addressing grievances effectively, allowing students to focus on their learning and development.

*A. Indu*

Principal

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## 7. Foster Confidence in Institutional Processes:

Build student confidence in the institution's commitment to fairness, justice, and academic excellence.

### Scope of the Policy:

This policy applies to grievances related to:

- Discrepancies in marks or results (including re-evaluation or re-totaling requests).
- Issues during the conduct of theory or practical examinations (e.g., procedural lapses, unfair treatment).
- Misplaced or lost answer scripts or practical records.
- Any unfair practices or misconduct reported during examinations.
- Non-compliance with examination regulations or policies.

### Grievance Redressal Process:

#### 1. Submission of Grievance:

- A student must submit a written grievance to the **Examination Grievance Redressal Committee (EGRC)** through the Principal's office.
- The grievance must be filed within **7 days of result declaration or incident occurrence**.
- The grievance should include all relevant details, including exam name, date, subject, and nature of the issue, along with supporting documents (if any).

#### 2. Acknowledgment:

- The Principal's office shall acknowledge the receipt of the grievance within **2 working days** and forward it to the EGRC for review.
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### 3. Examination Grievance Redressal Committee (EGRC):

The committee will consist of:

- Principal (Chairperson)
- Head of the Department (HOD) of the concerned subject
- Examination Coordinator
- A senior faculty member
- Student Representative (if appropriate, and not related to the grievance)

### 4. Investigation Process:

- The committee shall thoroughly review the grievance, including examination records, answer scripts, attendance, and invigilator reports.
- If necessary, the committee may interview involved parties (e.g., students, invigilators, examiners).

### 5. Resolution Mechanisms:

Based on the nature of the grievance, the following actions may be taken:

- **Re-totaling of Marks:** For discrepancies in marks due to calculation errors.
- **Re-evaluation:** For concerns about the fairness or accuracy of marking (if allowed under institutional policy).
- **Re-conducting Examinations:** In cases of procedural lapses that may have unfairly impacted the student(s).
- **Counseling:** For students with concerns arising from personal misunderstandings or non-academic issues.

### 6. Communication of Decision:

- The EGRC shall communicate its decision in writing to the student within **10 working days** of grievance submission.
- If the grievance is upheld, corrective actions shall be implemented immediately.

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#### 7. Appeal Process:

- If the student is dissatisfied with the committee's decision, they may submit an appeal to the **Institutional Grievance Redressal Cell (IGRC)** within **7 days** of receiving the decision.
- The IGRC decision shall be final.

#### 8. Confidentiality and Record-Keeping:

- All grievances and related proceedings shall be treated with strict confidentiality.
- A detailed record of grievances and resolutions shall be maintained for institutional and regulatory review.

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#### Prohibited Grievances:

The following grievances will not be entertained:

- Frivolous or baseless complaints lacking substantial evidence.
- Grievances filed after the prescribed time limit.
- Requests for additional marks without valid justification.

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#### Timeline Summary:

Step	Timeline
Submission of Grievance	Within 7 days of result/incident
Acknowledgment	Within 2 working days
Decision by EGRC	Within 10 working days
Appeal Submission	Within 7 days of EGRC decision
Final Decision by IGRC	Within 10 working days of appeal

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## Expected Outcomes:

- Enhanced student satisfaction with the examination process.
- Greater trust in the institution's academic systems.
- A structured and transparent approach to resolving grievances.

	DESIGNATION	SIGNATURE
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