

Procedure for Redressal of Grievances

1. On receipt of Photo copy/ies of desired answer book's, if the examinee is not satisfied with the marks awarded to him/her by the original examiner he/she may apply for redressal of grievances to the University in the Prescribed form, Challenging the valuation done.
2. The prescribed application form for redressal of grievances regarding valuation of answer books can be obtained from Publication Section, Solapur University, Solapur on payment of Rs. 10/- in cash or **or** downloaded from the website and pay additional amount of Rs 10/- in the fees.
3. The examinee shall have to mention clearly in the application form, the reasons of his/her grievances and specify clearly the question wise his/her points of objection to the valuation done with proper justification. Any justification/recommendation given by any person other than student shall not be accepted.
4. The prescribed application form duly filled in shall be accompanied by a fee of Rs, 500/- per paper payable in cash at the counter or by Demand Draft drawn in favour of the Finance & Accounts Officer, Solapur University, Solapur, along with the certified Photo copy of mark list.
5. The prescribed application form shall have to be filled and signed by applicant examinee himself/herself and shall be submitted to the Controller of Examinations for that purpose, within 7 days from the date receipt of the concerned Photo copy.
6. The applications for redressal of grievances received after the last date shall not be accepted by the University under any circumstances, whatsoever.
7. The application/s for redressal of grievance, so received shall be placed before the Redressal Committee, consisting of the following.
 - a) Chairman of the Board Concerned
 - b) One Expert Teacher having 10-15 years experience.

Experience in the subject/paper, or senior moderator/ examiner in the subject/ paper, nominated by the Vice Chancellor. Provided that, in case such teacher with requisite teaching experience is not available, a teacher with less experience, or a retired teacher or any other expert in the subject may be nominated by the Vice Chancellor. whenever there is only one branch in a particular college or the branch is altogether new with innovation subject and the teacher required for all the stages are not available in such cases all the cases should be referred to revaluation by Hon.'ble Vice chancellor and COE.
8. The committee member shall abstain himself at the meeting of the Redressed Committee if the Applicant examinee is his/her near relative as defined in relevant Ordinance.
9. The presence of Subject expert in the meeting of Redressal Committee shall be mandatory. He shall be entitled for T.A & D.A. as per University rules.
10. The controller of Examinations shall call a meeting of the Redressal Committee, and place the entire lot of answer books received from students requesting redressal, subject wise/paper wise, before the committee for its perusal and decision.
11. The Redressal Committee, so constituted, shall verify the original answer book/s and photo copy/ies of the same and evaluate the marks allotted to the answers in the light of the reasons of grievance and the points of challenge to revaluation, put down by the applicant in his/her application, and shall make specific recommendations in writing, whether the contentions of the applicant has any merit and thereby justifies re-assessment or the contentions are baseless and deserve to be rejected. In that case the fees paid for grievances shall not be refunded. The considered decision of the Redressal Committee shall be final.

12. Subject wise/paper wise total lot of answer-books of such cases, recommended for re-assessment by the Redressal Committee, shall be sent to the Controller of Examinations for re-assessment. Such answer books shall be masked. Concealing all the marks of identity of the examinee as well as the marks awarded by the original examiner or in accordance with provisions of relevant Ordinance.
13. The Controller of Examinations shall get the said answer books assessed by the examiner/s having at least 10 years of teaching experience, selected from amongst the panel of examiners, recommended by the BOS of the concerned subject and approved by the BOE and who shall not be the original examiners/s or the moderator/s.

However, colleges & University starts new & innovative courses where teachers with these many years experience are not available, In such cases & Under special circumstance and with the proper approval of the Hon'ble Vice-Chancellor, the condition of 10 years teaching experience can be relaxed or retired teacher or any other expert in the relevant subject may be nominated by the Hon'ble Vice-Chancellor.

14. The remuneration for assessing the answer books by the subsequent examiner/s appointed as per para 25 above shall be as per prevailing rules and shall be entitled for T.A. & D. A. as per the rates, prescribed in Central Assessment System.
15. The whole process of redressal of grievances shall be completed as far as possible, within a period of sixty days from the date of the receipt of application for redressal of grievances.
16. The Photo copy/ies of the answer books, re-assessed by the subsequent examiner/s as above, shall in no case be supplied to the examiner/s.
17. If the marks awarded in the paper by the original examiner and the marks obtained after revaluation varies by 10% (Plus or Minus) or more of the maximum marks assigned to that paper the marks after revaluation shall be accepted for the revision of the result and the marks originally obtained by the candidate in the paper shall be treated as null and void.

Notwithstanding what is stated above, the marks obtained after revaluation shall be accepted by the University, if the candidate gets the benefit of passing the subject/examination with or without grace marks under the provisions of relevant ordinances. However in such a case the fees for revaluation shall not be refunded.

18. If the marks awarded in the paper by the original examiner and the marks obtained after revaluation varies by 10% (plus or minus) or more of the maximum marks assigned to that paper entire fee shall be refunded.
19. However, if there is change in marks more than 20% of original assessment after revaluation, then re-valuation shall be done and average of the two closed marks (marks reported to the student, marks of revaluation and marks of re-valuation) shall be communicated to the students, as their final result.
20. After the preparation of the result/s the cases mentioned in para 17 above, shall be reported to 32 (6)(a) committee with relevant documents to verify and ascertain the negligence, if any, on the part of examiner/s or moderators and to recommend to BOE, the action/s to be taken against the wrong doer/s, in such cases the decision of the BOE shall be final.
21. The Photo copy and Revaluation facility to be regarded as a special facility and not a right in the strict sense of term.
22. Notwithstanding anything contained in these rules the students applying for revaluation shall not as of right be entitled for provisional admission to the following year or term nor they shall be eligible for such admission in the event of the change in their due to revaluation