



Centurion
UNIVERSITY

Shaping Lives...
Empowering Communities...

SOP FOR EXAMINATION UNIT



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1. Introduction

CUTM Examination & Quality Assurance (EQA) Cell is headed by the Director and supported by a central team as well as campus examination cells. The campus examination cells function under Dean-Examinations, who co-ordinates between EQA and the constituent campuses for smooth functioning of examination related activities.

The EQA team consists of Director, Deputy Director, MIS manager, Evaluation manager, Evaluation assistants and support staff.

The campus team consists of Dean-Examinations, one senior faculty as a coordinator who is assisted by one faculty from each school and support staff. The prime responsibility of the campus examination cell is to conduct both internal and semester examinations in a fair and systematic manner. Campus examination cells play a pivotal role in respective campuses for administration, management and conduct of examinations and related activities.

The different activities of EQA cell and the campus examination cell is given as under:

2. Activities of EQA Cell

| Sl. No. | Pre-Examination Activities |
|---------|--|
| 1 | Student Basic Information (Regd. No, Name, Program Name, DOB, Aadhar, Gender etc.) imported to Examination Management System (EMS) |
| 2 | Preparation of Subject Depository for all programs |
| 3 | Student Subject Registration Data imported to EMS for all programs |
| 4 | Preparation of Examination Schedule (Internal & External) as per academic calendar |
| 5 | Ensuring answer script supply as per the student count |
| 6 | Identifying and sending communication to the question paper setters for preparation of question paper as per pattern |
| 7 | Moderation of question paper |
| 8 | Printing of question papers as per the student count for each of the campuses. |
| 9 | Sealing the printed question paper as per the examination date & campus wise in an envelope with all the details printed above it. |
| 10 | Keeping the sealed question paper in a safe custody in the strong room with CCTV surveillance. |
| 11 | Sending intimation to each of the campus examination cell for collection of Answer script & question paper. |
| 12 | Appointing Centre Superintendent for each campus along with their role & responsibility |



| Sl. No. | Activities During Examination |
|---------|--|
| 1 | Examination subject registration imported to EMS. |
| 2 | Examination Schedule imported to EMS. |
| 3 | Attendance & MP record imported on daily basis to EMS once exam is over. |
| 4 | Receiving the answer scripts on daily basis through EMS. |
| 5 | Barcoding / tagging is done for the received answer scripts |
| 6 | Generation of mark foils through EMS |
| 7 | Tearing out the student data to hide the identity after barcoding / tagging & keeping answer script ready for evaluation |
| 9 | The evaluator list is prepared combining internal & external faculties and advance intimation sent |
| 10 | Third-party scrutinizing of answer script is done after evaluation |

| Sl. No. | Post Examination Activities |
|---------|---|
| 1 | Internal marks received from different campuses imported to EMS. |
| 2 | External marks entered in EMS by double entry process. |
| 3 | Mismatch marks is cross checked & verified for further processing. |
| 4 | Raw result presented to Conducting Board for approval |
| 5 | Recommendation of the board is incorporated to process the final results in EMS. |
| 6 | Results are approved & published as per the academic calendar. |
| 7 | Results sent to respective campuses for publication in ERP. |
| 8 | Rechecking requests, if any, received are processed. |
| 9 | Publish the rechecking result & scan copy / photocopy of the answer script is provided to the students on request with the applicable fee |
| 10 | Answer scripts are kept in store and proper order is maintained as per the rack code assigned. |

| Sl. No. | Certificates and related activities |
|---------|--|
| 1 | Processing of result records for the graduating batches |
| 2 | The basic information & photographs are processed for student verification. |
| 3 | The semester / year wise subject sequence are assigned in EMS. |
| 4 | The program wise credit requirement are set in EMS for processing grade sheets |
| 5 | Skip applications are processed and integrated before generation of grade-sheets |
| 6 | The grade sheets are generated for all eligible students in EMS once set criteria are matched. |
| 7 | The provisional certificates / degree certificates are also generated through EMS for eligible students. |
| 8 | Printing of the grade sheets and provisional certificates |



