

2.5.2 Q_nM	Average percentage of student complaints/grievances about evaluation against total number appeared in the examinations during the last five years					
	2.5.2.1: Number of complaints/grievances about evaluation year-wise during the last five years					
	Year	2016-17	2017-18	2018-19	2019-20	2020-21
	Number of complaints	0	1	4	13	0
	No of students appeared	463	575	505	531	551
	Data Requirement for last five years:					
	<ul style="list-style-type: none"> Number of complaints/grievances about evaluation Total number of students appeared in the examinations 					
	Formula:					
	$\text{Percentage per year} = \frac{\text{Number of complaints or grievances about evaluation}}{\text{Total Number of students appeared in the examination}} \times 100$					
	$\text{Average percentage} = \frac{\sum \text{Percentage per year}}{5}$					
	File Description (Upload)					
	<ul style="list-style-type: none"> Any additional information Number of complaints and total number of students appeared year-wise 					

Documents Needed

- Minutes of the grievance cell / relevant body
- List the number of students who have applied for revaluation/re-totalling program wise and the total certified by the Controller of Examinations year-wise for the assessment period

TEXT

As per the regulations approved by the Board of Management and as incorporated in the Students Handbook there are two modes through which students can express their grievances against the assessment, evaluation and grades.

- Policy and Procedure for Student Appeal of the Final Course and Project Grade (section 7.9 in [Students Handbook](#); [Annexure 2.5.2.A](#).)

Matters related to evaluation and totalling of all courses including Project/Thesis are handled by the Office of the Dean Academic ('Procedure for grade appeal for a course' and 'Procedure for grade appeal for a project/thesis/dissertation').

If the complainant is not satisfied with the decision above, then s/he can make an appeal to:

- [Committee for Grievance Redressal](#) (section 13.7 in [Students Handbook](#); [Annexure 2.5.2.B](#)). Link for [Online grievance redressal reporting](#).

[Annexure 2.5.2.C](#). includes a certificate from the Dean (Academic) on complaints and their nature pertaining to Project/Thesis during the relevant period.

[Annexure 2.5.2.D](#). includes a certificate from the Registrar on the appeals filled at Committee for Grievance Redressal pertaining to academic matters, including but not limited to grades.

Breakup of complaints/grievances about evaluation

Year	2016-17	2017-18	2018-19	2019-20	2020-21
Total Number of complaints	0	1	4	13	0
No of students appeared	463	575	505	531	551
Grade Appeal for a course and Projects/Thesis related	0	0	3	13	0
Committee for Grievance Redressal	0	1	1	0	0

Note: these numbers pertain only to Masters Students. No complaint has been received from Doctoral Students on grades and evaluation so far, pertaining to taught courses.

7.8 Moderation of grades and declaration of results

- a. The results of the students go through five stages of scrutiny before they are published – MPEC, the Dean (Academic), the Examination Cell, the Controller of Examination and the Registrar.
- b. After the assessment outcomes and feedback is shared with the students, the marks are uploaded by instructors to the TERI SAS portal for grade moderation and review process.
- c. Moderation of grades takes place at two levels – the MPEC (programme level) and the Dean (Academic) (TERI SAS level).
- d. The entire process of submission of grades by the faculty and moderation takes place online via the UMS and portal systems and then the grades are submitted to the examination cell.
- e. The examination cell checks for any inconsistencies/errors forwards the grades for review and approval by the Controller of Examination and Registrar.
- f. The results are then released to the students via the portal.

7.9 Policy and Procedure for Student Appeal of the Final Course and Project Grade

a. Purpose and scope of the final grade appeal policy

The purpose of the final grade appeal policy is to establish a fair procedure for settling cases involving contested final grades assigned in the courses or projects. However, this applies only to the final grade of a course or project, and does NOT apply to the marks/grades assigned for specific components of the courses or projects (i.e. assignments, presentations, tests etc). This also does NOT apply to any grade changes done as a result of disciplinary action against the student. Appeals for review of more than one grade must be applied for on separate applications. Each application would need to be accompanied by the requisite fee.

b. Time-frame for grade appeal

All final grade appeals must be initiated by the student within 3 working days of the grade display.

c. Procedure for grade appeal for a course

The award of a grade for the performance of a student in a course is the prerogative of the course faculty-in-charge. A grade given by the faculty member may be changed only by that faculty member. In exceptional cases, it may be changed by the Dean (Academic), on the recommendation of the MPEC.

