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देव संस्कृति विश्वविद्यालय
DEV SANSKRITI VISHWAVIDYALAYA

Gayatrikunj - Shantikunj, Haridwar -249411 (India)

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Criteria 2

2.5: Evaluation Process and Reforms

2.5.2 Percentage of student complaints/grievances about evaluation against total number of students appeared in the examinations during the last five years



SHARAD PARDHY
Vice Chancellor

Exam Controller
Exam Cell
Dev Sanskriti Vishwavidyalaya
Gayatrikunj, Haridwar



DEV SANSKRITI VISHWAVIDYALAYA

Gyatrikunj, Shantikunj, Haridwar, Uttarakhand, 249411

(An Establishment of Cultural Renaissance of the Globe)

Ref.: DSVV/Conf./Exam./2023-24/

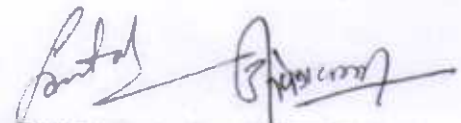
Dated: 16 September 2024

Yearly Report of Redressal of Grievances Related to Evaluation

During the academic year July 2023- June 2024, a total of 4 grievances were reported. After scrutiny 02 grievance was accepted and resolved.

Details of students are as follows:


Sr. No.	Student Name	Roll No.	Programme	Semester/July 2023- Dec.2023	Semester/Jan. 2024-June 2024	Remarks
1	Himanshu Sharma	2039010	B.A History	5 th		Resolved
2	Disha Solanki	2258026	B.A Psychology	3 rd		Rejected
3	Aastha Gupta	2239001	B.A History		4 TH	Resolved
4	Neeti Singh	2258013	B.A Psychology	3 rd		Rejected


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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: DISHABEN SOLANKI

Process Starting Date: 13/05/2024

Course: - B.A (HONOURS) PSYCHOLOGY

Semester: - III SEM

Roll Number/Enrollment Number: 2258023

Complain Type and detail: - Rechecking for Marks of MUG-303.

Response Date	Response By	Remark
13/05/2024	Exam cell	Your request is accepted and we are looking into the issue, but Please wait, you will be informed about the result very soon.
17/05/2024	Exam cell	As per the student's request, we have checked the matter of the student, but there is no mistake found in the marks. The student did not know how much maximum marks this subject was worth.
18/5/2024	Exam cell	After this, the student was informed about this.
Final Status of Complain: The student's problem was solved by giving her information.		

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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: AASTHA GUPTA

Process Starting Date: 13/08/2024

Course: - B.A (HONOURS) HISTORY

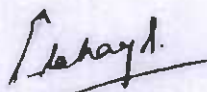
Semester: - IV SEM

Roll Number/Enrollment Number: 2239001


Complain Type and detail:- Regarding the Issue of marks in the mark sheet.

Response Date	Response By	Remark
13/08/2024	Exam cell	Your request is accepted and we are looking into the issue, but Please wait, you will be informed about the result very soon.
15/08/2024	Exam cell	As per the student's request, we re-verify the student's marks by the expert and there is a mistake found. The student was present, but the checker did not record the student's marks on the sheet. The checker was called and the marks were recorded on the award sheet in front of the controller. And they were recorded in the E.R.P.
20/08/2024	Exam cell	After this, the student was informed about the mark update.


Final Status of Complain: The student's problem was solved by giving her information.

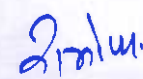

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SHARAD PARASHY
Vice Chancellor

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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: NEETI SINGH

Process Starting Date: 20/03/2024

Course: - B.A (HONOURS) PSYCHOLOGY

Semester:- III SEM

Roll Number/Enrollment Number: 2258013

Complain Type and detail: - Not satisfied with the numbers of TMG-302 AND BAP-303

Response Date	Response By	Remark
20/03/2024	Exam cell	Dear student Your request is accepted and we are looking into the issue, but Please wait, you will be informed about the result very soon.
25/03/2024	Exam cell	As per the student's request, we checked into the matter and there is no mistake in the marks entered and calculation.
27/03/2024	Exam cell	After this, the student was informed about this.
Final Status of Complain: After this, the student was informed about it.		

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Ref.: DSVV/Conf./Exam./2020-21/

Dated: 22 September 2021

Yearly Report of Redressal of Grievances Related to Evaluation

During the academic year July 2020- June 21, total 4 grievance was reported. After scrutiny 02 grievance was accepted and resolved.

