



## **Examination Grievance Redressal Committee**

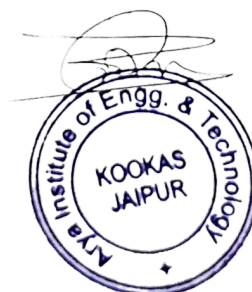
The function of the cell is to look into the complaints lodged by any student, and judge its merit. The Grievance cell is also empowered to look into matters of harassment. Anyone with a genuine grievance may approach the department members in person, or in consultation with the officer in-charge Students' Grievance Cell. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/suggestion box of the Grievance Cell at Administrative Block. Grievances may also be sent through e-mail to the officer in-charge of Students' Grievance Cell.

### **Objective:**

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute.

A Grievance Cell should be constituted for the redressal of the problems reported by the Students of the College with the following objectives:

- Upholding the dignity of the College by ensuring strife free atmosphere in the College through promoting cordial Student-Student relationship and Student-teacher relationship etc.
- Encouraging the Students to express their grievances / problems freely and frankly, without any fear of being victimized.
- Suggestion / complaint Box is installed in front of the Administrative Block in which the Students, who want to remain anonymous, put in writing their grievances and their suggestions for improving the Academics / Administration in the College.
- Advising Students of the College to respect the right and dignity of one another and show utmost restraint and patience whenever any occasion of rift arises.
- Advising All the Students to refrain from inciting Students against other Students, teachers and College administration
- Advising all staffs to be affectionate to the Students and not behave in a vindictive manner towards any of them for any reason.
- Ragging in any form is strictly prohibited in and outside the institution. Any violation of ragging and disciplinary rules should be urgently brought to the notice of the Principal.



## Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- **Academic Matters:** Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial Matters:** Related to dues and payments for various items from library, hostels etc.
- **Other Matters:** Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

## Functions:

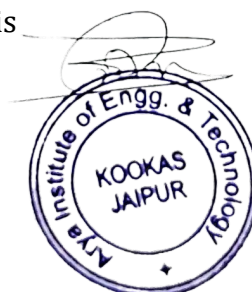
- The cases will be attended promptly on receipt of written grievances from the students.
- The cell formally will review all cases and will act accordingly as per the Management policy.
- The cell will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the higher authorities.

## Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the examination cell dept. and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

## Exam Related Grievances

- i. Help to the students to solve grievances related to university exam form: Main grievances such as not finding subjects belonging to back log while filling online exam form, not finding the elective subject as per given choice, overlapping of exam dates, or extension of date due to breakdown of server or interchanging of subjects are taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students
- ii. Guidance to the students about oral and theory exam schedule and pattern: Specific grievances addressed on a need to know basis



- **Guidance to the students about university exam results**

- i. Guidance to the students about rechecking and re-evaluation process: Faculty members guide the students about the procedure / schedule of rechecking and re-evaluation process. As per its system, the university provides photocopies of the answer papers. Students take this copy to the concerned teacher where he/she goes through the same and guides whether the answers are worthy of re-evaluation, rechecking or redressal.
- ii. Mechanism to deal with examination related grievances is transparent, time bound and efficient.

In our institution, the various activities related to examinations such as checking the exam schedule, display of the same, noting students' grievances and dealing with them effectively, guiding students in various exam related tasks etc. are performed systematically, in time and efficiently.

- **Time bound display of all notices related to university exams**

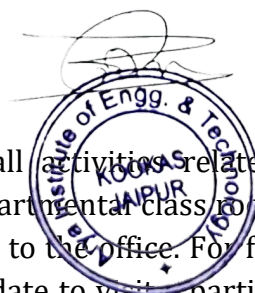
The sequence of activities for theory exams is as follows

- a. The institute prepares a tentative exam schedule and sends the same to the institute
- b. This schedule is displayed to students' notice board so that grievances such as overlapping, omission etc. are brought to the notice of the concern
- c. This rough draft is sent back with suggestions and grievances
- d. The university corrects the mistakes and sends back the final draft to the institute.
- e. This final draft is displayed on the notice board 1.5 to 2 months before the commencement of the theory exam
- f. Any other notices related to university exams are displayed on the same day they are received by the institute.

For university practical exams, the final draft is sent directly. It is displayed and students are informed about the schedule of the exams 6-8 days prior to the commencement of the exams.

- **Help to the students for university exams form filling:**

The institute has deputed a dedicated clerk to look after all activities related to university exam work. Exam forms are filled in a particular departmental class room to avoid the inconvenience of students having to come all the way to the office. For filling out the forms, the clerk first prepares a schedule showing the date to visit a particular class. On the given date the clerk goes to the class and gets the forms filled. Forms are filled online portal provided by University. Any offline work is done after form filling.