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| 9 | Grade sheets are scanned & kept in system for future reference & record. |
| 10 | The degree certificates are generated & printed prior to the convocation. |
| 11 | The Gold Medal, Merit & Rank list generated through EMS. |
| 12 | Gold, Merit certificates are printed. |
| 13 | All certificates are scanned & kept in cloud for record. |
| 14 | All degree records & mark sheets are uploaded in NAD portal. |
| 15 | Student request for additional / duplicate certificates are processed. |
| 16 | Student verification as and when received are processed. |
| 17 | Result analysis are done as per the requirements. |

3. Activities of Campus Examination Cell

| Sl. No. | Activities concerning students |
|---------|---|
| 1 | Issuing Provisional & Grade Sheet Certificate to student. |
| 2 | Both semester and EOD exam related query solved. |
| 3 | Issuing Migration Certificate to students |
| 4 | Semester report card verified and attested. |
| 5 | Photo & Aadhaar issue solved for grade sheet processing. |
| 6 | Solved Grade Updation query from Student at exam cell. |
| 7 | Issuing Re-checking & Re-checking photo copy to student. |
| 8 | Receiving EOD offline application from. |
| 9 | Receiving Skip offline application form. |
| 10 | Registering student complaint in complaint register book for quick service. |
| 11 | Announcement of Internal/Semester/EOD/Practical Backlog examination. |
| 12 | Announcement of Internal/Semester/EOD/Practical Backlog examination result/score sheet. |
| 13 | Smooth conduct of Semester and EOD examination. |
| 14 | Announcement for rechecking of the results. |
| 15 | Preparation of Admit card for Semester examination. |
| 16 | Guiding the students for CLC And Graduation certificate |
| 17 | Announcement for skip policy. |

| Sl. No. | Activities concerning staff & faculty members |
|---------|---|
| 1 | Internal and external mark entry query solved. |
| 2 | Dispatching and Receiving hard copy of Lab External & Internal lab mark. |
| 3 | Attending all the examination related queries. |
| 4 | Reminder emails regarding the last day of instruction, internal and external evaluation |
| 5 | Solution for all the ERP related issues regarding marks |

4. Standard Operating Procedure

The standard operating procedure followed towards disbursing different activities at both EQA & campus examination cell is as under:

a. Semester Examination

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|--|
| EQA cell |
| Student Subject Registration data extracted from EMS. |
| Examination schedule prepared & shared to campus examination cell for notification. |
| Question paper request mail & guidelines sent to selected faculties for setting up question papers |
| Slot-wise, campus-wise printing, packing & sealing of question papers |
| Dispatch of answer-booklets and question papers to respective campuses |
| Appointment of centre superintendent and issuance of necessary instruction for conduct of examination |
| Examinations conducted as per schedule with quality check by EQA cell. |
| Answer-books received at EQA cell, integrated in EMS and prepared for evaluation |
| Answer-books evaluated by maintaining adequate confidentiality |
| Processing of result by integrating internal, external and practical marks |
| Presentation of raw result to the Conducting Board for approval |
| Publication of approved result by EQA Cell |
| Result related grievances addressed within 7 days of receipt of the complaint |
| Campus Examination Cell |
| Subject registration data download |
| Practical external sheet preparation |
| Examination alert email is given by Dean, Examinations. |
| Internal and External practical/project/workshop evaluation email to students and faculties |
| Internal and External practical/project/workshop evaluation with quality checking |
| Dean Examinations announces regarding the semester examination schedule to all students, schools and campuses with all the rules, regulations, criteria. |
| External schedule implemented in ERP |
| Attendance report from all the deans as per the criteria |
| Checking the dues status of the students as shared by Accounts department |
| Entry of attendance status in ERP |
| Entry of debarred list in ERP |
| Admit card preparation and download |
| Admit card signature sheet preparation |
| Dispatch of the admit card and signature sheet to the respective department |
| Room entry in ERP and Preparation of signature sheet |
| Mail to faculties and examination coordinators for collection of signature sheet and deposition of the same after evaluation within the specified time period. |
| Preparation of duty chart after collection of updated time table from every department /school |



