



## GOA UNIVERSITY

### Procedure for Handling Student Grievances Related to Evaluation (as per OA-35.10)

In accordance with the provisions outlined in Ordinance **OA-35.10**, the following procedure shall be followed for the resolution of student grievances related to the evaluation of answer scripts/tests and related examination matters:

#### 1. Submission of Grievance by Student

- A student must submit their grievance **within 10 days** of the answer books or marks being shown to them.
- The grievance should be addressed to the **Programme Director/Principal**.
- In case the grievance pertains to a course taught by the Programme Director, the student shall address the grievance to the **Dean of the respective School**.

---

#### 2. Review by Departmental Faculty Committee (DFC)

- The **Programme Director/Principal** shall place the grievance before the **Departmental Faculty Committee (DFC)** for initial resolution.
- If the student is not satisfied with the resolution provided by the DFC, the grievance application shall be **forwarded by the DFC to the University-level Grievance Committee**.

---

#### 3. Review by the Grievance Committee

- Upon receipt, the Grievance Committee shall conduct a **preliminary review** of the grievance.
- If the Committee finds a **prima facie case**, it may recommend that the relevant answer scripts or assignments be re-evaluated by an **external expert (outside the University)**.
- The student shall be required to **pay the prescribed fee** for external evaluation.
- The outcome of the external evaluation shall be **final and binding** on all parties.

The decision of the Grievance Committee shall be **communicated to the student within one month** from the date of filing the grievance.

---

#### 7. General Guidelines

- All grievances must be submitted in **written form**, with a clear description of the issue and supporting documents if available.
- Students shall be informed of this grievance redressal mechanism at the time of admission and at the time of result declaration.

All concerned stakeholders are requested to widely circulate this information for effective grievance redressal.