



**Shobhit  
University**

EDUCATION EMPOWERS



Top 101-125 Band  
in Pharmacy

## **CRITERION 2 – TEACHING-LEARNING AND EVALUATION**

**2.5.3 EVALUATION-RELATED GRIEVANCE REDRESSAL MECHANISM FOLLOWED BY THE INSTITUTION: .THE UNIVERSITY ADOPTS THE FOLLOWING MECHANISM FOR THE REDRESSAL OF EVALUATION-RELATED GRIEVANCES. OPTIONS (OPT ONE WHICH IS APPLICABLE TO YOU):**

**DOUBLE VALUATION/MULTIPLE VALUATION WITH APPEAL PROCESS FOR RETOTALING/REVALUATION AND ACCESS TO ANSWER SCRIPT**

**DOUBLE VALUATION/MULTIPLE VALUATION WITH APPEAL PROCESS FOR REVALUATION ONLY**

**DOUBLE VALUATION/MULTIPLE VALUATION WITH APPEAL PROCESS FOR RETOTALING ONLY**

**SINGLE VALUATION AND APPEAL PROCESS FOR REVALUATION**

**GRIEVANCE REDRESSAL MECHANISM DOES NOT EXIST**

**To reduce enormous use of paper and printing the ensure data, sign and a seal by the Competent Authority for all the papers, we have used the Class-3 Digital Signatures where a Registration Authority i.e. Dr. Mahipal Singh, Registrar of our University authenticate the documents and responses claimed in this pdf file.**



**SHOBHIT UNIVERSITY, Gangoh**

[Notified by Government of U.P. Act No.3 of 2012, Established u/s 2(f) of UGC Act 1956]

Adarsh Institutional Area, Babu Vijendra Marg,  
Gangoh, Distt. Saharanpur - 247341, UP

**35**  
YEARS  
OF ACADEMIC  
EXCELLENCE





**Shobhit  
University**

EDUCATION EMPOWERS

Babu Vijendra Marg, Adarsh Institutional  
Area Gangoh, Distt Saharanpur (U.P.)  
247331, India  
Tel: +91 7830810052  
E-mail: [registrar@gangoh@shobhituniversity.ac.in](mailto:registrar@gangoh@shobhituniversity.ac.in)  
U: [www.sug.ac.in](http://www.sug.ac.in)

**The Examination Procedure &  
Re-evaluation Procedure Developed by  
Shobhit University, Gangoh,  
Saharanpur**

### Standard Operating Procedure for Grievance Resolution System

1. Following the announcement of results, mark sheets will be dispatched to the respective Schools within 10-15 days.
2. Candidates are permitted to submit an application in the prescribed format, accompanied by the necessary fees, for the retotaling and/or photocopies of their evaluated answer scripts for the examinations they have taken.
3. Each candidate is eligible to request retotaling or photocopies of answer scripts from the most recent university examinations they have participated in.
4. This service is exclusively available for theory answer books from all examinations administered by the University.
5. However, candidates are not eligible to request retotaling or photocopies of answer scripts related to practical, sessional, viva-voce examinations, dissertations, theses, or any university examinations that utilize a grading system instead of numerical scores.

### The application procedure is as follows:

1. The individual, henceforth referred to as "Applicant," is solely permitted to request the retotaling and/or photocopy of the evaluated answer book(s).
2. An Applicant wishing to obtain the retotaling and/or photocopy must complete the designated application form.
3. This application form is provided by the university upon payment of a non-refundable fee of Rs. 1000, payable in cash or via demand draft in favour of the Shobhit University Gangoh Saharanpur.
4. The completed application form must be submitted within 10-15 days (inclusive) from the date the results of the relevant examination(s) are announced.
5. Any application forms that are incomplete will be rejected without explanation, and the fees submitted with the application will not be refunded, nor will any appeals be considered.