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| Duty chart shared with all the faculty |
| Preparation of room allotment, sitting arrangement & room numbering |
| Examination File Arrangement: Answer booklet, Question papers, Temporary absence form, Malpractice form |
| Sitting arrangement for notice board and water arrangement before the examination |
| Opening of the question packet received from EQA Cell in front of the Centre Superintendent |
| Dispatch of the examination files for the examination |
| Collection of Absent list and MP list at the end of the examination each day |
| Soft copy entry for total students registered, present, absent and MP cases |
| Packing data preparation |
| Packing of the answer booklets |
| Dispatch to EQA Cell |
| Sharing of IPR and EPR data with EQA Cell |
| Checking of Zero or No Internal cases |
| Sharing of result by Examination cell to all the students with information regarding rechecking for the offline examination |

b. Internal Examination

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| EQA Cell |
| EQA Cell announces for the internal examination schedule as per the academic calendar |
| Subject registration data is shared to Dean-examination for final verification |
| Examination is configured in the platform by team MIS |
| Question paper prepared and uploaded in the platform |
| Instant decision / trouble shooting, for issues encountered, if any during examination |
| Publication of internal scoresheet |
| Campus Examination Cell |
| Dean Examinations announces regarding the Internal examination schedule to all students, schools and campuses with all the rules, regulations, criteria. |
| Subject registration data shared by Dean Examinations |
| Dues status shared by Dean Examinations |
| Conduction of online examination |
| Proctoring during the examination |
| Maintaining the record of any unfair means observed by the proctors during the examination. |
| Sharing the Unfair means details with Dean, Examinations |
| Sharing of internal scoresheet by Examination cell to all the students. |

c. EXAMINATION ON DEMAND (EOD)

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| EQA Cell |
| The date of EOD is announced by EQA cell indicating the slots, maximum number of papers to apply, eligibility criteria and last day of registration |
| EOD team along with MIS manager prepares and opens the link for registration |



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| Team EOD shares the final verified student registration data |
| Based on the registration data, EQA cell prepares and announces the examination schedule |
| Preparation of question paper as per the schedule |
| Slot-wise, campus-wise printing, packing & sealing of question papers |
| Dispatch of answer-booklets and question papers to respective campuses |
| Appointment of center superintendent and issuance of necessary instruction for conduct of examination |
| Answer-books received at EQA cell, coded, mark foil generated and handed over for evaluation |
| Evaluation done within seven days of the conduct of examination |
| Result processed and sent for approval of the Vice Chancellor |
| Result announced within 15 working days of the conduct of the examination |
| Grievances, if any addressed within seven days |
| Campus Examination Cell |
| Dean Examinations sends communication on EOD to all students, schools and campuses with all the rules, regulations, criteria and last date of online registration. |
| Examination cell shares the registration data with all the students for verification with a last date |
| If any grievance is there in the registered list then the student inform the same to the team EOD through email to eod@cutm.ac.in with marking a cc to exam@cutm.ac.in |
| After the verification date is over team EOD shares the final data with EQA Cell and examination cell. |
| Examination cell shares the examination schedule with all the students and announces for offline EOD registration |
| Conduction of External practical examination with quality checking |
| Checking the dues status of the students as shared by Accounts department |
| Sharing of Admit card link to the students after getting it from the Team EOD |
| Preparation of signature sheet |
| EPR sheet preparation |
| Mail to faculties and examination coordinators for collection of signature sheet and deposition of the same after evaluation within the specified time period. |
| Preparation of duty chart after collection of updated time table from every department /school |
| Duty chart shared with all the faculty |
| Preparation of room allotment |
| Preparation of sitting arrangement |
| Room Numbering |
| Examination File Arrangement: Answer booklet, Question papers, Temporary absence form, Malpractice form |
| Sitting arrangement for notice board and water arrangement before the examination |
| Opening of the question packet received from EQA Cell in front of the Centre Superintendent |
| Dispatch of the examination files for the examination |
| Collection of Absent list and MP list at the end of the examination each day |
| Soft copy entry for total students registered, present, absent and MP cases |
| Packing data preparation |
| Packing of the answer booklets |



