

GRIEVANCE REDRESSAL MECHANISM

**EXAMINATION BRANCH
SREE NARAYANA NURSING COLLEGE
NELLORE**


Principal
SREE NARAYANA NURSING COLLEGE
Chinthareddypalem,
NELLORE-524 002



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A.P. Nurses & Midwives Council, letter No. APNMC/CON/5212/2006, dated: 4/11/2006

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EXAMINATION BRANCH

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List of Internal Grievances

S.No	Nature of Grievance	Time Bound (Max.working days)
1.	Name Correction (Student, father & Mother)	2Days from the date of receiving the application
2.	Mobile Number Correction/ Updation	1 DAY
3.	Internal marks correction	One/Two days
4.	Discrepancy in internal marks	One/Two days
5.	Credits issues	One/Two days
6.	Attendance issues	One/Two days
7.	Grievance on question paper	One/Two days
8.	Grievance on Evaluation	One/Two days
9.	Distribution & Verification of Answer Scripts	One/Two days
10.	Lab internal marks correction	One/Two days
11.	Seminar internal marks correction	One/Two days
12.	Project internal marks correction	One/Two days
13.	Mismatch of Electives	One/Two days
14.	Examination Time related issues.	One day


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List of Internal Grievances

S.No	Nature of Grievance
1.	Recounting
2.	Challenge of Evaluation
3.	Photo Copy of Answer Script
4.	Name correction in hallticket
5.	Name correction in Marks Memo/PC/CMM/OD
6.	Discrepancy in results Theory/Practical
7.	Credits problem
8.	Grievance on question paper
9.	Transcripts related issues
10.	Migration related issues
11.	Student malpractice
12.	Exam Registration
13.	Electives deviation
14.	Percentage change
15.	Examination Time related issues

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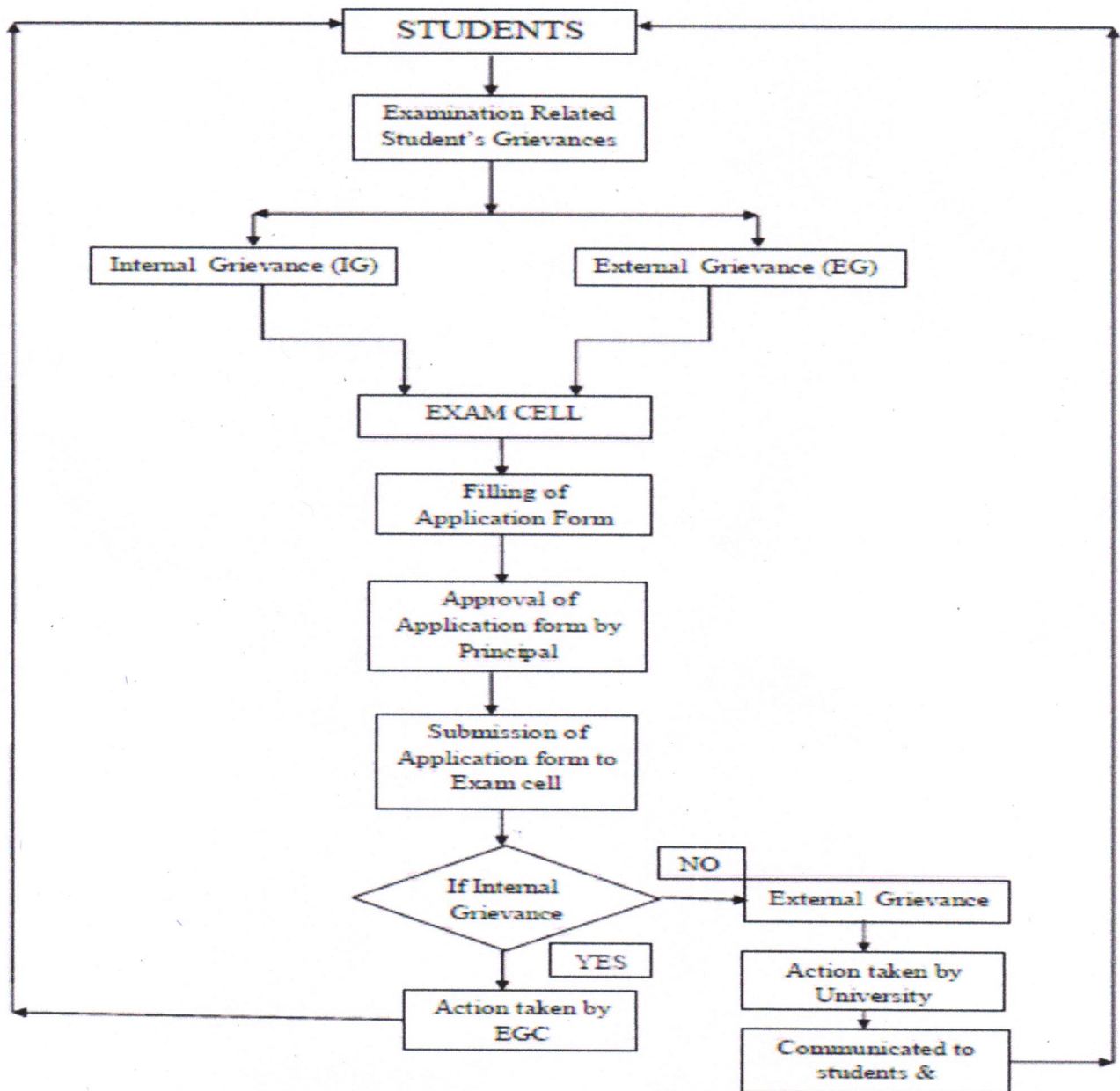
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SREE NARAYANA NURSING COLLEGE, NELLORE EXAMINATION BRANCH

