

2.5.2

Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient

Grievance Redressal Mechanism (GRM) of the Institution:

The institution has transparent, time bound and efficient Grievance Redressal Mechanism. The institution has separately formed a ***Grievance Redressal Committee*** (GRC) for achieving following objectives;

- To ensure fair and time bound redressal of the complaints related to internal/external examinations.
- To uphold the dignity of institution and university by conducting examinations and assessments in prescribed manner set by the university.
- To promote hassle free student-teacher relationship for resolving examination and assessment related issues.
- To create accountability and sensitivity among stakeholders for the redressal of grievances.
- To maintain confidentiality during the process of redressal.

The institution is practicing the following methodology to deal with the internal/external examination related grievances of the students.

Internal Examination Grievances:

The Mentor-Mentee relationship exists in the institution and it proved itself as a powerful grievance redressal mechanism specifically for the issues/grievances related to the internal examinations. Most of the issues are resolved promptly during teaching-learning process with the coordination of various committees formed by the institution for the purpose of transparent assessment. The unit tests, surprise tests, term end examination and other assessment based activities conducted by the institution makes the students aware and prepared for the examinations. All these efforts promote the problem solving attitude among students' which ultimately results in rare chances of grievances.

The ***Grievance Redressal Committee*** (GRC) of the institution provides complete assistance and guidance to the students for redressing the grievances, if any. The technological, procedural, human errors and contingencies give rise to grievances. The GRC deals with the grievances by considering its nature of occurrence. For example, the grievance of the students who were not able to appear in internal examinations conducted by the college as they were engaged in extra-curricular activities like NSS, NCC, Sports and Cultural activities. To redress the same, the institution has conducted separate examination for such students.

The teachers' shows solved answer-sheets to the students if the grievance is related to internal assessment. Similarly, the students are provided with the facility of re-totaling and re-checking. The concerned teacher is accountable for the redressal of such grievances.

External Examination Grievances:

The institution follows all the guidelines of university while conducting external examinations. The rules and regulations of the external examinations are clearly notified in the campus so as to avoid inconveniences and grievances. The GRC provides complete procedural guidance to the students in case of grievances related to external examinations including (availing photocopy of answer-scripts, re-totaling, re-checking, correction of marks in the mark-sheet etc.). In this, the concern subject teacher collects the grievance, if any, and report to the university through proper channel. In this process, the subject teacher plays a role of communicator and facilitator for students' by conveying (through correspondence) to the university. The GRC of the institution provides every possible help to students for redressing their grievances. ***It is important to***

mention here that in last five years the institution has gained full confidence of students in terms of 100 per cent successfully redressal of grievances.