



Anjuman-e-Islam's



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THIRD CYCLE NAAC ACCREDITATION 2021

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

Mechanism to deal with Internal / External Examination related Grievances

Submitted to



THE NATIONAL ASSESSMENT AND ACCREDITATION COUNCIL

Anjuman-E-Islam's
Anjuman Arts, Science, Commerce College
& PG Studies, Dharwad
(Affiliated to Karnatak University Dharwad)

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MECHANISM TO DEAL WITH EXAMINATION
RELATED GRIEVANCES

(Policy Draft)

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Policy Draft

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Preamble:

The College has constituted a Student Grievance Redressal Committee. The functions of the Committee is to look into the complaints lodged by the students regarding academics, disputes, infrastructure, library, administration, Internal Assessment etc. The Student Grievance Redressal Committee is also empowered to look into matters of harassment to the students of the college. Anyone with a genuine grievance may approach the Student Grievance Redressal Committee members in person. In case the person is unwilling to appear in self, grievances must be sent in writing and put that note in the Suggestion box kept in front of the Administrative/Office. The committee redresses the grievances by sorting out the problems promptly and judiciously.

Aims and Objective:

A Student Grievance Redressal Committee has been constituted for the redressal of the problems reported by the Students of the College with the following objectives:

1. To create a platform where students can put their problems, regarding academic and non-academic matters.
2. To the Encouraging the Students to express their grievances freely and frankly, without any fear of being victimized.
3. Suggestions Box has been installed in front of the Principal's office in which the Students may put in writing their grievances and their suggestions for improving not only Academics but overall development of the College.
4. To get suggestions from the students for improvement.
5. To take necessary steps for improvement in the light of grievances.

Grievances related to internal Marks:

The Examination Department also deals with mistakes/errors related to internal assessment of the students promptly. All internal examinations are conducted as per the guidelines of the Karnatak University Dharwad. The system of internal marks is very transparent. The students are given opportunity to redress their grievances concerning to internal marks if any. The grievances are resolved by showing his/her performance in the answer sheet or the answer sheet is reassessed by the faculty once again in his presence. Any corrections in the total of marks or assessment of answer books are immediately done by the faculty members.

Grievances related to Internal Assessment at College Level:

For college examinations, students generally talk to the departmental teachers for evaluation related grievances. In this context it is necessary to mention that Grievance Redressal Cell has been established in recent past to collect the grievances in written form from the 'grievance box' to redress all types of grievances in the college.

Grievances related to Semester End Examination Hall Ticket/name Correction etc

The grievances related to problem in submission of online examination forms and queries related to mistakes in hall tickets and mark sheets regarding name, course name, and programme name are resolved promptly as per the KUD norms of the KUD. Evaluation related grievances regarding results of final examinations conducted by the Karnatak University are sent to the university within stipulated time maintaining all regulations as far as practicable. Accordingly, the College collects application from student duly signed by Principal and forwards it to university. If grievance is related to revaluation of marks, student is supposed to fill online revaluation form on university website. Student gets Xerox copy of answer sheet of the concerned paper. After studying answer sheets, student can apply for verification and revaluation of answer sheet.

Redressal Mechanism: Question paper/Lower Failure etc

1. Grievances related to question paper such as out of syllabus questions, printing mistake etc. is communicated to concerned university authorities through examination committee.
2. In case of results announced as NCL (Not Completed Lower Examination) the documentary evidences such as invigilators diary, consolidated absentees statement, copy of internal assessment marks are sent to the concerned custodian unit to get the results announced.

3. When students express their dissatisfaction regarding their university results, Examination Committee advises students to get a photo copy of their answer scripts/ the students are advised to apply for revaluation within stipulated period.

Mechanism to deal with grievances related to Examination:

The student's grievances related to internal examination are solved by College examination committee. There is complete transparency in the internal assessment. Academic calendar for internal examination is prepared by College Examination Committee constituted by the Principal every year. College IQAC monitors internal evaluation process.

Mechanism to deal with grievances related to Examination		
Parameters	Examination of the Students	
	Institutional Level	University Level
Transparency	At the beginning of the each semester, teachers inform the students about the various components in the assessment process during the semester	Registrar of Evaluation Karnatak University Dharwad
	The internal assessment test time table is prepared as per the Karnatak University guidelines and communicated to the students well in advance	In time communication of Time Table of Examination
	Sharing of answer sheets after the Assessment	To conduct Examination as per Time table
Time Bound	Assessment within Timeframe	Declaration of Results.
	Our college follows open evaluation system where the students' performance is displayed on the respective department notice board within the timeframe	After Declaration of results. Limited time will be allotted for application for retotaling.
	Grievances if any shall be addressed within stipulated period of time.	For grievances another mechanism to apply for revaluation/Challenge within the stipulated period of time
Efficient	Process is structured and is well educated	Multiple opportunities for grievances redressal, Including name corrections
	Normally grievances is resolved within the period	Normally KUD resolved the examination related Grievances within the stipulated period of time


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