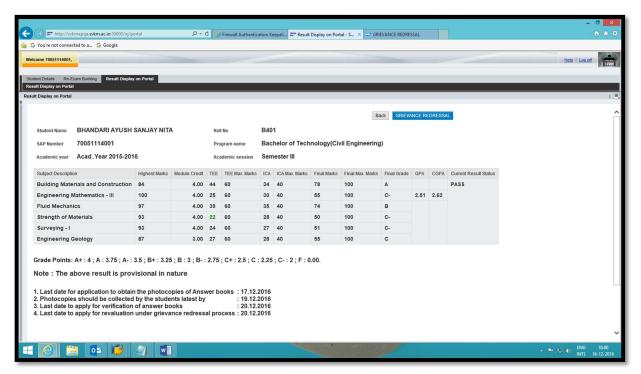
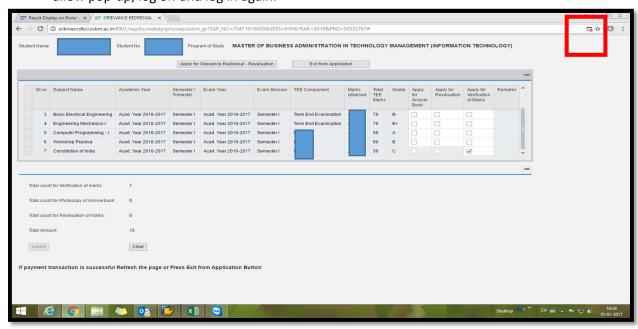
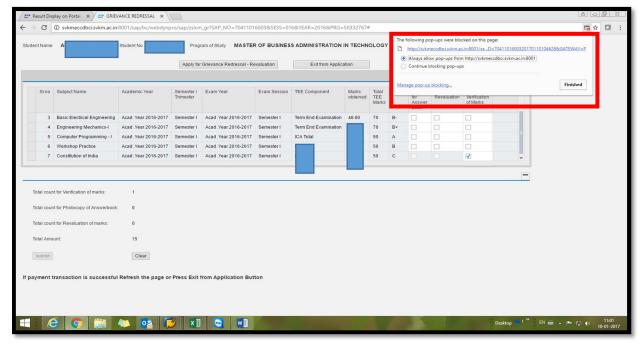
Process to apply for Obtaining Photocopy of Answer books / Revaluation Under Grievance Redressal Mechanism on the Student Portal

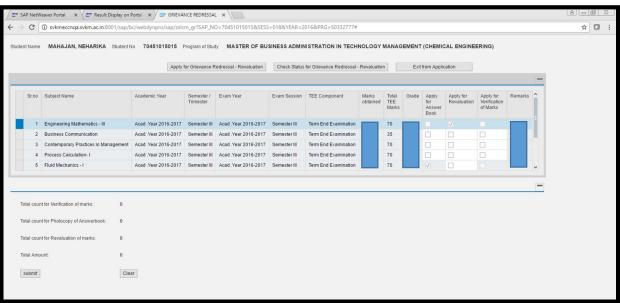
- The students should visit the student portal for viewing results. (http://svkmepdbci.svkm.ac.in:50100/irj/portal)
- User ID will student SAP no. and by default password is: lnit@123
- A GRIEVANCE REDRESSAL tab is available on the result display page.
- Based on the result declaration date, this tab will be enabled /disabled for submission of application for Grievance Redressal.



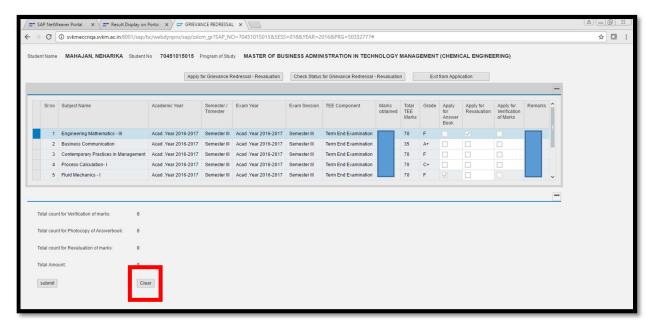
- On Clicking the Grievance Redressal tab, students will be directed to the application page.
- In case a student comes across, pop-up blocking issue while applying through chrome browser then allow pop-up, log off and log in again.



