



தமிழ்நாடு திறந்தநிலைப் பல்கலைக்கழகம்  
எல்லோருக்கும் எரியோதும் கல்வி



## EXAMINATION GRIEVANCES STANDARD OPERATING PROCEDURE (SOP)

STUDENT REGISTRATION AND EVALUATION DIVISION  
**TAMIL NADU OPEN UNIVERSITY**  
577, ANNA SALAI, SAIDAPET, CHENNAI - 600 015

[www.tnou.ac.in](http://www.tnou.ac.in)

# TAMIL NADU OPEN UNIVERSITY

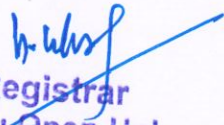
No.577, ANNA SALAI, SAIDAPET, CHENNAI-600 015

## STUDENT REGISTRATION AND EVALUATION DIVISION



## EXAMINATION GRIEVANCES

## Standard Operating Procedure(SOP)

  
Registrar  
Tamil Nadu Open University  
No.577, Anna Salai,  
Saidapet, Chennai-600 015.

# STANDARD OPERATING PROCEDURE

## C O N T E N T S

S.NO.	PARTICULARS - GRIEVANCE MECHANISM	PAGE NOS.
1.	PANEL OF EXAMINERS FOR PAPER SETTING AND SCRUTINY OF QUESTION PAPERS FOR THE TERM END EXAMINATIONS	1
2.	STUDENTS SEEKING INFORMATION ABOUT THE SCHEDULE OF TERM END EXAMINATION	2
3.	REMITTANCE OF PAYMENTS TOWARDS ADMISSION, EXAMINATION AND CERTIFICATE BY THE STUDENTS	2
4.	CERTIFICATES BEING ISSUED TO THE STUDENTS AND REMITTANCE OF PAYMENTS TOWARDS CERTIFICATES	2
5.	IDENTITY CARD & STUDY MATERIALS	3
6.	ONLINE PAYMENT/OFFLINE PAYMENT	4
7.	BACKLOG STUDENTS	4
8.	INTEGRATION OF CONTINUOUS INTERNAL ASSIGNMENT (CIA) MARKS IN THE DATABASE AND PAST YEAR QUESTION PAPERS	5
9.	GRIEVANCE MECHANISM – DURING TERM END EXAMINATION REGISTRATION	5
10.	DEALING WITH THE EXAMINATION CENTRES	6
11.	CENTRAL EVALUATION	6
12.	SUBMISSION OF PROJECTS	7
13.	RESULT DECLARATION	7
14.	COUNSELLING CLASSES/SEMINAR CLASSES	8
General Information		8

# TNOU EXAMINATIONS

## REDRESSAL OF GRIEVANCES - STANDARD OPERATING PROCEDURE

Tamil Nadu Open University is conducting Term End Examinations Twice in a year viz. June/July for the Academic year students and December/January for the Calendar year Students. The University has been conducting the Examinations with the approval of the Competent Authorities from time to time.

In order to facilitate the students in all possible ways, the University prepared Academic Planner, in which the entire Examination Activities are updated and planned the schedule of Examinations accordingly.

Subsequently, during the year 2020, the University prepared comprehensive Examination Manual consisting of entire Examination Activities, which predominantly explicits grievances of the students as well other stakeholders viz., Study Centres, Learning Support Centres(LSCs) including Panel of Examiners of the University.

### 1) GRIEVANCE MECHANISM - PANEL OF EXAMINERS FOR PAPER SETTING AND SCRUTINY OF QUESTION PAPERS FOR THE TERM END EXAMINATIONS

**When there is a need of Syllabi, Study materials for the Panel of Examiners -**

- The Concerned Assistant of Exam Section of the University provides respective Syllabi as per the Boards of Studies and study materials, if any, they need for reference, while placing orders seeking Scrutiny/QP Setting.
- The Panel of Examiners shall contact the concerned Junior Assistants/Assistants of [SRE-I & II] of the Student Registration and Evaluation Division [SR&ED] to obtain the details. Contact Number : 2430 6661 and through email: [examqp1@tnou.ac.in](mailto:examqp1@tnou.ac.in), [examqp2@tnou.ac.in](mailto:examqp2@tnou.ac.in) and [examqp3@tnou.ac.in](mailto:examqp3@tnou.ac.in).

