

### **2.5.3 Mechanism to deal with Examination related Grievances**

College recognizes that complaints and feedback are important part of ongoing quality and service improvements. Feedback is always welcome and the College is committed to working with students to effectively resolve your grievance. The college has an effective mechanism for redressal of grievances pertaining to examinations. All grievances regarding evaluation, including the internal assessment marks awarded for the students, are redressed by the examination board and the various Head of the Departments.

- Institution has a well represented grievance redressal cell chaired by Principal wherein all issues related to evaluation at Institute level can be discussed. The Student or Person, who are willing to launch any complaints, shall send their representation for redressal of their grievance to the Grievances Redressal Committee in writing. The authority concerned will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
- If felt necessary, the designated authority may allow an opportunity to the complainant to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the complainant or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face interview with the complainant.
- The Grievances Redressal Cell, after verifying the facts will try to redress the grievance within a reasonable time, preferably within a week of the receipt of application of the student. If the student is not satisfied with the verdict or solution, then the same should be placed before the Director.
- Students having grievances with the evaluation process and their doubts are cleared by showing their performance in the answer sheet.
- The institute follows central valuation system. The results tabulated and moderated shall be put up to the Director for approval after which the results shall be displayed on the notice board.
- All the grievances related to evaluation are promptly addressed by the examination cell as per the stipulated norms. The Grievances Redressal Cell shall get rechecking done to ascertain whether the marks awarded to various answers have been correctly added and whether the Examiner has evaluated answers to all the questions written by the Examinee.
- A student has the right to appeal in case he/she is not satisfied with the marks given in the internal assessment test.

- The student can seek clarification from the teacher concerned. If not satisfied, the student may appeal to the Principal.
- The Grievance Cell examines the grievances and ensures justice to the student. In cases of grievances pertaining to end academic examination there is a provision for revaluation and personal verification of the answer script as per the university norms. The grievance cell looks into the complaints about valuation and takes necessary measures to redress them.