

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

The college has a mechanism to deal with the internal examination related grievances.

First of all, college tries that there should not be any grievance regarding internal examination. If so, the college tries using mechanism. There are two type of Examinations in the college viz., internal examination organized by the college and external examination (or, university examination) organized by the university. In postgraduate program the internal examinations are based on project/presentation and written test, while the external examination is the semester examination. The undergraduate course program the internal examinations are based on written test. All the discrepancies regarding examination, faced by the college, is immediately brought to the notice of the Controller of Examinations of the University; and corrections, if any, are done only after getting instructions from the University. It is very transparent and time-bound. Sometimes, it so happens that in the university examinations, the students get questions which are out of syllabus. As soon as the students point out, the Centre Superintendent immediately apprises the Controller of Examinations of University over phone. The problem can be solved only on the advice of the Controller of Examinations.

In brief, the grievance is resolved in the following manner:

(a) Before Examination:

Common grievances of students before the examination are late application form filing, non-receipt of admit card of examinations or wrong entries in the same. In either case, grievances are communicated to University Examination Section and resolved at the earliest. College Exam Cell helps the student for filing the application form.

(b) During Examination:

(i) Internal Examination: During internal Examinations, if any student finds discrepancy in question, e.g. given answer options are not correct, data given in question is insufficient or options are repeated, out of syllabus questions students may report it as invalid question. Committee at College takes cognizance and resolves the grievance.

(ii) Theory Examination: College Instant reports to University Examination Section, if there are any grievances regarding question papers of any subject. Grievances regarding question paper include questions asked out of syllabus, typing errors, etc.

(c) After Result Declaration:

After result declaration by university, if any student has objection with result, she comes to College Exam Coordinator for the same. College Exam Coordinator addresses their issues. If students are not satisfied about their marks, she may apply for online revaluation form. In other cases, like absentees' case, the application of student is forwarded to university for corrective action.