**When there is an issue on settlement of Claims for the Panel of Examiners -**

- The Concerned Assistants of Exam Section, while sending Orders seeking Scrutiny/QP Setting/Evaluation, will send the necessary Claim Forms. In case of any issue in obtaining Claims, the Panel of Examiners shall contact the concerned Assistant of [SRE-I] of the Student Registration and Evaluation Division [SR&ED] to obtain the claim properly. Contact Number : 2430 6662 and through email: [exam@tnou.ac.in](mailto:exam@tnou.ac.in).

## **2) GRIEVANCE MECHANISM - STUDENTS SEEKING INFORMATION ABOUT THE SCHEDULE OF TERM END EXAMINATION**

The current students after taking admission/backlog students, can follow up the Examination wing in person/email/letter/through Student Grievance Redressal Committee(SGRC)/through Regional Centres for schedule of Examinations -

- Once Schedule of Examination is published in the website, students need to visit the University Website for the same. They may be provided with the relevant print out, if they come in person.
- If Examinations are yet to be scheduled, students are advised to keep watching the University website to know the schedule.
- Any other National/State level examinations clash during TNOU scheduled dates

For all kind of Examination Queries, students need to contact the concerned Assistants of SRE-I & II, Private Secretary(PS) to the Controller of Examinations and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 and through email [coe@tnou.ac.in](mailto:coe@tnou.ac.in)

## **3) GRIEVANCE MECHANISM - REMITTANCE OF PAYMENTS TOWARDS ADMISSION, EXAMINATION AND CERTIFICATE BY THE STUDENTS**

The students after taking admission/backlog students, can follow up the Examination wing in person/email/letter/through Students Grievance Redressal Committee Study Centre for remittance of different payments -

- For the purpose of Admission, Examination and Certificates, the students can remit the payment through Online in the proposed link given by the University in the Website ([www.tnou.ac.in](http://www.tnou.ac.in))
- If the students come in person to pay the amount, students will do the same in the concerned Section through POS machine by using their Debit Card.

In this connection, students need to contact the concerned Assistant Registrars/Assistants/Junior Assistants/DEOs Controller of Examinations over phone 2430 6660/6661/6662/6663/6664/6665/6666/6667 and also through Mobile 93459 13382/93459 13378 and through email [coe@tnou.ac.in](mailto:coe@tnou.ac.in), [exam@tnou.ac.in](mailto:exam@tnou.ac.in)/[tnouadmission@tnou.ac.in](mailto:tnouadmission@tnou.ac.in)

## **4) GRIEVANCE MECHANISM - CERTIFICATES BEING ISSUED TO THE STUDENTS AND REMITTANCE OF PAYMENTS TOWARDS CERTIFICATES**

The students/backlog students can follow up the Examination wing in person/email/letter/through Students Grievance Redressal Committee/Regional Centres for obtaining various Certificates from the University -

- The students can remit the payment by way of Demand Draft drawn in favour of “Tamil Nadu Open University”, payable at Chennai in the proposed link given by the University in the Website OR students could come in person to pay the amount in the concerned Section through POS machine by using their Debit Card. The students can get following Certificates:
  - Consolidated Mark Statement/Provisional Certificate
  - Degree/Diploma(Convocation)Certificates)
  - Transcript
  - Genuineness Certificate
  - Migration Certificate
  - Person Studied with Tamil Medium/English Medium
  - Duplicate Certificate
  - Degree/Diploma Convocation Certificates