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| Dispatch to EQA Cell |
| Sharing of EPR data with EQA Cell |
| Checking of Zero or No Internal cases |
| Publication of result by EQA Cell |
| Sharing of result by Examination cell to all the students with information regarding rechecking for the offline examination |

d. Practical Backlog Examination

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| EQA Cell |
| Opportunity given to students for appearing practical backlog once in a year during the summer. |
| Result processed and sent for the Vice Chancellors approval |
| Results sent to campus examination cells for notification to students |
| Campus Examination Cell |
| Dean-examination announces for the practical backlog examination to all students indicating the rules, regulations, criteria and last date of online / offline registration. |
| Preparation of the registration list of students with all the details for verification |
| Examination cell shares the registration data with all the students for verification with a last date |
| Internal and External practical/project/workshop evaluation email to students and faculties |
| Conduct of Internal and External practical/project/workshop evaluation with quality checking |
| Signature sheet preparation for both internal and external evaluation |
| Mail to faculties and examination coordinators for collection of signature sheet and deposition of the same after evaluation within the specified time period. |
| Collection of the evaluation/signature sheets |
| Dispatch of the evaluation/signature sheets to EQA Cell |
| Sharing of result by Examination cell to all the students. |

e. Rechecking Results

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| EQA Cell |
| Publication of result by EQA cell indicating the time limit for applying for re-checking |
| Retrieving answer-books of the students, applied for rechecking after receipt of list from the campus examination cell |
| Masking of original marks |
| Re-evaluation of the answer-books by an expert other than the faculty who has actually evaluated the answer-script |
| Processing result and presenting the result to the grievance committee for approval |
| Publication of rechecking result. Xerox copies of the answer-books shared to the respective campuses as per received requests |
| Campus Examination Cell |
| Sharing of result by Examination cell to all the students with rechecking details. |
| Preparation of student list applied for rechecking |
| Rechecking list shared to EQA cell |



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| Sharing of rechecking result by examination cell to the registered students |
| Receiving the xerox copy of rechecking answer-books from EQA cell |
| Communication regarding the xerox copy by examination cell to the registered students |
| Providing the hard copies to the students at the examination cell |

f. Transcripts and Certificates

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| EQA Cell |
| EQA prepare the transcripts for all eligible students & intimate the same to campus exam cell for collection. |
| All the transcripts are scanned before issuing to the campus |
| Transcripts are uploaded in NAD-Digi locker portal after the Convocation each year |
| Campus Examination Cell |
| Authorized person from campus examination cell receives the grade-sheets & certificates. |
| Email sent to the concerned students regarding the availability his / her certificates in the examination cell. |
| The certificates are issued to the students after checking the clearance certificate |
| Soft copy of the certificates are provided to the concerned students if no dues is there for the students after his /her request email |

5. Role and responsibilities

a. EQA staff members

Controller of Examination / Director (EQA)

1. Responsible for smooth conduct of internal as well as semester examination across all constituent campuses of CUTM
2. Preparation and notifying examination schedules, arrangement for the timely issuance/provision of the examination material, instructing the supervisory staff and holding their meetings as and when required.
3. Postponement or cancellation of examination, in part or in whole, if needed for whatsoever reason, after approval of Vice Chancellor.
4. Appointments of unfair means committee with the prior approval of Vice Chancellor in relation to examination matters for carrying out investigation and convene meeting and issue notices thereof.
5. Bringing into the notice of the Vice Chancellor all cases of infringement of rules of examinations.
6. Responsible for timely publication of results
7. Maintaining over all examinations record of the students.
8. Issuance of transcripts and degrees to graduating students.
9. Ensuring and maintaining strict secrecy of all information regarding the examinations.
10. Exercising such other powers and perform such other duties as may be prescribed or assigned by the Vice Chancellor.



