

### **2.6.3.1 DESCRIBE THE MECHANISM AND PROCEDURE FOR GRIEVANCE REDRESSAL RELATED TO EXAMINATION IN NOT MORE THAN 500 WORDS**

Indhira College of Education to deal with examination related grievances is transparent, time bound and efficient. The students can approach the principal, and Faculty members to redress their examination related grievances as per the requirement of and jurisdiction of the grievance. The objective is to ensure that the views of each grievant and respondent are respected and that any party to a grievance is neither discriminated against nor victimized. An examination committee operates and written grievances received are discussed in the committee meeting and resolved on a case -by- case basis.

**Exam Revaluation:** If any student feels that marks given are not just, she can apply for revaluation, by following the stipulated norms. The controller appoints examiners other than the previous assessor and if a change is found it is rectified.

#### **Internal Grievance Redressal**

In internal cases, the grievances are usually related to the dissatisfaction in the evaluation in internal exams or assessment marks so the concerned faculty takes up essential measures to satisfy the Grievance Raiser providing substantial records (attendance records and performance records). Types of internal grievances are Marked absent in the assignment Marks deduction due to not showing appropriate performance in any one of the assignments.

#### **External Grievance Redressal**

At the university level, the college examination committee guides the students for necessary actions. The head of the examination committee coordinates with the other members regarding the smooth conduction of examination procedure, evaluation procedure and results and thereby necessary action is taken. The college also intimates the university regarding any mismanagement in the conduction of examination from the university side. The students can apply for revaluation or can appear for Back paper in case of any loophole or dissatisfaction. Types of Grievances dealt by the examination committee are

#### **Pre-Examination Grievances**

- Not getting Hall Ticket for the examination
- Different subject mentioned on the admit card
- Name is not correctly written on the admit card
- Candidate's Photo missing
- Form filling receipt not provided

#### **Post-Examination Grievances**

- Result not declared
- Name not found in result list
- Absent marked in specific papers
- Absent marked in all papers