In this connection, students may visit the TNOU Website to download the aforesaid Forms and they may contact the concerned Assistant Registrar, DEOs Assistant Controller of Examinations of Certificate Section over phone 2430 6665/6666/6667 and also through Mobile 93459 13382 and through email [coe@tnou.ac.in](mailto:coe@tnou.ac.in), [exam@tnou.ac.in](mailto:exam@tnou.ac.in) & [certificate@tnou.ac.in](mailto:certificate@tnou.ac.in)

**When there is a request from the students regarding change of residential address/change of LSCs [Learning Support Centres]-**

- The Students shall remit prescribed amount and change the residential address through Admission Section and they may contact Director, Admission/Assistant Registrar/Assistant Programmer/Assistant of Admission Section over phone 2430 6663/6664 and through email: [admission@tnou.ac.in](mailto:admission@tnou.ac.in).
- As regards to change of LSCs, the students need to contact the Director/Junior Assistant, Student Support Services Division (SSSD), by paying prescribed amount of fee as per Norms.

## **5. GRIEVANCE MECHANISM - IDENTITY CARD & STUDY MATERIALS**

**When there is a request from the students regarding Identity Card and Non-receipt of Study Materials after Admission-**

- The Students have to check with the Admission Section for ID Card and can contact Director, Admission/Assistant Registrar/Assistant Programmer/Assistant, Admission Section over phone 2430 6663/6664 or through email: [admission@tnou.ac.in](mailto:admission@tnou.ac.in).
- For study materials, they may contact Director, Material Production Distribution Division[MPDD] over phone 2435 0844/93459 13387 or through [mpdd@tnou.ac.in](mailto:mpdd@tnou.ac.in)

## 6. GRIEVANCE MECHANISM - ONLINE PAYMENT/OFFLINE PAYMENT

When there is a request from the students on making payment and payment made more than once through Online-

- In general, Students have to remit their Tuition Fee/Examination Fee only through Online. While making payment, if students paid requisite fee more than once, the Exam Section will check the database and after ensuring the double payment through Payment Gateway, the Exam Section will send a Note to the Finance for refund of the amount made by the student concerned more than once.
- As regards to Offline Payment, students shall send a Demand Draft in favour of “Tamil Nadu Open University”, payable at Chennai.

In this connection, students may visit the TNOU Website and they may contact the concerned Programmer, Assistant Programmer, PS to COE over phone 2430 6666/through Mobile 93459 13382/email [coe@tnou.ac.in](mailto:coe@tnou.ac.in), [exam@tnou.ac.in](mailto:exam@tnou.ac.in).

## 7. GRIEVANCE MECHANISM - BACKLOG STUDENTS

When there is a request from the students for continuing studies after the break due to personal grounds

- The permission may be given to the backlog students for continuing their studies, who dropped out their studies due to personal grounds with the approval of the Competent Authorities of the University by remitting Nominal Tracing Fee, as per the Norms of the UGC Academic Guidelines.
- The instruction in this regard will be hosted in the TNOU website and backlog students can remit the requisite fee for the examinations they are taking up.

Students may contact the concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 or through email [coe@tnou.ac.in](mailto:coe@tnou.ac.in)

## **8. GRIEVANCE MECHANISM - INTEGRATION OF CONTINUOUS INTERNAL ASSIGNMENT (CIA) MARKS IN THE DATABASE AND PAST YEAR QUESTION PAPERS**

**When Examination Section has not received the CIA marks from the SSSD, though students already submitted Assignments in the Regional Centres/TNOU Headquarters -**

- In general, the CIA marks are updated by the Assistant/DEOs of SSSD and inturn sent to the Examination Division for the integration of marks along with the marks of External Examination. Occasionally, though Students submitted the assignments in the Headquarters or Regional Centres of the University, it is left recorded or students themselves failed to submit it on time. In such cases, the University instructed to the students to produce the evidence i.e., acknowledgement to find out the Assignments for evaluation, if not found, they are instructed to submit the Assignments for evaluation.

In this connection, the students need to contact the Director, /Junior Assistant, Student Support Services Division (SSSD) and the Coordinators of the Regional Centres concerned. They may send grievance to email [sssd@tnou.ac.in](mailto:sssd@tnou.ac.in)/Phone : 2430 6627.

