

*MECHANISM OF RECEIVING STUDENT
GRIEVANCES*

MECHANISM OF REDRESSAL

1. Grievances are uploaded by the students through ONLINE on the University Portal “digicampus.sriramachandra.edu.in” under Grievances, by using their User Id and Password.
2. Immediately after uploading of grievances, SMS will be received by the Chairman/ Sr. Asst. Registrar, Student Services Section.
3. The grievances will be forwarded to the appropriate Committee such as Anti-ragging Committee, Grievances Redressal Committee, Internal Complaints Committee, Anti Discrimination Committee for Persons with Disability and Elderly Persons, SC/ST/OBC/ Minority Cell respectively, for taking further action and to submit a report in this regard.
4. The action taken will be intimated to the students and staff through ONLINE.
5. Unsolved grievances, if any, will be brought to the notice of the Vice Chancellor for taking necessary action.

ANTI RAGGING MEASURES TAKEN:

- Constitution of Anti-Ragging Committee/Cell and Anti-ragging squad
- Installed CCTV Cameras at vital points
- Anti-ragging workshops/seminars on eradication of ragging
- Updating all websites with the Nodal Officer details
- Alarm bells
- Regular interaction and counselling with the students
- Identification of trouble-triggers
- Notice Boards/Posters mentioning anti ragging punishments of UGC in various places in the University Campus.
- UGC/MCI/DCI Regulations on Anti ragging and contact numbers of Anti Ragging Squad Members are uploaded on the University Website for the information of students.
- Mention of Anti-ragging warning in the prospectus.
- Surprise inspection of hostels, students accommodation, canteens, rest rooms, recreational rooms, toilets, bus-stands;
- Make it compulsory for each student and every parent to submit an online undertaking every academic year at www.antiragging.in and www.amanmovement.org.
- Parents-Teachers Meeting is conducted every semester.

RULES RELATING TO UNIVERSITY EXAMINATIONS

1. In a year, there shall be one regular (main) examination and one supplementary examination for any subject, both for semester and yearly pattern of examinations.
2. The candidates are required to remit the prescribed fee along with the application form for the Deemed to be University examinations as per the stipulated time mentioned in the Student Manual.
3. The fee for the University examinations (written, practical, clinical and oral) once paid will not be refunded or adjusted or transferred on any account or under any circumstances.
4. The students appearing for the University theory examinations shall be under the direct disciplinary control of the Chief Superintendent. Possession of cell phone or any electronic/digital device, smart phones/watches or any incriminating materials being capable of copying by a candidate or copying from any such device/bits of paper or any material in the examination hall, is STRICTLY PROHIBITED. Non-compliance in this regard will be viewed very seriously and the examinee will be liable to be punished as per the examination Rules of the Deemed to be University. Once the incriminating material including electronic gadget/digital device, smart phones/watches or any other item is detected during the examination it will be confiscated and will not be returned to the students under any circumstances.
5. Disciplinary action will be initiated if any candidate indulges in any malpractice (unfair means) as enumerated in the University Examination Manual.
6. Rules to obtain a photocopy of the Evaluated theory answer scripts:-
 - (i) The candidates of all courses of study, except Ph.D., course are eligible to apply for issue of photostat copy of evaluated theory answer script(s) of the University examinations held during the current session and for which results have been declared and statement of marks/Grade card issued.
 - (ii) (a)The candidates may apply for photocopy of the evaluated theory answer script(s).
(b)Photocopy of OMR answer sheet of MCQ section will not be issued, as the OMR answer sheet is evaluated by OMR image scanner.
 - (iii) Application should be submitted in the prescribed format (vide Form No.1) along with the prescribed fee and a downloaded copy of the statement of marks through proper channel, i.e. the Dean/Principal/Course Chair-Person, Professor and Head of the Department concerned. It should reach the University Office (Academic Section) within 3 (three) working days from the date of uploading the statement of marks/Grade card. (Application should not be sent directly to the Office of the Controller of Examinations). (iv) On receipt of the document, the Controller of

Examinations will arrange to provide the photostat copy of the evaluated theory answer script(s) to the candidates, through proper channel, within 2 (two) working days.

(v) The candidates may apply for revaluation of evaluated theory answer script(s) as per the existing procedure within 2 (two) days from the date of receipt of photostat copy of the evaluated theory answer script(s). It is not mandatory to apply for photostat copy of the evaluated theory answer script(s) prior to applying for revaluation.

(vi) The prescribed fee for issue of for revaluation of theory answer script(s) may be paid either in cash at the University office, or by way of demand draft drawn in favour of "Sri Ramachandra Institute of Higher Education & Research, (Deemed to be University)" payable at Chennai. If paid by cash at the University, the receipt should be enclosed along with the prescribed application.

(vii) The fee once paid, for revaluation of theory answer script(s) will not be refunded on any account.

7. Rules regarding Revaluation of Theory Answer Papers

(i) Only the candidates who have appeared for the recently held examination(s) in undergraduate and postgraduate courses (except Ph.D.) are eligible to apply for revaluation.

(ii) The revaluation of answer papers shall be done only for theory papers and not for practical/clinical/oral examination paper.

(iii) Revaluation of university theory paper(s) is NOT PERMISSIBLE, if there are two papers for a subject and the candidate has appeared for one paper only (e.g. Anatomy I & Anatomy II).

(iv) The application for revaluation should be submitted in the prescribed format (vide Form No.2) along with prescribed fee and the downloaded copy of the statement of marks and Grade card issued by the University, through the Principal of the college/course chairperson Professor and Head of the department concerned and it should reach the University Office (Academic Section) within 7 days from the date of issue of statement of marks/Grade card. If any application is sent directly to the office of the Controller of Examinations it will not be Considered.

(v) On receipt of all the required documents, the Controller of Examinations shall arrange for Revaluation.

(vi) The prescribed fee for issue of for revaluation of theory answer script(s) may be paid either in cash at the University office, or by way of demand draft drawn in favour of "Sri Ramachandra Institute of Higher Education & Research, (Deemed to be University)" payable at Chennai. If paid by cash at the University, the receipt should be enclosed along with the prescribed application.

(vii) The fee once paid, for revaluation of theory answer script(s) will not be refunded on any Account.

8. Request regarding any correction of printing/factual errors in the statement of marks regarding the name, sex or date of birth (with proof) should be made by the candidate within 10 days from the receipt of the statement of marks for the first semester / first year examination.

9. To obtain any certificate from the office of the University, connected with the University examinations, a written requisition should be submitted, giving at least one week's time for the office to process the same.



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SRI RAMACHANDRA

INSTITUTE OF HIGHER EDUCATION & RESEARCH

(Deemed to be University)