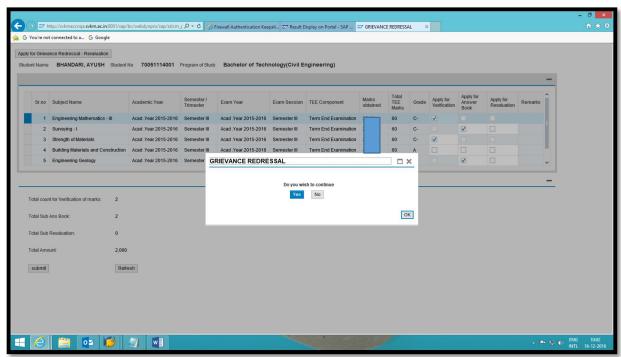


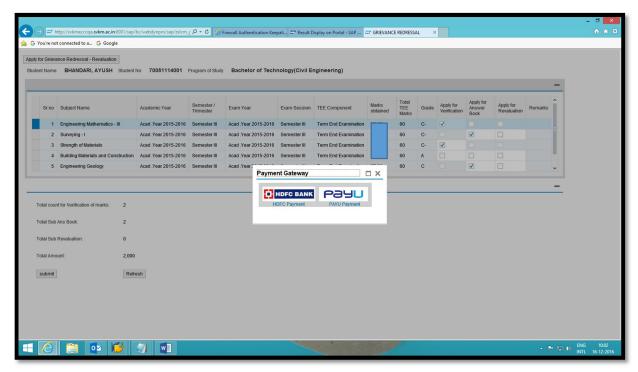


- Students can apply for Verification of Marks / Photocopy-ies of Answer Book / Revaluation as per the prescribed rules as mentioned in the SRB.
- Students who wish to apply for revaluation directly without obtaining the photocopy, may do so.

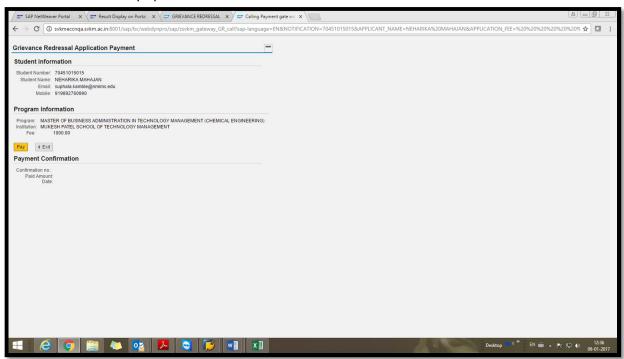


- On clicking submit button, student will be prompted to confirmation page and then to payment gateway.
 Student can either select HDFC gateway (for Debit/ Credit Card/ Net banking) or PAYU (Net Banking purpose only)
- Clear button will clear all selections.

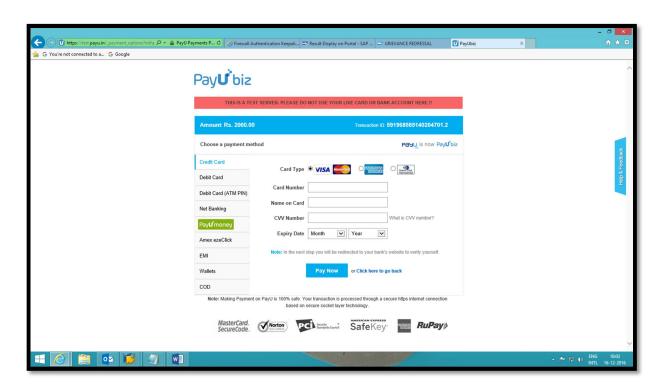


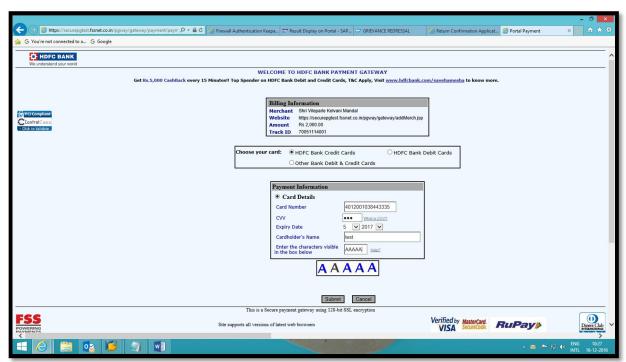


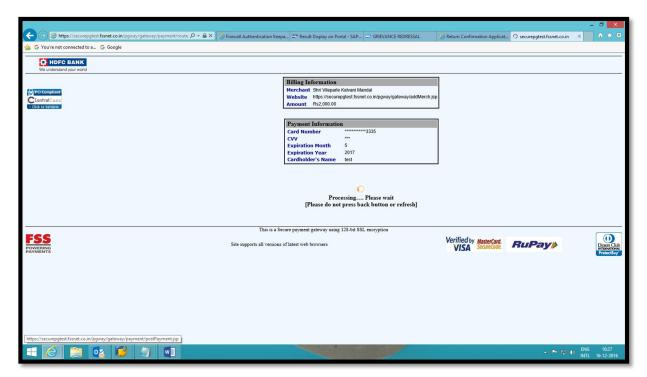
 After selecting the payment gateway, system will ask for payment confirmation screen where, student can click on Pay option to continue or can EXIT.