The student should contact the Registrar office to ensure that there is no input error. In case no input error is found, the student may meet the concerned faculty-in-charge to initiate the informal procedure.

Informal process:

The student who believes that s/he was given an improper grade, must meet the concerned faculty member, within 3 working days of the grade display, to review her/his grade if s/he believes that there was an error while totalling marks of various components (e.g. tests, assignment, field reports etc.) of the course.

The informal process must be carried out face-to-face. However, if the faculty member is not available in the office, the discussion between the student and faculty may take place through email or phone, if suggested by the faculty member.

Formal process

Application to Dean (Academic)

If the student is still dissatisfied over her/his final grade, s/he may apply for a formal procedure of grade review to the Dean (Academic). This must be done within 5 working days of the grade display.

The formal application for final grade review must be done as a signed written request and must include a statement from the student providing evidence that supports the argument that a fair evaluation method has not been used while assigning the final grade to her/him.

The Dean (Academic) will review the matter by holding meetings with the student and concerned faculty member individually, and will:

Communicate the decision to the student within 7 working days, OR

Refer the matter to the MPEC for a review, and thereafter take a decision based on the recommendation, within 7 working days.

Review by the MPEC

When the Dean (Academic) refers the matter to the MPEC for a review, s/he would pass-on on the points relevant to the case, to the chairperson of the MPEC, who in turn, after the meeting, would communicate the recommendation of the MPEC, in writing, to the Dean(Academic).

In normal circumstances, the faculty-in-charge of the course must attend the MPEC meeting.

Decision of the Dean (Academic)

The final decision of the Dean (Academic) will be communicated to the faculty-in-charge for retention/change of grade. This will then be communicated to the Registrar's office.

d. Procedure for grade appeal for a project/thesis/dissertation

The awarding of grade for the performance of a student in a project/*thesis/dissertation* is the prerogative of the Master's Programme Executive Committee (MPEC). A grade given by the MPEC may be changed only by the committee.

If the student is dissatisfied over her/his final grade in a project (Minor or Major) or thesis or dissertation, the student should contact the Registrar office to ensure that there is no input error.

In case no input error is found, the student may meet the Project Coordinator /HoD to initiate the informal procedure.

Informal process

The student who believes that s/he was given an improper grade, must meet the concerned faculty in-charge, that is, the project coordinator or thesis coordinator or programme coordinator or Head of the Department, within 3 working days of the grade display, to review her/his grade and to find out if there was any error while calculating marks of various components (e.g. presentation, written report etc.) of the project.

The informal process must be carried out face-to-face. However, if the concerned faculty in-charge is not available in the office, the discussion between the student and faculty in-charge may take place through email or phone.

After hearing the case of the student, the faculty in-charge will discuss the issue with the concerned evaluation committee and the supervisor. The faculty in-charge will communicate the decision to the student within 3 working days.

Formal process

Application to Dean (Academic)

If the student is not satisfied with the outcome of the informal procedure, s/he may appeal for a formal review of the final grade to the Dean (Academic).

The formal application for final project/thesis/dissertation grade review must be done as a signed written request and must include a written statement from the student providing evidence that supports the argument that a fair evaluation method has not been used while assigning the final grade to her/him. This must be done within 5 working days of the grade display.

