



Yashwantrao Chavan Maharashtra Open University, Nashik – 422 222

2.5.2: Mechanism for dealing with examination related grievances.

In YCMOU Student's grievances regarding Examination are classified as follows:

1. Result Updating
2. Verification / Revaluations of Answer book
3. Copy Case / Misconduct
4. Verification of Degrees
5. Transcript / Marksheet
6. Migration

University offers following 4 grievances redressal mechanism for students:

7. Online on Web Portal
8. Online by E-Mail
9. Letter through normal Postal Services
10. Personal Visit to the university head quarter / Regional Center.

Details of each of grievances redressal mechanism is as follows:

1. **Online Web Portal:** This option is available on University website. Using this facility student can login and submit his / her grievance / complaints on online portal. A unique complaint number / ticket number is generated and immediately sent to the student for further reference, on email registered in grievance box and also by SMS on mobile. According to the subject matter, the complaint is forwarded to the dealing assistant of related examination unit. The dealing assistant according to subject matter deals & informs the concerned student if any additional information / document are required from the student. After receiving necessary information, the complaint is resolved, and the student is informed immediately online.

The section head has access to supervise & resolve the pending issues and expedite the matter wherever necessary. Pending complaints can be accessed through University User login that can be viewed and redressed by competent authority, the result is sent to the concerned students. All logged in complaints, their assignment to concerned section / Assistant, their status, reason for pendency and action initiated to expedite matter is closely monitored to resolve the issues, and its audit trail is maintained in the system.

The screenshot shows the 'Enter New Complaint Details' form on the Yashwantrao Chavan Maharashtra Open University website. The form includes the following fields:

- Subject Type: Examination (Pre Examination)
- Subject: --No Value--
- Your Name: *
- Reference No (if any):
- Previous Complaint No: *
- Your Email-ID: *
- Your Telephone No: *
- Your Mobile No: *
- Complaint Details: *

A CAPTCHA verification step is also visible, showing the code 'eAb6' and a 'Submit' button.

2. **Online by e-Mail:** Students send their grievances online through e-mails by attaching appropriate documents. Mails are forwarded to course coordinator or dealing assistants in that course. Any further requirements are communicated to the student and satisfactory resolution is communicated. Audit trail and documentation is preserved for further record. All emails received from the student raising issues with examination are carefully dealt by the Controller of Examination and they are logged in ERPS system to record various changes done, corrections made for later audit trail.
3. **Letter through Postal Services:** Being University dealing in Distance Education students from remote area can send their grievance by Post. It is recorded in central registry section of Examination Division, distributed to dealing assistant, appropriate actions are taken for its redressal. All record is maintained through inward & outward registers. This mechanism is closely monitored by respective assistant in the examination division.
4. **Personal Visit to university head quarter / Regional Center:** Students may personally visit university head quarter / Regional Center and submit their grievance in Examination Division. A separate counter is

operational at reception. All complaints received in person are collected at a single point, distributed as per subject matter to respective dealing Units and as per mandate its outcome is communicated on same day to the student who has personally come to redress his grievance. The necessary document, Mark sheet, Verification Report, Transcript are also handed to the student on the same day who come personally to redress their grievance.

Web link:

Standard Operating Procedures (SOP) for Term End Examination related grievance.

<http://ycmou.digitaluniversity.ac/RegisterComplaint.aspx>




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