

2.5.2. Mechanism to deal with internal/external examination related grievances is transparent, time bound and efficient

The Examination Cell addresses various grievances of the students with reference to the external Examinations in terms of their Hall Ticket, Name change in the mark sheet, application for revaluation and its marks, Application for duplicate mark sheet etc. through the Department Examination Coordinators. Instructions are provided to the students well in advance regarding the redressal of grievances by the Examination Cell through the department examination cell coordinators by the class in charges. The students then approach the department coordinators for their clarification of doubts and grievances. The Examination Cell receives the grievances and redresses them by writing letters to the affiliating university through the Principal.

With reference to the internal examination process, the students report to the department coordinators for clarification of Internal Assessment related issues. The IQAC ensures proper evaluation system by scheduling a regular academic audit system which audits the question paper with bloom's taxonomy. It also ensures the distribution of learning materials amongst the students. In addition, the special coaching class attendance is monitored to understand and observe the efforts taken towards the academic improvement of the slow learners. The schedule of the examination and the seating arrangements are displayed at the respective notice boards well in advance to avoid chaos on the day of the assessment. The evaluation of the answer scripts is audited with reference to the answer keys and the marks are sent to the parents of the students two days after the completion of every assessment test. Any change in the address of the student is intimated to the examination cell through the respective departments for further communication.

Hence the grievance redressal system is made transparent, time bound and efficient.