The Dean (Academic) will review the matter by holding meetings with the student and faculty in-charge/Programme Coordinator/HoD, and will: -

Communicate the decision to the student within 7 working days, OR

Set up an *ad-hoc* grade review committee, to review the grade.

e. Ad hoc Final (project) grade review committee

The review committee will consist of:

- (i) Dean (Academic) - Chair
- (ii) Two faculty members from the same discipline*
- (iii) One faculty member from another discipline*

(*These faculty members will be other than those who evaluated the project or were associated with the project in any way)

The committee will review the documents and evidence provided by the student and the faculty in-charge. The committee may request the student, supervisor or any of the evaluation committee members to present their case in front of the committee, if required. The committee will give its decision within 7 working days of the appeal.

f. Decision of the review committee

The decision of the Review Committee will be communicated by the Dean (Academic), to the Chairperson of the MPEC, who may, if required, call a meeting of the MPEC and retain/change the grade. This will then be communicated to the Registrar's office.

g. Final grade after review

The grade awarded after the review process will be taken as final, and cannot be appealed against. This would include situations where grades may be lowered as a result of the review.

h. Fee for review

Students applying for the formal procedure for review of a grade awarded must submit a fee of Rs 1000/- along with the application. For appeals against more than one grade, each appeal is to be applied for separately, each accompanied by a fee of Rs 1000/-.

7.10 Malpractices during examinations and assessments

- a. Several measures are undertaken to prevent malpractices during examinations and assessments, including but not limited to, stringent rules and regulations during conduct of examinations, CCTV monitoring, surprise inspections and plagiarism checking, as applicable.
- b. The invigilator is responsible for the conduct of the examination. In case of any proven academic or behavioral misconduct during the examination, s/he is authorized to take strict action against the students. All such actions may be noted in the MPEC meeting and a copy shared with the Controller of

13.7 Committee for Grievance Redressal

Grievances and complains of any kind may be forwarded to the concerned Deemed to be University Authorities/Offices (details provided in student's portal , notice boards and the relevant policies) for resolution. If the complainant is not satisfied with the decision, then the issue may be forwarded to the Grievance Redressal Committee at email ID kamals@terisas.ac.in The committee consists of the following:-

Name	Designation
Dr Anandita Singh	Chairperson
Prof. Shaleen Singhal	Member
Dr Vishnu Konoorayar	Member
Dr Naqui Anwer	Member
Mr Shri Prakash	Member
Student Nominee	(based on academic merit) Special invitee
Mr Kamal Sharma	Secretary

You can lodge your complaint with grievance committee online at:

<https://www.terisas.ac.in/committee-for-grievance-redressal.php>

Arun Kansal, Ph.D.
Professor & Dean (Academic)

2 December 2021

This is to certify the following:

1. There is a Policy and Procedure for Student Appeal of the Final Course and Project Grade (section 7.9 in Students Handbook). As per the policy all grievances pertaining to evaluation and totalling of all courses including Project/Thesis are handled by the Office of the Dean Academic ('Procedure for grade appeal for a course' and 'Procedure for grade appeal for a project/thesis/dissertation').
2. The table below lists the number of grievances and the nature of grievances.

AY	No. of grievances	Nature
2016-17	0	NA
2017-18	0	NA
2018-19	3	Grade
2019-20	13	Grade
2020-21	0	NA



Arun Kansal
Dean (Academic)
Teri School of Advanced Studies
10, Institutional Area, Vasant Kunj
New Delhi-110 070

This is to certify the following:

1. There is a Policy and Committee for Grievance Redressal (section 13.7 in Students Handbook). As per the policy all appeals by students are handled by the Committee for Grievance Redressal.
2. The table below lists the number of grievances pertaining to evaluation and examination, and the nature of grievances.

A.Y.	No. of grievances	Nature
2016-17	0	NA
2017-18	1	Obtaining lesser marks than expected in major project
2018-19	1	Not meeting the CGPA requirement of 6.0 for award of degree even after completing required course credits
2019-20	0	NA
2020-21	0	NA



(Kamal Sharma)
Registrar
Sign and seal

Registrar
TERI School of Advanced Studies
10, Institutional Area, Vasant Kunj
New Delhi-110 070