### Note:

- (i) It is the duty of the respective Schools to promptly distribute the statement of marks upon receipt from the University.
  - (ii) Students are responsible for collecting their statement of marks from the Schools and must apply for retotaling and/or photocopies within the designated time frame as specified.
  - (iii) No applications will be accepted under any circumstances after the deadline.
6. The Dean or Principal of the respective Schools will announce the final date for submitting applications for retotaling and/or photocopies on the notice board.
  7. Applications must include a non-refundable fee of Rs. 1,000 for retotaling per answer book, as determined by the University, payable in cash or via demand draft made out to the Shobhit University Gangoh Saharanpur.
  8. Each application must also be accompanied by a photocopy of the mark list and the admit card for the relevant examination, duly attested by the Dean or Principal of respective Schools.
  9. The Dean or Principal of respective Schools is required to submit these applications to the University in separate examination-wise covers, along with the collected fees, within three days (inclusive) of the application submission deadline.
  10. Upon receiving the application forms from the respective Schools, the University will then review the requests for retotaling and/or photocopies of the relevant answer books.





**Shobhit  
University**

EDUCATION EMPOWERS

Babu Vjendra Marg, Adarsh Institutional  
Area Gangoh, Distt Saharanpur (U.P.)  
247341, India  
Tel: +91 7830810052  
E-mail: [registrar.gangoh@shobhituniversity.ac.in](mailto:registrar.gangoh@shobhituniversity.ac.in)  
U: [www.sug.ac.in](http://www.sug.ac.in)

**A) Verification of Answer Books:**

- a. The answer books will be examined by a scrutiny officer designated by the university to ensure the accuracy of the total marks recorded and to confirm that all responses have been evaluated.
- b. The re-totaller is responsible for reviewing all questions and sub-questions to ensure they have been marked appropriately. Should any answers be found unassessed during this verification process, the re-totaller must promptly inform the Controller of Examinations.
- c. The Vice-Chancellor will then instruct that these answers be assessed, and the marks awarded for them will be included in the total marks achieved by the candidate.

**B) Photocopy of Answer Books:**

- (i) It must be verified that the total marks recorded on the mark list for the examinee correspond with those indicated on the cover page of the answer book.
  - (ii) It should be confirmed that the marks assigned to each question in the answer book are accurately reflected on the mark sheet.
  - (iii) The accuracy of the total marks for each question listed on the cover page must be ensured.
  - (iv) It is essential to ascertain that all answers in the answer book have been evaluated by the examiner.
  - (v) Should any discrepancies arise regarding the points outlined in clauses a, b, c, or d, the university is responsible for rectifying these issues, with authentication from the Controller of Examinations or a designated representative of the Vice-Chancellor, and final verification by the appropriate university authority.
11. The photocopy of the answer book will be provided to the examinee after any necessary corrections to the marks on the cover page have been made and the identity of the examiner(s) has been obscured.
  12. The Controller of Examinations or designated officials will certify the main cover page of the answer book by affixing the official seal. Under no circumstances shall the identity of the examiner be revealed.
  13. The photocopies of the answer books will be forwarded to the Dean or Principal of the respective Schools for distribution to the concerned applicants, contingent upon the procurement of a written acknowledgment from them.
  14. The University will strive to provide these photocopies to the Dean or Principal of the relevant respective Schools within fifteen days from the date of receipt of the application forms.
  15. The Dean or Principal of the respective Schools will post a list of students on the Notice Board whose photocopies have been received from the university. These photocopies will be handed over to the applicant in person and will not be given to any other individual under any circumstances.
  16. When collecting the photocopies, the applicant must present the original receipt of the application form submission and verify their identity to the Dean or Principal of the respective Schools.
  17. Upon receiving the photocopies, the applicant will be the sole custodian and must not relinquish possession or use them for any other purposes, nor transfer them to anyone else.
  18. The photocopies obtained by the applicant are strictly for their exclusive use, and neither the applicant nor any other individual may use them to contest the quality of assessment or the marks assigned to the answers.

**Controller of Examination**