Deputy Controller of Examination

1. Preparing Subject Depository
2. Monitoring the evaluation process followed in constituent campuses & quality check.
3. Monitor the central evaluation process
4. Publication & analysis of result
5. Addressing student's grievance on results.
6. Issue of mark sheets & provisional certificates.
7. Issue of Degree certificates.
8. Keeping student record of all results and retrieving the same as and when necessary
9. PhD/ Higher Studies related work.
10. Uploading the Degree Certificates & Mark Sheets on NAD portal.
11. Supporting Director (EQA) as and when required.

MIS Manager

1. Subject & exam registration record compilation
2. Examination scheduling as per academic calendar.
3. Online internal exam activities
4. Internal & external mark compilation
5. Exam result processing
6. Presenting raw result to conducting board
7. Preparation of result sheet for publication
8. EMS related activities

Examination Co Coordinator (Evaluation)

1. Receiving answer books in EMS as per attendance sheets
2. Tagging, Barcoding & Mark Foil generation of answer sheets.
3. Co-ordinating between examiners for smooth evaluation process.
4. Facilitation of scrutinizing the evaluated answer sheets.
5. Process the re-checking requests & scan / photocopy the rechecked answer sheet as required
6. Safe keeping of all evaluated answer sheets once evaluation is over.

Examination Assistant (Student Records)

1. Keep record of program-wise & batch wise results published with publication date.
2. Published results- import & consolidate with batch-wise program file.
3. Program, batch & semester wise students SGPA / CGPA record.
4. Keeping record of grade-sheet & certificate issue date with hologram / certificate serial number.
5. Student wise backlog reports records.
6. Co-ordinate with campus examination for any basic information required w.r.t student.



Examination Assistant (Finance)

1. Question paper setter payments records
2. Answer script evaluation & scrutinizer payments
3. Examination remuneration payments
4. Reconsolidation of bank statements.
5. Maintaining of bank & cash book registers of all transactions.
6. Maintaining all the receipt vouchers & other financial documents.

Data Entry Operators

1. Maintaining faculty profile of internal & external faculty assigned with evaluation or question paper.
2. Question paper formatting as per standard template.
3. Upload the question paper for internal examination.
4. Preparation of question bank for future examinations.
5. Mark Entry for all examinations (Internal / external).
6. Record maintain for all types of documents received from campus examination cell.

Office Assistant

1. Tagging, Barcoding & Mark Foil generation of answer sheets.
2. Assisting in question paper printing & packing.
3. Assisting in printing of grade-sheets & certificates.
4. formatting & printing of documents as and when necessary
5. Maintaining scanned copy of mark-sheets & degree certificates.
6. Maintaining data of transcript & certificate verification.
7. Maintaining and safekeeping of office files.
8. Any other work assigned as per requirement

b. Campus examination cell staff members

Dean Examination

1. Coordination with EQA Cell.
2. Assign responsibilities to campus examination cell staff members as per requirement.
3. Overall supervision of activities and maintain confidentiality & discipline at campus examination cells.
4. Handling student related grievances / queries at campus level in co-ordination with EQA cell

In-charge of Campus Examination Cell

1. ERP configuration & facilitate implementation
2. Coordinate for EOD/Semester/Internal/External examinations.
3. Internal/External mark compliance & addressing the issues related to the same.
4. Assigning proctors for online examination

5. Addressing to students/staff/faculty queries / grievances in consultation with Dean-examinations.

School-wise Examination Coordinator

1. Coordinate and conduct internal / external exams as required.
2. Ensure all assigned faculty of the concerned school perform the exam duty in time.
3. Ensure the internal marks are uploaded by the faculty in ERP within the timeline.
4. Ensure all external practice/project mark foil to be collected within timeline.
5. Basic queries & rules related to exam to be addressed at department level.
6. Feedback on semester question paper.

