

# बाबू राम सिंह महाविद्यालय

खाड़पाथर, पो0-मुर्धवा (रेनुकूट) सोनभद्र-उ0प्र0

(सम्बद्ध-महात्मा गाँधी काशी विद्यापीठ, वाराणसी)



पंजीयन संख्या-1482/2002-03

दूरभाष - (05446) 256569  
फैक्स नं0-(05446) 255777

पत्रांक.....

दिनांक.....

## EXAMINATION GRIEVANCE REDRESSAL POLICY 2020

*Tally Ambastha*  
प्रचारिका,  
बाबू राम सिंह महाविद्यालय  
खाड़पाथर मुर्धवा (रेनुकूट)  
सोनभद्र (उ० प्र०)

## EXAMINATION GRIEVANCE REDRESSAL POLICY

Sl. No.	Policy Title:	Policy for Examination Grievance Redressal
1.	Administrative Policy Number (APN):	BRSM - EXAMGRIER - 10/8/20
2.	Functional area:	All Students and Teachers
3.	Brief Description of the Policy	Purpose: To Conduct internal assessment, preparation of duty lists & redressal of the internal /external exam related grievances.
4.	Policy Applies to	Students and Teachers
5.	Effective from the Date	2020
6.	Approved by	Principal
7.	Responsible Authority	Examination Redressal Committee
8.	Superseding Authority	Principal
9.	Reason for the Policy	To address the problems regarding Internal/external assessment.
10.	References for the policy	UGC. Guidelines, NAAC.

### INTRODUCTION :

The examination committee of the college looks into the matters related to the examinations at internal and external level by preparing the internal schedules, duty list of the teachers and redressal of the grievances of students. The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The committee has two wings, the first wing organizes and prepares internal assessment schedules and prepares duty list for internal as well as external examination and communicates about the schedules by displaying them through notices & announcements to the students. The second wing addresses to the grievances of the students arising from the internal and external examination and documents them.

*Fully Authenticated*

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बाबू राम सिंह  
बाडपाथर  
मोनमठ

### OBJECTIVES :

The objectives of the policy are to:

- ensure that students get prompt solution to their problems.
- ensure harmonious student – faculty relationship
- provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases
- receive grievances and appeals, to evaluate the genuineness and suggest remedial measures
- ensure a fair, impartial and consistent way for redressal of various complaints lodged by them

### NATURE OF INTERNAL ASSESSMENT RELATED GRIEVANCES :

The Internal Assessment related grievances include:

- Incorrect uploading of Internal Assessment marks
- Marks not visible to the students on the college portal
- Late submission of assignment

### PROCEDURE :

For the purpose of handling grievances related to the internal/external assessment the college adopts the following procedure.

- Anyone with a genuine grievance may approach the concerned subject teacher /Department Incharge /Examination Redressal Committee members in person/ the Principal.
- In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Teacher.
- The student will download the form from the college website and fill the grievance redressal form and submit to the concerned teachers.

### INTERNAL ASSESSMENT GRIEVANCES POLICY :

- All the faculty members must adhere to the guidelines laid down by the **MGKVP** University for the Internal Assessment.
- In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members.
- The College ensures that every student signs the hard copy of the Internal Assessment.

### EXAMINATION GRIEVANCE REDRESSAL :

The college's examination committee is responsible and accountable for handling all examination related issues. The committee comprises of the convener, and members of the examination committee which acts as a connecting link between students, departments and the university. The committee deals with examination related grievances of the following nature:

*Fally Anubhuti*  
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बाबू राम सिंह, महा व गा नव  
बाड़पाथर पुष्पना (रूकुण्ड)  
सोनमद्र (ड० प्रवी)



### **Pre examination issues**

- Papers opted by the students are not reflected in the date sheet;
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means
- Appearing late for the exam.
- Clash of the examination dates with other competitive examinations

### **Post examination issues**

- Marks are not uploaded
- Delay in declaration of results
- Non transparent or unfair evaluation practices
- Student is wrongly marked absent in the result
- Clash of dates in internal/external examination
- Any other.