MECHANISM TO DEAL WITH EXAMINATION GRIEVANCES



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EXAMINATION BRANCH

PROCEDURES FOR INTERNAL GRIEVANCES

1. Name correction (Student, Father & Mother)

If the student finds any correction in the fee receipt and registration, student has to submit a request letter to the examination grievance cell and collect an application for name correction.

The student has to submit the filled in application along with necessary documents (SSC/Inter) to the exam section.

Grievance cell committee will go through the request made by the student and will be get name corrected. Exam section gets the grievance solved in this manner.

2. Mobile number correction/updating

If the student finds any correction or any change in the mobile number, student has to submit a request letter to the examination grievance cell and take the application from the grievance cell regarding the correction and for change of mobile number.

The student has to submit the filled in application along with the registered mobile number.

The grievance cell committee will go through the request made by the student and will update the registered mobile number.

3. Internal marks correction

If any student finds any mistake in his/her internal marks.

First he/she has to approach Examination branch.

The student has to submit a request letter to the examination grievance cell and take the application regarding the issue internal marks correction.

The student has to submit the filled-in application to the exam section. After receiving the application the grievance cell committee will verify the marks and will update the status to the student.

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4. Discrepancy in internal marks

If any student finds any discrepancy in internal marks. First the student has to approach Examination branch and submit a request letter to the examination grievance cell and take the application regarding the discrepancy

The student has to submit the filled in application to the exam section. After receiving the application the grievance cell committee will verify and will update the status to student.

5. Credits problem

If the student finds any problems in the credits, the student has to approach the Examination branch and submit a request letter to the examination grievance cell and take the application regarding the issue, credit problems.

The student has to submit the filled in application to the exam section along with the filled in application the student has to submit the documents like all the marks memos with they have. After receiving the application the grievance cell committee will check all the marks memos and will count the credits.

After counting and verification done by the grievance cell they will update the status to the student.

6. Attendance problem (Detention and Condonation)

If the student finds any problem in the attendance he/she has to approach the Examination branch (like detention and condonation).

Student has to submit a request letter to the examination grievance cell and submit the filled-in application to the exam section. After receiving the application, the grievance cell committee will verify the attendance. After verification the committee will update the status to the student.

7. Grievance on Question Paper

In case any student feels that, the question paper is prepared out of syllabus, he/she has to approach the examination branch. Then student student has to submit the problem in the prescribed form available with the examination grievance cell.

Subject experts in the department will be directed to verify the question paper, If the questions are out of syllabus, such marks will be assigned to student if the student attempted such question.

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8. Grievance on Evaluation

If the student finds any problem in the evaluation of question paper he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue.

A request is raised to department to assign a subject expert from the department to evaluate the answer paper. If marks are not posted/ question is not evaluated/ total is mistake, the marks are updated in answer booklet and marks entry sheet also. The status is updated to the student.

9. Distribution and Verification of Answer Scripts


If the student finds any problem in the distribution and verification of answer script, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. Concerned staff member will be called to examination branch and in presence of staff the answer script will distribute and verified.

10. Lab Internal marks correction

If the student finds any problem in the lab internal marks corrections, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the internal marks from concerned staff/department the marks are updated.

11. Seminar Internal marks correction

If the student finds any problem in the seminar internal marks, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the seminar internal marks from concerned staff/department the marks are updated.


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12. Project Internal Marks Correction

If the student finds any problem in the project internal marks, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the project internal marks from concerned staff/department the marks are updated. The status will be updated to the student.

13. Mismatch of Electives

If the student finds any problem in the mismatch of electives, he/she has to approach the Examination branch. The student has to submit a request letter to the examination grievance cell and take the application regarding the issue. After verifying the electives subjects list from concerned staff/department the elective subject(s) are updated and status is updated to student.

14. Examination Time issues

If the students find any problem in the examination time issues, students have to approach the examination branch. The students have to submit a request letter to the examination grievance cell and take the application regarding the issue. The exam time will verify based on the students request. If any discrepancies are found the examination times will be altered.