**When students want of the Past year question papers/CIA Question Papers-**

- Students may view the TNOU Website [www.tnou.ac.in](http://www.tnou.ac.in) in the given link for question papers. As regards to backlog students, they need to contact the Director, /Junior Assistant of Student Support Services Division (SSSD) and the Coordinators of the Regional Centres concerned through email [sssd@tnou.ac.in](mailto:sssd@tnou.ac.in)/Phone: 2430 6627 for Assignments.

## **9. GRIEVANCE MECHANISM - DURING TERM END EXAMINATION REGISTRATION**

**When the student approaches the University and is seeking a doubt/clarification for Remittance of fee in the Portal being opened in the TNOU Website after publication of Time Table w.r.t. Theory and Practical, in person/email/letter/through Student Grievance Redressal Committee/through Regional Centres-**

- The student shall contact SRE-1, Programmer/Assistant Programmer, PS to COE through Phone 2430 6662/6666/email [edp1@tnou.ac.in](mailto:edp1@tnou.ac.in) to solve the issue instantly.

**When the student approaches the University for change of Examination Centre-**

- The request of the Students will be considered and they will be allowed to take up the Examination as they wish to take, only in the genuine circumstances. Immediately after announcing exam centre, the student shall contact SRE-1, Assistant, PS to COE through Phone 2430 6662/6666/email [coe@tnou.ac.in](mailto:coe@tnou.ac.in)/[exam@tnou.ac.in](mailto:exam@tnou.ac.in)



**When the student approaches the University for payment through offline-**

- The learners, in case of aged persons/remote Villagers/ not accessible to internet may contact the University, SRE-1, Assistants/PS to COE in person/over phone 2430 0662/6666 to make the Offline payment. They will be allowed to do so.

#### **10. GRIEVANCE MECHANISM - DEALING WITH THE EXAMINATION CENTRES**

**When the Chief Superintendent/Principals/Coordinators of the Examination Centres want to contact the University before commencement of the Examination/during the Examination, seeking sufficient stationery materials, advance amount, Nominal Roll, Attendance, Question Papers Count, Answer Sheet Requirements, Answer Sheets, covers etc.-**

- All the Examination Centres are provided with the comprehensive Examination Manual, in which the entire examination activities are envisaged and it facilitates the Chief Superintendent for conducting the Term End Examination smoothly. The University will also make necessary arrangements in the Headquarters by engaging regular staff exclusively to attend them over phone during the Examinations.
- The University will send the sufficient materials/stationery items to the each Examination Centre for conducting the Examinations smoothly, which are pre-requisite to conduct the Examination in accordance with the Examination Manual. The requisite advance amount from the amount received for Central Evaluation is sent to the respective Examination Centre well in advance to meet out the expenses.
- The Chief Superintendents/Coordinators/University Observers of the each Examination Centre will approach the University during the Examinations for clarifications on Nominal Roll, Attendance, Question Papers Count, Answer Sheet Requirements, sending of Answer Sheets to the Headquarters etc. Their grievances/queries will immediately be addressed then and there as per the instructions of COE by the regular staff members of the University attending Holiday Duty.
- They may contact the concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 and through email [coe@tnou.ac.in](mailto:coe@tnou.ac.in).

#### **11. GRIEVANCE MECHANISM - CENTRAL EVALUATION**

**When the Panel of Examiners need Question Papers/Key/Remuneration**

- The Panel of Examiners is provided with Question Papers, Stationery items etc. They will be

provided with Remuneration as per Norms of the University without any delay on submission of Claim Bills.

- The Central Evaluation will take place as per the Evaluation Methodology of Examination Manual.

