



Grievance Redressal Policy for Internal/External Assessment

Object:

This policy was prepared by the member of grievance redressal cell of the institute in 2017-18. The main objective to form the cell is to look into the grievances regarding internal external assessment reported by the students and redress the issue within 15 days at institute level.

- This cell ensures that the grievances of the students are taken care off through proper channel.
- Four teachers from the college are nominated for grievance redressal cell.
- The grievance redressal process must be time bound and result oriented.
- There must be a consistent response to a grievance.
- Students are ensured that the grievances are resolved promptly with sensitivity and confidentially.

Grievance-redressal mechanism:

Following mechanism is adopted to redress the grievances raised by students.

- Students are advised to submit the grievances in writing in the name of principal.
- If the students have grievances regarding internal assessment (CCE & practical examination) the concerned committee forwards the application to the respective head of the department to redress the problem.
- If the students have grievance related to external assessment (Theory examination), the committee forwards the application to the superintendent of the examination.
- The superintendent examines the application with his/her team and process the application. The application then is forwarded to the university.
- After that all the applications are taken care off at university level.
- Students have to inform to the concerned teacher that the grievance has been redressed.

