2.5.3

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

Following are the common grievances related to examinations.

* Postponing exams without sufficient reasons
* Delay in publishing the results
* Results being withheld by the University
* Complaints about valuation and marks obtained
* Out of syllabus questions for the University examination
* Delay in conducting practical examinations

There are mechanisms to deal with examination related grievances at the University level and institute level. They are explained below.

At the University level

* After publishing the results, students can apply for revaluation of their answer scripts. After revaluation, the better mark will be retained.
* There is also a provision to obtain photocopy of their answer scripts.

At the institute level

* The institute covers the syllabus and submits all documents, as per the University schedule, to facilitate timely conduct of the University examinations.
* The institute makes available all its faculty members for examination related activities of the University such as chairing the exam board, being member of valuation board etc. so that the results can be ready at the earliest.
* Results are withheld by the University when students fail to submit all the required documents. The institute informs all the students about the documents to be submitted to the University, collects them and submits them to the University on time.
* Within three days after the internal examinations, the answer books are returned to the students and the answers are discussed. This is an opportunity for students to ensure that their answer scripts are evaluated properly.
* If a grievance still exists, the student can approach the HoD or principal, who will make arrangements for addressing their grievance with an external expert.
* The practical examinations were conducted several weeks after the theory examinations. The institute gave a request to the University to conduct the practical examinations before the theory examinations. It was approved by the University and implemented from 2018 onwards.
* If there are questions from outside the syllabus, the institute informs the matter to the University and requests for corrective action.
* The institute maintains records of examination duty, issue of answer books and CCTV record of the examination hall.