In this connection, they will contact concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 and through email [coe@tnou.ac.in/exam@tnou.ac.in](mailto:coe@tnou.ac.in/exam@tnou.ac.in)

## **12. GRIEVANCE MECHANISM - SUBMISSION OF PROJECTS**

**When the students/backlog students want to approach the University for submitting Projects for the relevant Programmes-**

The students need to submit the Projects for the concerned Programmes to the SRE-II Assistant, Examination Division. In this connection, they will contact concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 and through email [coe@tnou.ac.in/exam@tnou.ac.in](mailto:coe@tnou.ac.in/exam@tnou.ac.in)

## **13. GRIEVANCE MECHANISM - RESULT DECLARATION**

**When the Students want to approach the University for withheld of results/non-incorporation of CIA Marks/Low marks/Revaluation/Retotalling/Photo Copy/Mark Statements/Convocation Certificate-**

**Withheld of results:** The students shall contact the concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations, and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 and through email [coe@tnou.ac.in/exam@tnou.ac.in](mailto:coe@tnou.ac.in/exam@tnou.ac.in) for withheld of results. After remittance of the prescribed fee, the results will be released.

**Non-incorporation of CIA Marks:** The students shall contact the concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations, and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13376, Director, Student Support Services Division through email [sssd@tnou.ac.in](mailto:sssd@tnou.ac.in) and over phone 2430 6627. The Internal Marks will be integrated as soon as the data received from the SSSD.

**Low marks/Revaluation/Retotalling/Photocopy:** The students shall contact the concerned Assistants of SRE-I & II, Private Secretary to the Controller of Examinations, and Assistant Controller of Examinations over phone 2430 6660/6661/6662/93459 13382 and through email [coe@tnou.ac.in/exam@tnou.ac.in](mailto:coe@tnou.ac.in/exam@tnou.ac.in) and apply for the Revaluation/Retotalling/Photocopy only for the

Theory Papers by paying the requisite fee.

**Mark Statements:** The students shall contact the concerned Assistant Registrar/DEO/Assistant of Certificate Section and Private Secretary to the Controller of Examinations and Assistant Controller of Examinations-II over phone 2430 6666/6667/6665 in this regard. Subsequent upon the release of results, the final year students of UG and PG will request the Examination Wing for Certificates for higher studies and employment. The University will send the Mark statement and Provisional to the students at the earliest. As an immediate measure, the students will be provided with Bonafide Certificate for having completion of Degree, based on request.

**Convocation Certificate:** The University shall conduct the Convocation for awarding the degrees for those who are eligible as per TNOU STATUTES Chapter XIV. Convocations for the purpose of conferring Degree / Diploma shall ordinarily be held every year, in the month of October and at such other times as the Chancellor may direct.

#### **14. GRIEVANCE MECHANISM - COUNSELLING CLASSES/SEMINAR CLASSES**

**When the students enquire about the schedule of Counselling Classes-**

- Students after receiving study materials can expect the Counselling Classes. The Student Support Services Division will schedule for Counselling Classes during week end holidays in the respective Learning Support Centres (LSCs). The Counselling Classes are scheduled through Online, when unable to conduct through LSCs.
- Students may view the TNOU Website [www.tnou.ac.in](http://www.tnou.ac.in) in the given link for schedule of Counselling Classes. They need to contact the Director / Junior Assistant of Student Support Services Division (SSSD) and the Coordinators of the Regional Centres concerned through email [sssd@tnou.ac.in](mailto:sssd@tnou.ac.in)/Phone : 93459 13376/2430 6627.

#### **General Information:**

All the grievances will be attended over phone, through email, in person then and there. The entire features of the Examination procedures in practice have been briefed in the Examination Manual, which was available in the TNOU Website, from where the students are able to note down the requisite information.

All kinds formats viz. University Observer's Report, Flying Squad's Report, Evaluator's Feedback Form, Claim Form for Question Paper Setters, Guidelines to the Question Papers Setters, Examination Application Form, Proforma for acceptance of TNOU Written Examination, Formats for

Malpractice are available in the Examination Manual.

The Examination Wing is guiding students in all aspects for completing the Degree Programme successfully. The fee concessions are offered to the Students with disabilities, jail inmates, Destitute and Transgenders for pursuing Education.

All such information are available in the TNOU Website.

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