Exam Cell Assistant (Campus Level)

1. Assisting in EOD examination/ grade upload/MIS cell coordination
2. Assisting in Semester/Internal/External Examinations.
3. Notification for Rechecking/Laboratory/Skip/Re-registration/ registration as and when needed
4. Online examination proctoring
5. Preparation of Internal/External/Laboratory Signature sheets

Data Entry Operator (Campus Level)

1. Preparation of faculty personal timetable, preparation of duty chart & faculty remuneration List
2. Maintaining the improvement/Rechecking/Laboratory registration details in excel sheets
3. Downloading subject registration data of all course.
4. Compilation of skip application.
5. Semester absent statement preparation

Supporting Staff (Campus Level)

1. Collection of question paper from EQA.
2. Submission of external answer sheet on daily basis during the Examination
3. Issue grade sheet, provisional & migration certificate.
4. Attending student queries at the reception counter.
5. Issue grade sheet, provisional & migration certificate.
6. Scan copy preparation of grade sheets, migration certificates & other certificates
7. Ensure best service to students/parents/staff/faculty/guest visiting to exam cell.
8. Maintain the semester & EOD packing data
9. Maintaining the stock & log book of examination cell



6. The role of examination conducting authorities

A. Centre Superintendent

- The Centre Superintendent is responsible to maintain high standard of confidentiality and discipline at the Examination Centers and for the smooth conduct of the examination.
- The Answer Booklets and the Question Papers should be kept under lock and key in the safe custody of the Center Superintendent, until they are distributed to the candidates at the examination hall.
- All packets of Question Papers should be opened only 30 minutes before the commencement of the Examination time in presence of Centre Superintendent.
- The Centre Superintendent may allow a candidate to appear at any examination without his name figuring in the attendance sheet after taking an undertaking from the concerned candidate.
- The Centre Superintendent should ensure that proper gate checking is being practiced during commencement of each sitting.
- In the event of any shortage of question papers, suitable arrangements may be made for preparing the number of copies additionally required and the fact shall be reported to the Director, EQA immediately. When this is done, proper care should be taken to avoid malpractice of any kind.
- The Centre Superintendent should visit each and every hall during the conduct of the examination to see that invigilators are vigilant and conducting the examination smoothly.
- In case of any malpractice case, Centre Superintendent should ensure that documentation be prepared as per the guidelines given in the examination handbook.
- Necessary security arrangements should be made at the Exam Centre.
- Should ensure that Answer books collection and dispatch are to be as per guide lines given below.
 - a. After the answer books after collected should be carefully arranged according to subject and examination wise.
 - b. The answer books should be bundled and properly sealed in the presence of the Centre Superintendent and should be dispatched the same day to EQA unless otherwise instructed.



B. External Observer

- As per requirement one senior faculty member / reputed person will be nominated by the Director (EQA), CUTM to observe, conduct of semester examinations.
- The external observer so appointed by the University shall report to the examination cell of the college where examination centre is located, one day prior to commencement of examination, to ensure that all arrangements for the conduct of examinations are adequate.
- He/ She shall give a written report to the Director (EQA) on security of question papers and answer-books.
- He/ She shall also inform Director (EQA) that the students are not resorting to unfair means/practices. In case of any incidence, he/ she shall immediately report the case to the Dy. Director (EQA) along with his/ her report. He/ She shall not leave the examination center during the examination period.
- He/ She shall give a written report after the examination cycle is complete / his/her engagement as external supervisor is over. The report will be handed over to the in-charge examination cell of the college in a sealed envelope for dispatch to Director, EQA, CUTM.

