

DARRANG COLLEGE, TEZPUR

ASSAM, INDIA

<https://darrangcollege.ac.in>

e-mail: darrangcollege@gmail.com



POLICY FOR MECHANISM TO DEAL WITH INTERNAL EXAMINATION RELATED GRIEVANCES



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Policy Statement

This policy outlines the procedures for addressing grievances related to internal examinations conducted by the college. The college recognizes the importance of fair and transparent assessment processes and is committed to providing a time-bound and effective grievance redressal mechanism for students.

Objectives

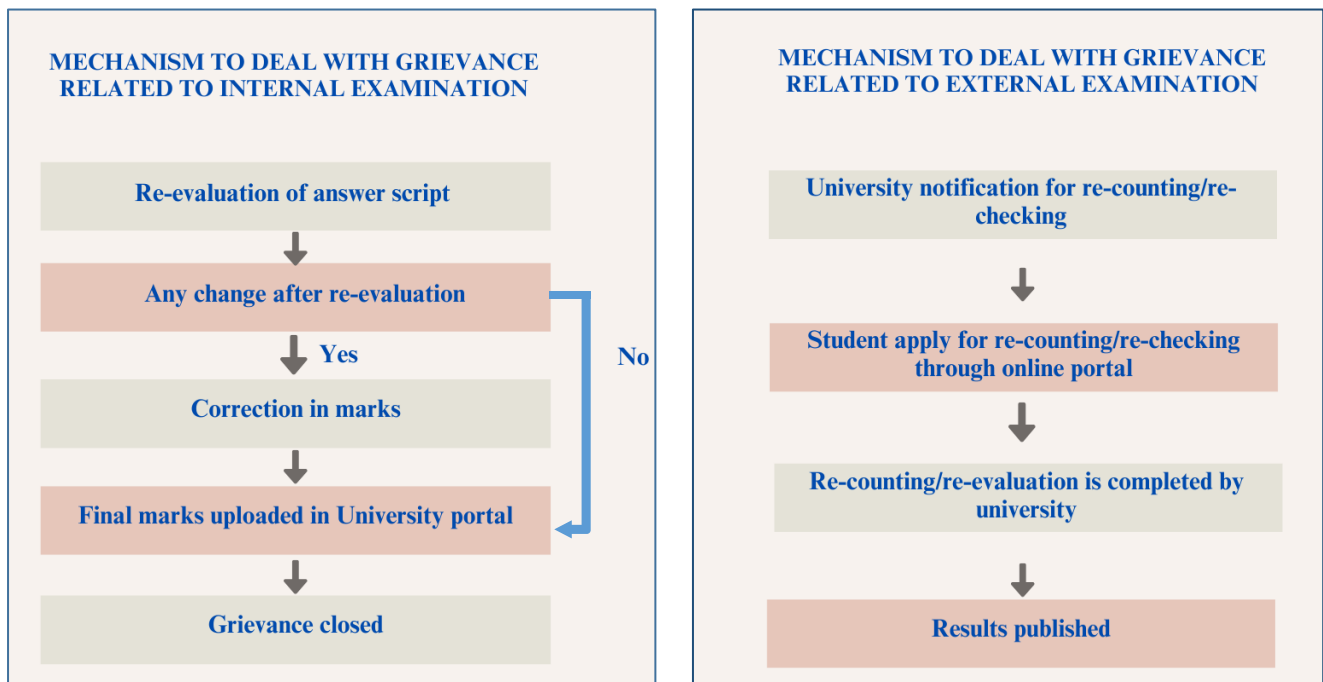
- To establish a clear and accessible mechanism for students to raise their grievances regarding internal examinations.
- To ensure a fair and impartial investigation of all grievances raised by students.
- To provide transparency and maintain accountability in the grievance resolution process.
- To foster culture of open and constructive communication between students, faculty, and the college administration.
- To uphold the academic integrity and quality of the internal examination and evaluation system.

Mechanism to deal with internal/external examination related grievances

- The college conducts two types of examinations, Internal Examination and External Examination. External Examinations are conducted by the University and the Internal Examinations are conducted by the Institute.
- As part of Internal Examinations, Sessional Examinations, home assignments, class tests, student seminars, and group discussions are conducted. The examinations are conducted with utmost care given to transparency and fairness.
- The question papers for internal examinations are prepared by the respective teachers and approved by the head of the concerned departments. Head of the department submits the question papers to the controller of examinations of college in sealed envelope.
- Students are well informed about the pattern of question papers. The notification on the schedule of internal examinations are displayed on the college website prior to the examination to give students ample time for preparation.
- Post-internal examinations, evaluated answer scripts and assignments are displayed to students. Students are permitted to assess their own performance and seek any clarifications to the teacher. In case they are entitled to more marks, concerned teachers do the needful.

- Marks sheets of internal examinations are also provided to the students. Grievance, if any arises, students can report in writing to the head of respective department or they can opt for online grievance through Darrang college website. The head of department in consultation with the concerned teacher resolve the issue and students are informed. If no grievances are received within stipulated time, the internal marks are uploaded to the online portal of Gauhati University.
- The admit cards are issued to the students for University Examinations well in advance. Any grievance related to the admit cards like printing of wrong name or printing of wrong subject/paper is addressed by the examination branch. The examination branch immediately looks into the matter and takes necessary actions. If necessary, Principal deploys a staff to the office of controller of examination of the University to take necessary measures to resolve the issues. The issues of the students are dealt with high priority and solved as soon as possible.
- In the case of external examination, any grievance is addressed by the examination branch. The student in need of help explains his/her grievance to the person in-charge who reviews the situation and provides a solution. In case the university needs to be contacted, Principal deploys a staff to the office of controller of examination of the University to take necessary measures to resolve the issues.
- For grievances related to the result released by university, student can apply for re-evaluation and/or re-counting of marks to University through online portal with payment of requisite fee. On receipt of fee and online grievance, the university re-evaluates the student's performance and communicates their decision with issue of fresh mark sheets.
- All grievances are therefore solved with utmost care to student sensitivity. College level grievances are solved within one-three days. The Institute is dedicated to provide students with time bound, transparent and efficient solutions for their examination related grievances.

Flowchart of Mechanism to deal with grievances related to internal/external examinations



Palash
Dr. Palash Moni Saikia
Principal
Darrang college, Tezpur
Principal
Darrang College
Tezpur, Assam