



(ESTD.1956)

OFFICE OF THE PRINCIPAL
C.M.DUBEY POST GRADUATE COLLEGE,
BILASPUR (C.G.)

(Accredited "B+" by NAAC)

An Affiliated College of Atal Bihari Vajpayee Vishwavidyalaya, Bilaspur (C.G.)

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Memo No./65

Date: 5/8/2023

Circular on Internal Examination Grievance Redressal cell

The following faculty members have been appointed in the committee for Internal Examination Grievance Redressal cell for the academic session 2023-2024.


Dr. K.K.Jain , Department of Physics

Dr. Aditya Dubey, Department of Commerce

Dr. Mrs. Alka Pant, Department of Hindi

The Committee is directed to submit a report of the various issues raised by the students and their resolution.

Copy to all members


Incharge Principal
C.M. Dubey P.G. College
Bilaspur (C.G.)

In-Charge Principal
C.M.Dubey P.G.College
Bilaspur

CRITERION II - TEACHING-LEARNING AND EVALUATION

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

LINK FOR ADDITIONAL INFORMATION

Policy document outlining a mechanism to handle internal examination grievances, emphasizing transparency, timeliness, and efficiency

Policy document

There is complete transparency in the internal assessment. The guidelines adopted are as directed by the University. At the beginning of the session/semester, the respective faculty members inform the students about the various components in the assessment process during the annual/semester exam. The internal Exam schedules are prepared as per the university guidelines and communicated to the students well in advance through the departmental notification / College Notice Board/WhatsApp group. To ensure the smooth conduct of formative tests, two invigilators are assigned to each room. Evaluation is done by the subject faculty within a week from the date of examination. In Post Graduate Classes the corrected answer sheets of the students are distributed to them for their information and any grievance is redressed immediately. The marks obtained by the students in internal exams are displayed on the respective notice board. The answer sheet of a student is assessed by the faculty once again in the student's presence. Any corrections in the total of marks or assessment of the answer sheet as identified by students are immediately done by the faculty members. Any student who is not satisfied with the assessment and award of marks may approach the concerned HOD/Director who can intervene and seek the opinion of another subject Faculty.

Grievance Reporting Channels:

- Students can initially raise concerns with their subject teachers regarding doubts in question paper, discrepancies in marks or evaluation process.
- If concerns remain unresolved, students can approach the Head of the Department (HOD) to review the issue.
- A dedicated Internal Examination Grievance Redressal cell (IEGRC) will be established to handle more complex grievances related to internal assessments. The students having grievances are encouraged to put the grievance in writing and submit to the exam cell after endorsement by subject faculty. The cases are attended promptly on receipt of written grievances from the students. The cell convenes a meeting to review the case, prepares a report. The decision given by Cell is communicated to the students.

Grievance Submission Process:

- Formal Grievance Form: A standardized grievance form must be completed by students, detailing the specific issue, date of the exam, relevant supporting documents, and desired resolution.
- Timeframe for Submission: A clear timeframe for submitting grievances in case of being absent in internal examination (IA) or related with the publication of marks will be stipulated.

Transparency in Evaluation:


- Detailed marking rubrics for each internal assessment component will be communicated to students upfront.
- Timely and constructive feedback will be provided to students on their performance in internal exams.
- Students can access their individual marks after a stipulated date.

Time-Bound Resolution:

- Students will receive timely acknowledgement of their grievance upon submission. The cases are attended promptly on receipt of written grievances from the students. The cell convenes a meeting to review the case, prepares a report. The decision given by IEDRC is communicated to the students through SMS or telephonically, as applicable.

Review and Verification:

- The scores of Internal Assessment (IA) are verified by the Head of the Department, prior to uploading on the University portal.
- If not satisfied with the initial response, students can escalate their grievance to the Grievance Redressal Cell within a defined period.


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