

Examination Grievance Redressal Committee

The function of the committee is to examine the complaints related to examinations lodged by any student, and ascertain its merit. Anyone with a genuine grievance may approach the Controller of Examinations or the members of the committee in person. The grievances may be submitted in writing in the grievance register at the examination section. Grievances may also be sent through e-mail to the Controller of Examinations or Examination Section.

Objective:

- Encouraging the Students to express their grievances freely and frankly, without any fear of being victimized.
- Ensuring smooth and fair conduct of examinations.
- Developing a mechanism to deal with examination grievances in a transparent and time bound manner
- Ensuring the satisfaction of the stakeholders with regards to the examination process and related issues.

Scope:

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

- Examination form filling issues, Exam Time table issues
- Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates, and Transcripts etc.
- Matters related to results, grade cards, submission of marks etc.
- Issues related to rechecking and revaluation of answer scripts

Process:

- The students may feel free to put up a grievance in writing or by email to the examination section.
- The cases will be attended to promptly on receipt of grievances from the students. The Grievance committee will act upon those cases which have been forwarded with the necessary documents
- The committee will review all cases and will act accordingly as per the institute policy.
- The committee will 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.
- The Grievance Committee will assure that the grievance has been properly solved in stipulated time limit.