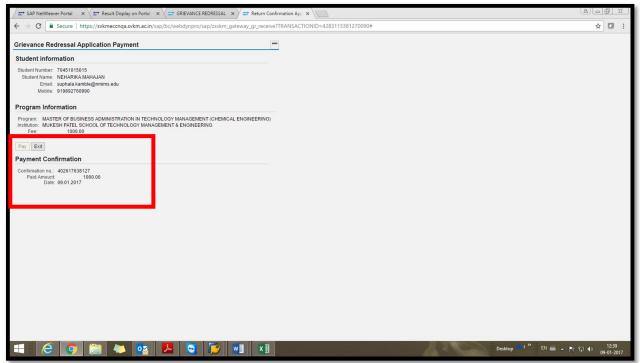
Enter card details



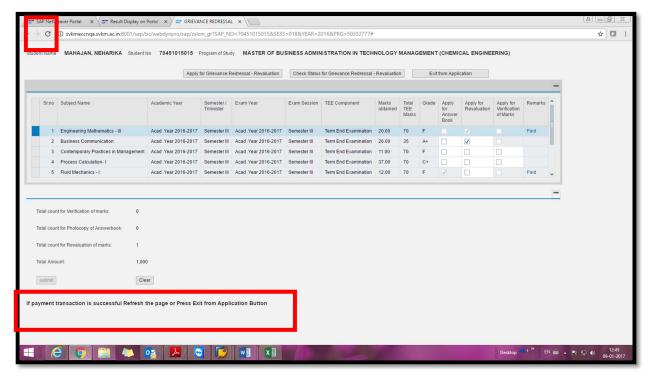




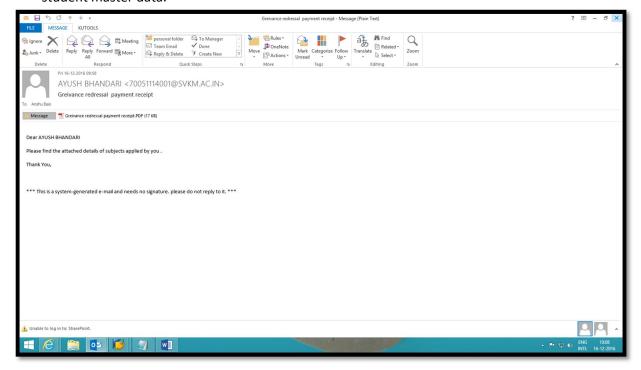
• Once the payment process done, system will prompt you on the same screen again where the student can see their payment confirmation (as shown below)

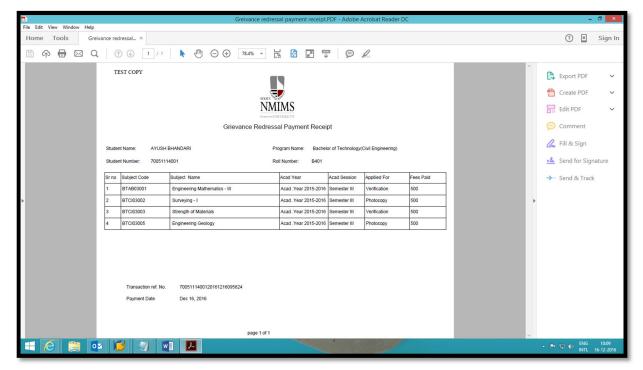


• Click on exit to come to GR screen. Student need to click refresh button after this.

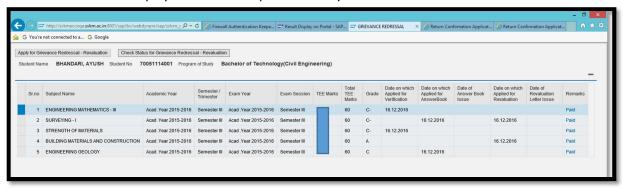


On refreshing, screen will be displayed with remark as Paid for all paid cases. Student can generate the
printout of the acknowledgement. Email will be received by student as per the email id recorded in
student master data.





• Check status tab will display the date of request made by student.



• Student will receive a different email if the transaction is done in two different time periods.