C. Invigilators

- Examination duty is compulsory. In case of emergency, alternative arrangement to be made.
- Invigilators must report at the examination section half an hour before the commencement of examination to receive the examination related materials.
- Invigilators must enter the examination hall 15 minutes before the scheduled time of examination.
- Invigilators are required to implement the code of conduct for students during examination.
- The Invigilators must ensure that no candidate shall carry any type of unauthorized material to the examination hall.
- Invigilators are required to check that the students have occupied their respective seats according to seating plan.
- No Candidates must be permitted in the examination hall without admit card. The answer script should be handed over to the candidate who possesses proper admit card only.
- Invigilators should distribute the answer books to the students 10 minutes before the examination and ask them to fill all the details in the answer book.



- After properly verifying the student's signature, student's registration number, subject, date etc. on the front cover page of the main answer booklet, the invigilator has to put his/her signature in the space provided there.
- Invigilators should distribute the question paper to the students 5 minutes before the examination.
- The Invigilator should be VIGILANT throughout the Examination period. She/he is required to move in the examination hall to prevent indiscipline / copying.
- Invigilators or any other faculty members should not help any candidate in explaining the questions or giving any hints.
- The invigilators are required to take attendance of the students after checking the admit card.
- The invigilator must mark the absentee student with "ABSENT" (in Capital Letters) against his/her name.
- The counts of student present and student absent in each signature sheet should be recorded and signed by invigilator(s).
- No student should be allowed to go with question paper to toilet. No more than one student should be allowed to leave for toilet at any time. One can go to toilet at best twice during a sitting of examination.
- No student should be allowed to enter the examination hall after 15 minutes of commencement of examination. No student should be allowed to leave the hall before one hour. A student leaving after one hour must submit his/her question paper and answer book to the invigilator.
- Invigilators must prevent unfair means adopted by students, if any, and are required to report cases to the Centre Superintendent separately without any discrimination.
- It is the primary duty of the Invigilator to ensure the fair conduct of Examinations. Noncompliance shall attract disciplinary action.
- The Invigilator should announce the time at each hour and at the last half an hour.
- No Candidate should be permitted to write anything on the Answer Script after the completion of the Examination time.
- After the completion of examination, the invigilators must arrange the answer books serially according to the registration numbers supplied in the signature sheet and submit them to the examination section along with the signature sheet, remaining question papers, stationary items and details of MP cases.

