

## SUMMARY SHEET

<b>Criteria</b>	<b>II– Teaching-Learning and Evaluation</b>					
<b>Key Indicator</b>	2.5 Evaluation Process and Reforms					
<b>Metric</b>	2.5.2 Average percentage of student complaints/grievances about evaluation against total number appeared in the examinations during the last five.					
<b>Number of complaints/grievances about evaluation year-wise during the last five years</b>						
	<b>Year</b>	2019-20	2018-19	2017-18	2016-17	2015-16
	<b>No</b>	18	46	82	53	178

### Relevant Documents

<b>Description</b>	<b>University website link</b>
<b>Minutes of the grievance cell/ relevant body</b>	<a href="https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Annual%20Reports%20of%20Examination%20For%20Last%20five%20Years.pdf">https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Annual%20Reports%20of%20Examination%20For%20Last%20five%20Years.pdf</a>
<b>Grievance Redressal Mechanism</b>	<a href="https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Grievance%20Redressal%20Mechanism.pdf">https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Grievance%20Redressal%20Mechanism.pdf</a>
<b>Screenshot of Grievance Redressal</b>	<a href="https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Screenshot%20of%20Grievance%20Redressal.pdf">https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Screenshot%20of%20Grievance%20Redressal.pdf</a>
<b>Application Form for Inspection of Answer Sheet</b>	<a href="https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Application%20Form%20For%20Inspection%20of%20Answer%20Sheet.pdf">https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Application%20Form%20For%20Inspection%20of%20Answer%20Sheet.pdf</a>
<b>Application Form for Re-evaluation of Answer Sheet</b>	<a href="https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Application%20Form%20For%20Re-Evaluation%20of%20Answer%20Sheet.pdf">https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Application%20Form%20For%20Re-Evaluation%20of%20Answer%20Sheet.pdf</a>
<b>List of number of students who have applied for revaluation / re totaling (Complaints and Grievance Received)</b>	<a href="https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Complaints%20&amp;%20Grievances%20Received%20Relevant%20Evaluation%20During%20Last%20Five%20Years.pdf">https://www.jagannathuniversity.org/assets/jnu-docs/naac-docs/2.5.2%20Complaints%20&amp;%20Grievances%20Received%20Relevant%20Evaluation%20During%20Last%20Five%20Years.pdf</a>
<b>Claim</b>	The University has developed an online grievance redressal portal to redress the grievance related to examinations. The policy regarding grievance redressal in the examination deals with all type of grievances including question papers, evaluation, re-evaluation, re-checking and general grievances. There is an examination committee headed by the Vice-chancellor, which sets guidelines and takes all strategic decisions

	<p>relating to examinations are handled promptly and every student gets his / her grievance redressed within 24-48 hours of the submission of the complaints. Further a designated land line number is available to register complaints for which proper record of each and every call is maintained. The data regarding total number of students appeared and total number of complaints received programwise for last five years as per the template is attached. All the other documents relating to Minutes of Meeting of Examination Committee, activity calendar, list of unfair cases, snapshots of online grievance portal etc. have been uploaded. The University claims full score on this metric</p>
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