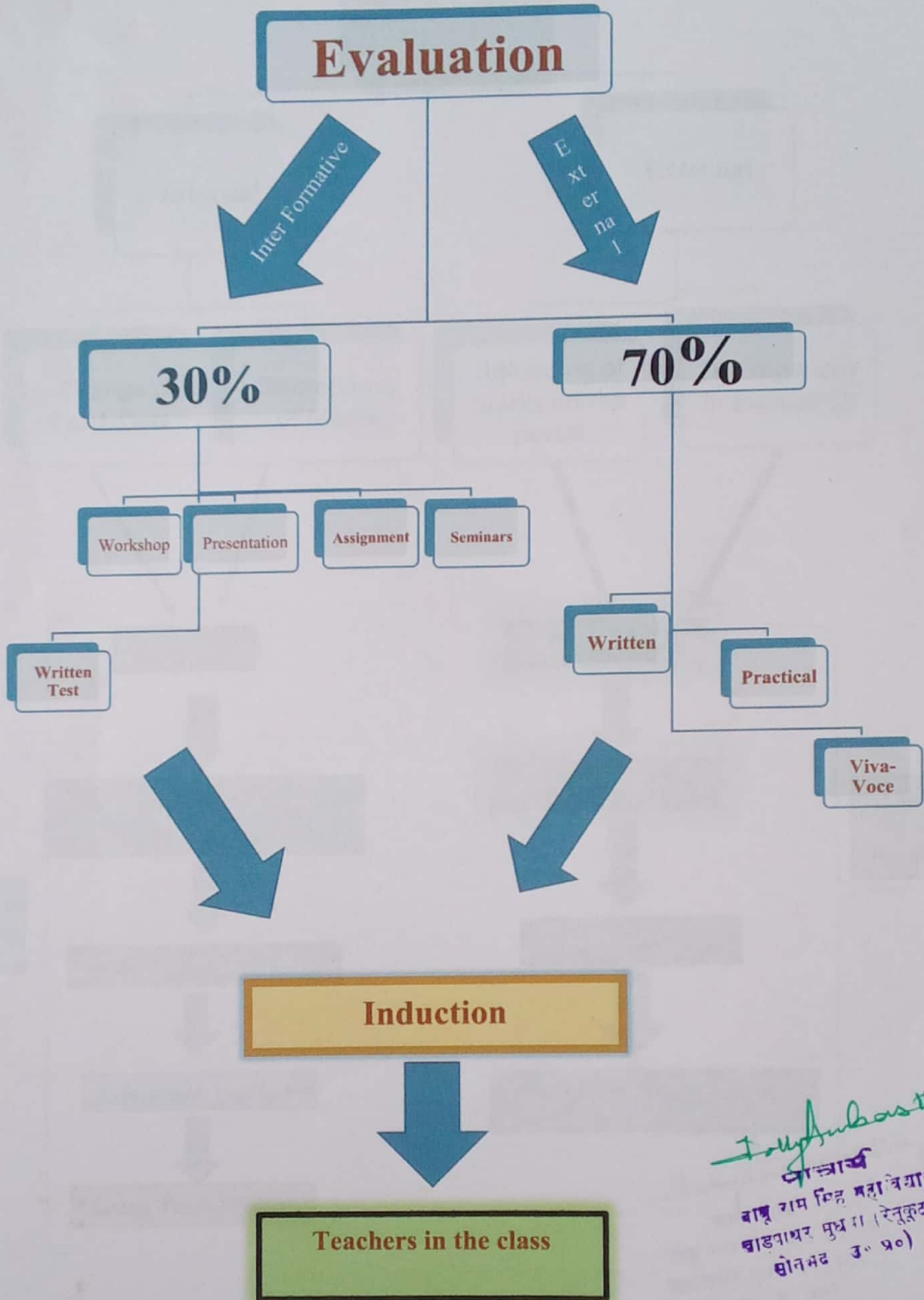
### **REDRESSAL OF THE GRIEVANCE :**

- The aggrieved student submits the problem/complaint in the form of an application to the committee
- Depending on the nature of the issue, the committee resolves the problem according to the university guidelines.
- If the problem is related to the University, then the committee forwards the same to the University and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the University, then she/they is/are free to directly write an application to the University.
- The student can apply for Rechecking/ Revaluation by filling up the Rechecking/ Revaluation forms

*Jolly Ambastha*

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बाइपाथर मुक्त (सि.के.ए.)  
खेनक (उ. प्र.)

Internal Assessment and External assessment are transparent and robust



*Touqeer Anwar*  
पात्राध्य  
बाभू राम सिंह महा विद्यालय  
बाडवाघर मुधगा (रेनुकुट)  
घोसमट उ० प्र०

# Grievance

Internal

External

Change of Exam Dates

Discrepancy of Marks

Uploading of marks on the portal

Discrepancy in Evaluation

Internal

Form

Committee (Principal, Senior faculty member)

College Office

15 days to 1 month

07 to 10 days

Department Incharge

Controller

Concerned Teacher

Action Taken Report

Action Taken Report

*Long Ambastha*

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बाड़वाथर मुधगा (रुरुडा)  
खेतमद (उ० प्र०)





## EXAMINATION GRIEVANCE REDRESSAL FORM

<b>Student Name:</b>	
<b>Contact Number:</b>	
<b>Session</b>	
<b>Class/Semester</b>	
<b>Department:</b>	
<b>Paper Name:</b>	
<b>Paper Code:</b>	
<b>Nature of Grievance:</b>	<input type="checkbox"/> INTERNAL <input type="checkbox"/> EXTERNAL
<b>Compliant/Grievances:</b>	
<b>Date:</b>	
<b>Signature</b>	
<b>Examination Roll No:</b>	
<b>Email:</b>	