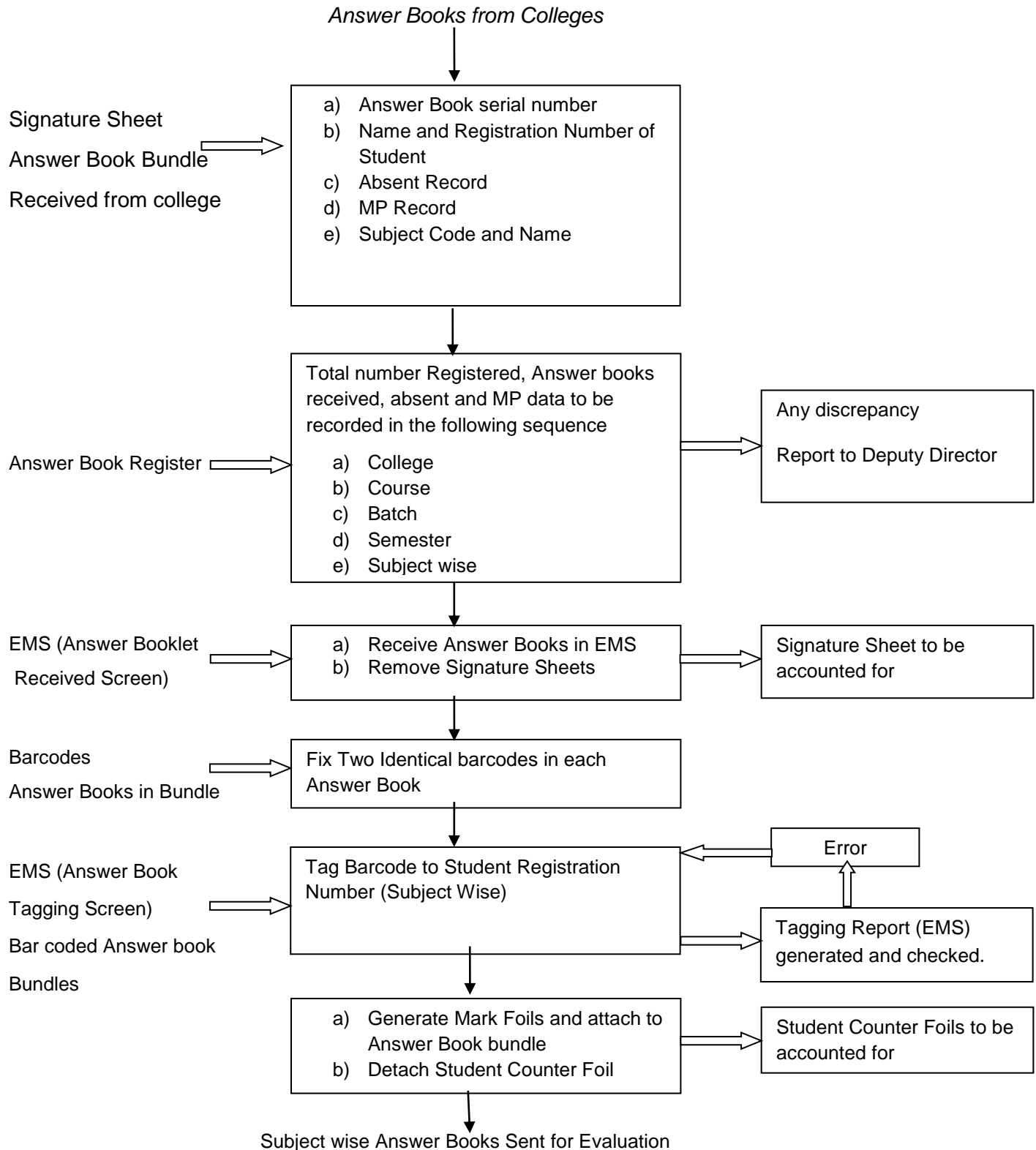


7. Trouble shooting

| ISSUES | REDRESSAL MECHANISM |
|---|---|
| Question paper related issues (out of syllabus / less number of questions / wrong full marks / wrong time according to full mark) | Immediately report to Director (EQA) for necessary directions indicating subject code |
| Answer-book related issues (Improper stitching of answer booklets / Answer booklet number is missing or not clearly printed/ Page numbers are not in sequence) | Wherever possible replace with a fresh answer-book. Report back to EQA cell for necessary documentation |
| Answer-book pages are missing from the middle | An additional copy may to given to the student, if he/she has already written. If the student would not have started, then new book to be issues by discarding the previous one. Report of the same to be sent to EQA cell. |
| First page is printed twice | Only fill-up the front page and invigilator to put a big cross mark indicating additional page |
| Publication of wrong grades | A written communication to be sent to EQA cell indicating the nature of complaint, student registration number and subject code |
| Transcript related issues (Printing of incorrect name / registration number) | Verification of the same in ERP and necessary correction to be carried out in ERP if needed. A written communication to be sent to EQA cell indicating the nature of complaint, student registration number and subject code with the applicable fee. If error from EQA cell, same will be corrected free of cost |
| Mismatch of photo in the transcript | To report back to EQA cell for necessary correction along with the previously issued original transcript. |
| Mismatch of Aadhaar card number in the transcript | To report back to EQA cell for necessary correction along with the previously issued original transcript. |



ANSWER BOOK PREPARATION FLOW CHART





EVALUATION PROCESS

Answer Book Received for Evaluation with Mark Foil (Subject wise, Semester wise in Bundles)

