

Frequently Asked Questions (FAQ) on Grievance Redressal Mechanism (Revaluation of answer books)

1. When does the revaluation application window open, and what are the important timelines?

- The revaluation application window opens **immediately after the declaration of results on SAP portal**.
- **Application for Photocopy of the Answer Book/Answer Script:** Must be submitted **within 2 days** from the date of result declaration, including holidays.
- **Application for Revaluation of Answer script:** Must be submitted within 3 days from the date of result declaration including holidays
- **Receipt of E-copy of Answer Book/Answer Script:** Students will receive the e-copy **latest by the 2nd day** from the date of result declaration, including holidays on SAP portal.
- **Application for Verification of Answer Book/Answer Script:** Must be submitted **within 3 days** from the date of result declaration.

Additional details:

- The answer scripts will be available on the **student SAP portal immediately upon successful submission** of the application.
- The link to the e-copy of the answer script will also be sent via email on the **payment receipt** to the student's registered email ID.

2. How long will the revaluation application window be open?

The revaluation application window will be open for **3 days** only after declaration of result. Students who wish to apply, must submit their applications within this period. Late applications will not be accepted. Application window will close at **4 p.m.** on third day.

3. Where I can apply for Photocopy/revaluation/verification of answer books? and what is the application process?

If you wish to apply for soft copy of answer books/ Revaluation of answers/ Verification of marks, you will have to fill in the online application form on the SAP student portal.

The application link will be accessible on the SAP portal

SAP student portal login details: –

URL <https://sdcspscs.vykm.ac.in:44300/irj/portal>

User ID: 11 Digit student SAP number (as given on NMIMS identity card)

Password: As set by the candidate

Link for User Manual for Application of photocopy of answer books/ Revaluation/ Verification is given below:

<https://www.nmims.edu/apply-verification-revaluation>

4. What examinations does this revaluation policy apply to?

This policy applies **only to the Term-End Examinations** conducted by the University.

5. Which components of assessment are *not* covered under this policy?

The following are **excluded** from the grievance redressal and revaluation mechanism:

- Practical's / Laboratory exams
 - Oral Examinations / Viva Voce
 - Jury assessments
 - Projects
 - MCQ-based online exams
 - Assignments
 - Dissertations
 - Presentations
 - Fieldwork
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6. What is the first step to apply for revaluation?

To apply for revaluation, **you must first request a photocopy (or soft copy)** of your answer script only through the SAP portal. Revaluation requests will not be accepted without first obtaining the photocopy.

7. How do I apply for revaluation after receiving my answer script?

Once you receive your answer script copy:

1. Review it carefully alongside the **synoptic answers**.
2. Identify **specific questions** you believe were incorrectly evaluated or you wish to raise an issue.
3. Submit a **revaluation application** via student SAP portal, clearly mentioning:
 - The **specific question numbers** you wish to apply
 - **Clear and specific reasons** for asking revaluation for each question.

Applications without clear reasoning or with blank/ vague statements will be **rejected**, and the **revaluation fee will not be refunded**.

Refer detail revaluation application document to understand the process.

8. Will the entire answer script be re-evaluated?

No. Only the **specific question(s)** you have challenged with valid reasoning will be re-evaluated. All other answers (which have not been challenged) will retain their original marks.

9. What happens if I don't give a proper reason for revaluation?

If you fail to provide:

- Specific question numbers, and/or
 - Valid and clear reasoning
- your application will not be **entertained/ revaluation will not be carried out**, and **no refund** of the revaluation fee will be processed.
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10. How should I communicate my revaluation request?

All revaluation requests must be submitted only through the SAP portal.

Emails or offline applications to faculty, departments, or other authorities will not be considered or responded to.

11. Can I submit a revaluation request more than once?

No. You are allowed to apply for revaluation **only once per subject per term-end examination**. Ensure your application is complete and accurate before submission.

12. Is there a deadline to apply for photocopy and revaluation?

Yes, both applications (for photocopy/ soft copy within **first two days** and revaluation **three days**) must be submitted **within the given timelines**. Late applications will not be accepted.

13. Where can I find synoptic answers and question paper to compare with my answer script?

Synoptic answers will be available on LMS student's portal. These are to be used to justify your revaluation request. You may also approach your faculty to see copy of synoptic answers.

14. Whom can I contact if I have technical issues while submitting the application?

For technical difficulties with the student portal, contact SAP basis team on sapbasis@svkm.ac.in.

15. How will changes in marks after revaluation be handled?

After revaluation under the Grievance Redressal Mechanism, changes to original marks will be processed as follows:

- **a) If the difference in marks is less than or equal to 20%** (whether marks increase or decrease),
 - The **revaluated marks** will be considered as **final and communicated** to the student.
 - The **original marks** obtained will be treated as **null and void**.
- **b) If the difference in marks is more than 20%** (i.e., more than 20.00%),
 - A **second revaluation** will be conducted by examiners/experts appointed by University.

- The **best marks** from the first and second revaluation will be taken as the **final marks**.
- Fractional marks, if any, will be rounded off to the next integer.
- The **original marks** will be treated as **null and void**.

16. Additional points about the revaluation results:

- The revised marks after revaluation may **increase, decrease, or remain the same**.
- The percentage difference in marks is calculated **with respect to the maximum marks of the term-end exam** for that subject.
- The marks awarded after revaluation and any amendments to the results are **final and binding**. Requests to revert to original marks **will not be entertained**.
- The entire grievance redressal process, including revaluation and communication of results, will be completed **within 15 working days** from the receipt of the revaluation application.