Details of students are as follows:

Sr. No.	Student Name	Roll No.	Programme	Semester/July 2021- Dec.2022	Semester/Jan. 2022-June 2022	Remarks
1	Shivam Rajivlochan Mishra	1724018	BCA		6th Sem	Rejected
2	Akarshit Maurya	1930011	MSC YOGIC SCIENCE	3RD		Rejected
3	Divya pandey	1621008	MSC H.C & Y.S		4 TH	Resolved
4	Sidhant Singh	1930011	BRS		6 TH	Resolved

Dr. Krishna Jhare
Controller of Examination

Deputy Exam Controller
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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: SHIVAM RAJVILOCHAN MISHRA Process Starting Date: 30/10/2020

Course: - B.C.A

Semester:- 6TH

Roll Number/Enrollment Number: 1724018

Complain Type and detail: - The student is not satisfied with her marks and wants to get her copy re-checked.

Response Date	Response By	Remark
30/10/2020	Exam cell	Your request is accepted and we are looking into the issue, please wait, you will be informed about the result very soon.
02/11/2020	Exam cell	Dear student, We have checked your marks with own level and no error has been found in your internal and external marks. As re-evaluation is not allowed as per university guidelines. We hope you are satisfied with the answer.
Final Status of Complain: The student's problem was solved by giving her the information.		

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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: AAKARSHIT MAURYA

Process Starting Date: 09/11/2021

Course: - MSC YOGIC SCIENCE

Semester:- 3RD

Roll Number/Enrollment Number: 1930011


Complain Type and detail: - Regarding Rechecking for a copy of MYS-105.

Response Date	Response By	Remark
09/11/2021	Exam cell	Dear student, If you are not satisfied with your marks then you can apply for a retotal or you can apply for a re-exam. As re-evaluation is not allowed as per university guidelines.
Final Status of Complain: The student's problem was solved by giving her the information. And Rejected.		



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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: DIVYA PANDEY

Process Starting Date: 25/01/2020

Course: - M.A HUMAN CONS. & YOGIC SCIENCE

Semester:- IV

Roll Number/Enrollment Number: 1621008

Complain No. :

Complain Type and detail: - Regarding re-counting of copy 108-C01.

Response Date	Response By	Remark
25/01/2020	Exam cell	Dear student, If you are not satisfied with the marks, then you can apply for further action by paying the fee of retotal. Or you can apply for a re-exam.
27/01/2020	Exam cell	Your request is accepted and we are looking into the issue, please wait, you will be informed about the result very soon.
29/01/2020	Exam cell	The copy of your copy (Paper code-108-c 01) has been re-calculated, and no error has been found in the calculation of your marks. So now if you want then you can apply for back exam.
Final Status of Complain: The student's problem was solved by giving her the information.		

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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: SIDDHANT SINGH

Process Starting Date: 27/04/2021

Course: - B.R.S

Semester:- 6TH

Roll Number/Enrollment Number: 1930011


Complain Type and detail: - Regarding Absent in practical exam.

Response Date	Response By	Remark
27/04/2021	Exam cell	Your request is accepted and we are looking into the issue, please wait, you will be informed about the result very soon.
31/04/2021	Exam cell	Dear student, We have not received your marks from your department. And on this basis, you are found absent in the practical exam. And you can apply for a back exam.
Final Status of Complain: The student's problem was solved by giving her the information.		



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Evaluation Grievance Redressal Action was taken progress/Report

Name of Candidate: HIMANSHU SHARMA

Process Starting Date: 17/03/2023

Course: - B.A (HONOURS) HISTORY

Semester: - VI SEM

Roll Number/Enrollment Number: 2039010

Complain Type and detail: - Rechecking for Practical marks.

Response Date	Response By	Remark
17/03/2023	Exam cell	Your request is accepted and we are looking into the issue, but Please wait, you will be informed about the result very soon.
20/03/2023	Exam cell	As per the university guidelines re-evaluation is not allowed. But the student's case is related to the practical exam, hence this case will be looked into by experts at the departmental level, therefore students' marks were checked in the original award sheet, awarded by the external. The mistake was found in the entered marks in ERP. After that, the correct marks were updated.
25/03/2023	Exam cell	The student has been informed about it and He can check the update in his mark sheet.

Final Status of Complain: The student's problem was solved by giving him information.

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SHARAD PANDAY
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