

# **Standard Operating Procedures**

## **Examination related Student Grievances**

**Student Evaluation Division  
Indira Gandhi National Open University**

**New Delhi: 110068**

## **Standard Operating Procedures for Examination related Student Grievances**

The Student Evaluation Division (SED) of the University has adopted an effective Student Grievance Redressal Mechanism. A dedicated cell in SED headed by an Assistant Registrar deals with grievances. An internal Grievance Redressal Committee is in place which deals with grievances of a generic nature and makes recommendations for redressal.

### **Types of Grievances dealt at SED:**

- Updating the result in the Grade Card
- Issuing of Grade Card, Provisional Certificate, Degree
- Declaration of results of TEE and Re-evaluation
- Updating Assignment Grades, Practical, Project marks/grades
- Refund of examination fee
- Change of examination centre
- Dissatisfaction with marks awarded
- Photocopy of Answer scripts
- Issuing of duplicate Grade Card & Provisional Certificate
- Name correction in Grade Card
- Verification of Mark sheet, certificate and degrees
- Online re-evaluation form
- Transcript related
- Unfair means related

The University has a dedicated online portal, i-GRAM (IGNOU Grievance Redress and Management), with a provision to register the grievances of the students and redressing the same within 3 working days.

### **Modes of Receiving Grievances**

Learner can raise the grievance through following modes:

1. i-GRAM (online portal)
  2. PM Portal (online portal)
  3. PG Portal (online portal)
  4. In person
  5. Email
  6. Vice-Chancellors' Office
  7. Student Service Centre (SSC)
  8. Regional Centres/LSCs/Exam Centres/Schools/Divisions
- The SED has different sections such as pre-examination section, post-examination section, degree section, assignment section, project section, practical/field work/internship section, computer section, RTI Cell, REC Cell, etc.
  - SED is also the Nodal division for re-evaluation of answer scripts, re-totalling of marks/grades and providing photocopy of evaluated answer scripts to the learners.
  - Every section has identified a nodal person for dealing with grievances. The contact details of the Nodal officials are displayed on the University website.
  - The i-GRAM Cell of SED forwards the grievances to the concerned sections.
  - The concerned sections examine the same and do the needful.
  - The responses are forwarded to the Grievance Cell, which in-turn inform the students or redress the same online or offline, as the case may be.

- If necessary, the concerned section contacts the student directly through phone or email, if provided in the application, so as to avoid delay in communication.
- All the sections maintain the records of earlier communication so that even if the student registers multiple grievances on the same issue, the section ensures that the student gets a response for each grievance.
- Efforts are made to address the grievances to the satisfaction of the students as per norms of the University.
- Apart from that, the SED deals with the grievances registered directly by the students at CPGRAMS Public Grievance Portal consisting of various sub-portals such as President's Secretariat/ PMO/ Directorate of Higher Education, MHRD/Directorate of Public Grievances, etc.
- A Nodal Officer has been appointed by SED to deal with the PG portal at a single window.
- The SED holds periodic meetings among the nodal officers to ensure timely redressal of grievances.
- Each section periodically submits the data relating to number of grievances received, grievances settled and also the details of pending cases, with reasons, to the higher authorities for monitoring and follow up action.
- Orientation sessions are also held in SED to monitor and improve the grievance redressal mechanism. The SED is taking all precautions to deal with the grievance cases in time, so that not only any hardship to the students is avoided but also the RTI queries, grievances at PG portal, court cases, etc. are also avoided.

## Whom to Contact for What

<http://ignou.ac.in/ignou/aboutignou/division/sed/activities/detail/163>

S. No	Grievances	To whom to contact
1.	Schedule/Information regarding Exam- form, Entrance Test, Date-sheet, Hall ticket.	Asstt Registrar (Exam.II), Student Evaluation Division (SED), Block-12, Room No.-2 IGNOU, Maidan Garhi New Delhi-110068
2.	Result, Re-evaluation, Grade Card/ Statement of Marks, Provisional Certificate, Early Declaration of Result, Transcript, Verification of Grade Card/ Transcript of Official Transcript	For BA, BSC, BCOM, Certificate & Diploma Programmes, Section Officer (Exam-III), Student Evaluation Division, Block-12, Room No.-11, IGNOU, Maidan Garhi, New Delhi-110068 – <a href="mailto:bdpresult@ignou.ac.in">bdpresult@ignou.ac.in</a> – BA/BSC/B.Com – 29572211 & For Diploma Other Programmes 29572208. For PG Diplomas & Masters Degree including Ph.D., Section Officer (Exam-III), at Room No.12, Block No.12 - 29572212
3.	Non-reflection of Assignment Grades/marks	Section Officer, (Assignment) SED Division, Block No.3, Room No.13, IGNOU, Maidan Garhi, New Delhi – 110068 <a href="mailto:assignment@ignou.ac.in">assignment@ignou.ac.in</a> –Assignment Section 011-29571319
4..	Status of Project Reports of all Programmes	Asstt. Registrar, (Project) SED Division, Block No.3, Room No.7, IGNOU, Maidan Garhi, New Delhi – 110068 – <a href="mailto:projects@ignou.ac.in">projects@ignou.ac.in</a> – 29571307 Project Section: 011-29532294, 29571321, 29571324
5.	Original Degree/Diploma/verification of degree/diploma	Section Officer (Exam.I), SED, Block-9, IGNOU, Maidan Garhi, New Delhi – 110068 - Ph. 29535438, 29572224
6.	Student Grievance (SED)	i-GRAM Cell, SED, Block-6, Room No.13, IGNOU Maidan Garhi, New Delhi-110068 <a href="mailto:sedgrievance@ignou.ac.in">sedgrievance@ignou.ac.in</a> – Ph.
7.	Verification of Grade Card/Statement of Marks & Provisional Certificate and Issue of Official Transcript	Section Officer (Exam-III), Block No.12, Room No.11, Maidan Garhi, New Delhi 110068 – Ph.: 29572211
8.	Submission of Project Reports	Dispatch Section, SED, Block 12 – Ph.29572216