

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

The institute has developed an effective method at institute and university level.

At the Institute level: An examination committee is formed, consisting of a chairman, conveners and other teaching and non-teaching staffs as members, to handle issues concerning the assessment process. Some of the procedures adopted by the institute are:

- The teacher provides assessed answer scripts to students and responds to any clarifications or concerns. If students detect a discrepancy, such as flaws in the question paper, mark allocation, or correction, the teacher tries to resolve the difference and make the required changes.
- If a student is dissatisfied with the marks given, even after the teacher has solved the issue, he may appeal to the HOD in concern. All of these claims are positively accepted and, if required, reviewed by another teacher.
- Parents are also notified about their child's performance.
- The faculty mentor counsels students, and those who fail tests are given remedial lessons. Retests for the Internal Assessment are held for students who cannot participate in internal examinations for valid causes.
- Internal Assessment marks are submitted into the University web site within a time limit. If subject statement does not correspond to the actual subject combination provided by students due to incorrect information being submitted while filling out examination applications, in such circumstances, follow-up action is performed to connect with the University and make required corrections.
- During exams, if some students become unwell, a sick room is made accessible, and minimal medical care is kept on standby.

At University level: If students have complaints about the examination of university response scripts, they are forwarded to the concerned subject faculty and HOD's. Students can file grievances through applying to the following assessment process:

- Re-Evaluation: If students are dissatisfied with their results, they can request a re-evaluation of their answer scripts within two week of the results being declared. The findings of the reevaluation will be released in accordance with university guidelines.
- Challenge assessment: If re-assessment results are unsatisfactory, students can request a challenge evaluation within two week after the announcement.



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