- **Help to the students to solve grievances related to university exam form:**

Main grievances such as not finding subjects belonging to back log while filling online exam form or extension of date due to breakdown of server or interchanging of subjects are taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students.

- **Guidance to the students about oral and theory exam schedule and pattern:**

Schedule is displayed on different notice boards/ College website. Specific grievances addressed on a need to know basis.

- **Guidance to the students about rechecking, copy viewing and re-evaluation process:**

Faculty members/ Committee members guide the students about the procedure followed or the schedule of rechecking Copy viewing process and re-evaluation process as per Rajasthan Technical University (RTU) guidelines & procedure.



## Examination Grievance Redressal Mechanism

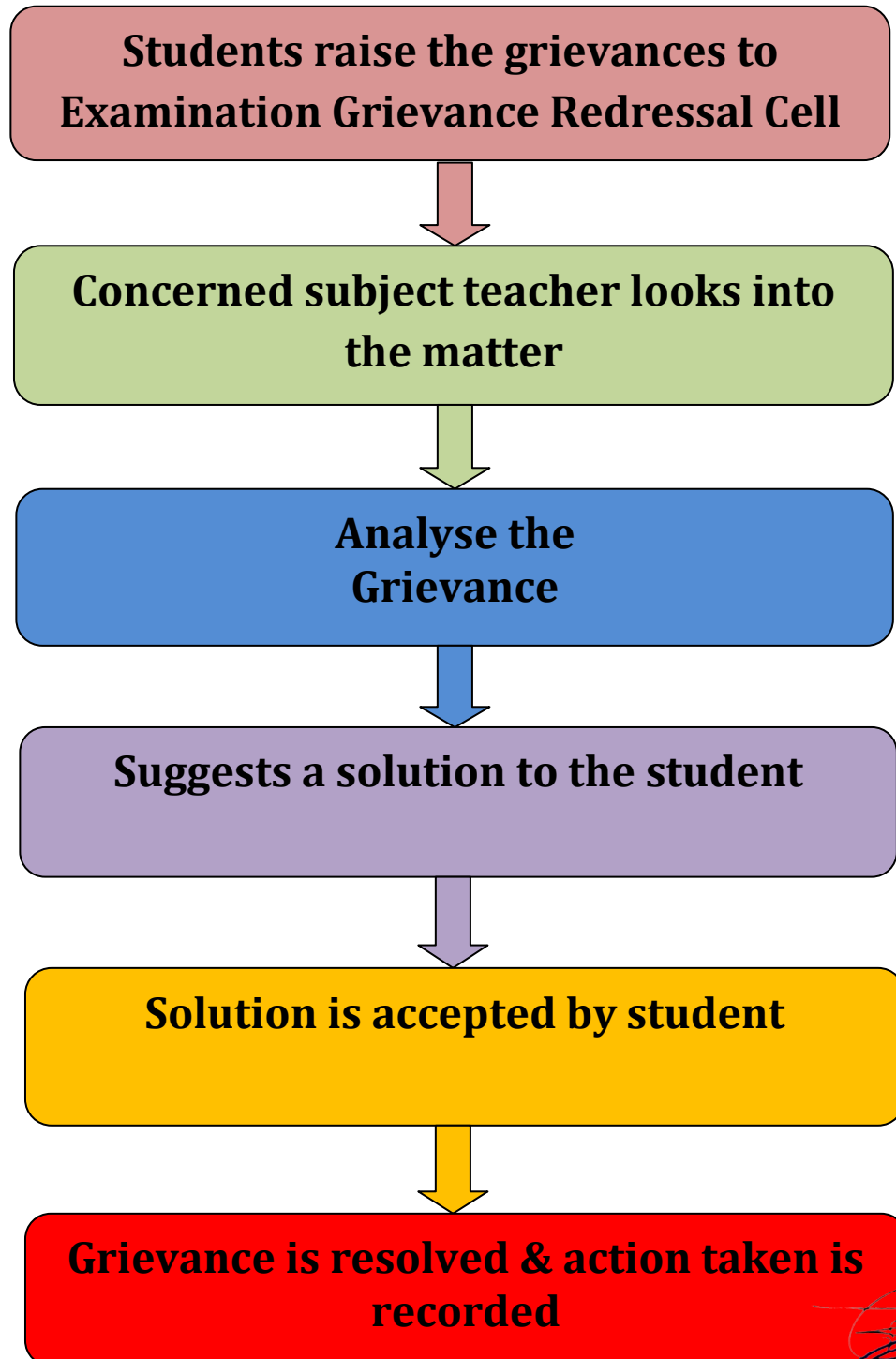


Fig: Grievances Redressal mechanism for Internal Assessment