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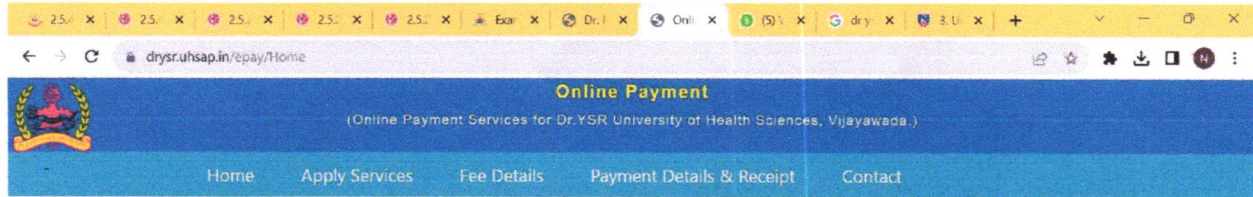
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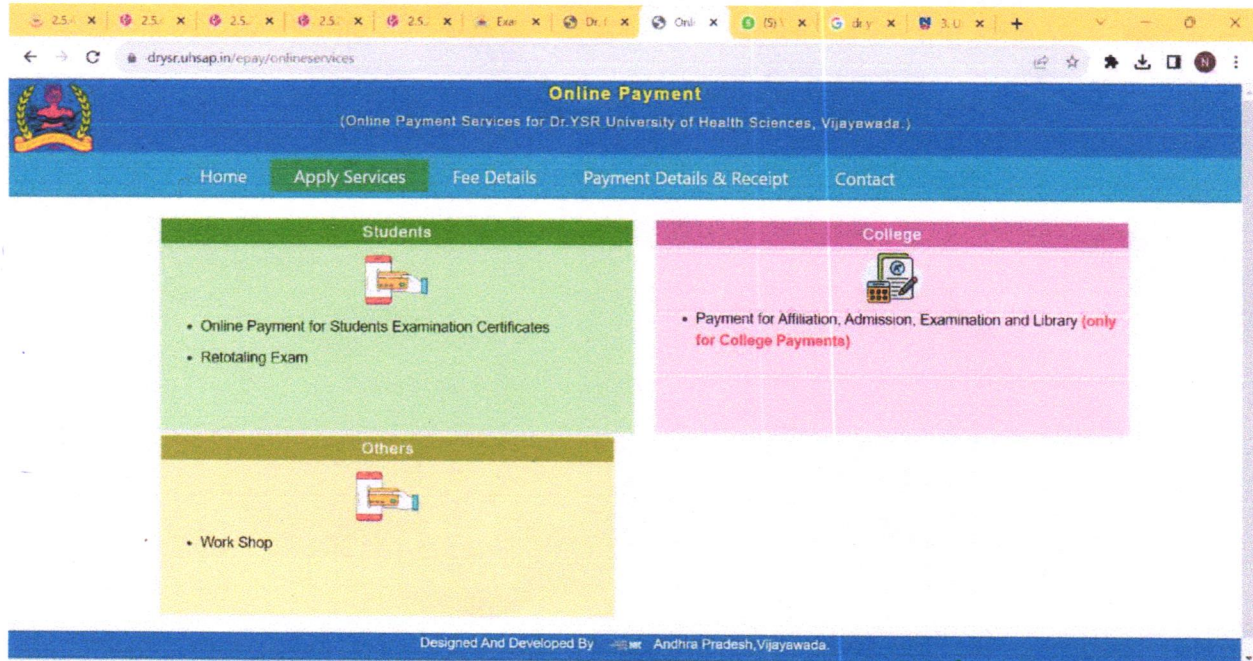
UNIVERSITY EXAMINATION GRIEVANCES



Instructions To Apply Online

- The candidate can make online payment from [Apply Services](#). After Payment Completion please download/print online payment receipt.
- The candidate is instructed to download the application form and online payment receipt.
- Candidate has to Submit duly filled application form with online Transaction Number and attach required documents along with the online payment receipt to the university through post or in person. (**For RE-Totaling Not Required**)
- In case of loss of payment Receipt, the candidate can download payment receipt for [Payment Details & Receipt](#) by Reference ID/Email Id
- Please don't make multiple transactions in case of money debited from your bank, amount will not be refunded from the university.
- While the transaction is under process, don't press refresh button or back button.
- Please don't make multiple transactions for single application (i.e., One application and one transaction only). The amount will not be refunded from the university.
- Once the payment is Processed, the amount will not be refunded from the university.
- For any failed transactions and money debited from you bank check from [Payment Details & Receipt](#) and contact through Help Desk Mail ID in [Contact US](#)

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Online Payment

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Home Apply Services Fee Details Payment Details & Receipt Contact

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Stream *	--Select Stream--
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Website for Re totalling online payment:

<https://drysr.uhsap.in/epay/retotal>

The screenshot shows a web browser window with the URL drysr.uhsap.in/epay/retotal. The page title is "Online Payment" and the subtitle is "(Online Payment Services for Dr. YSR University of Health Sciences, Vijayawada.)". The navigation menu includes "Home", "Apply Services", "Fee Details", "Payment Details & Receipt", and "Contact". The main content area is titled "Online Payment for Retotaling" and contains a form with the following fields:

- Select Exam* (Dropdown menu with "--Select Exam--")
- Reg No *
- Student Name *
- Speciality (If any)
- College in which studied *
- Contact Number *
- E-mail ID *

At the bottom of the page, it says "Designed And Developed By [Logo] Andhra Pradesh, Vijayawada."

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