

Office of the Principal, Govt. Nehru PG College Dongargarh, Dist.-Rajnandgoan(C.G.)

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

The Mechanism to deal with Internal/External examination related grievances is completely transparent, time bound and efficient because all the internal examinations are conducted adhering to the norms and regulations of Hemchand Yadav University, Durg.

At the University level

The students need to apply to the University for the correction in the marks, re-totaling and revaluation. The process is governed as per university ordinances. The process is also explained on the University website. For errors like the mark-sheets indicating that the student was absent, the college promptly sends the duly certified attendance sheet to assist in locating marks in exam section and correcting discrepancies. Internal Assessment marks are duly uploaded in the university portal as per the schedule.

At the college level,

There are two types of *Examination* in the college viz., internal examination organized by the college and external examination (or, university examination) organized by the university. Further, there are two types of *internal examination*, first for the *undergraduate* courses and another for the *postgraduate* courses. In the postgraduate program the internal examinations are based on project/presentation and written test, while the external examination is the semester examination. The undergraduate course program is of annual pattern.

All the discrepancies regarding examination, faced by the college, is immediately brought to the notice of the Controller of Examinations of the University; and corrections, if any, are done only after getting instructions from the University. It is very transparent and time-bound. Sometimes, it so happens that in the university examinations, the students get questions which are out of syllabus. As soon as the students point out, the Centre Superintendent immediately apprises the Controller of Examinations of University over phone. The problems are solved only on the advice of the Controller of Examinations.

In brief, the grievances are resolved in the following manner:

Before Examination:

Common grievances of the students before the examination are:-

Late application form filing, non-receipt of admit card of examinations or wrong entries in the same. In other case, grievances are communicated to the University Examination Section and resolved at the earliest. The College Exam Cell helps the student for filing the application form.

During Examination:

- Internal Examination

During internal Examinations, if any student finds discrepancy in question, e.g. given answer options are not correct, data given in question is insufficient or options are repeated, out-of-syllabus questions, students may report it as invalid question. Committee at the college takes cognizance and resolves the grievance.

- **Theory Examination:**

The College instantly reports to the University Examination Section, if there are any grievances regarding question papers of any subject.

After Result Declaration

After the result declaration by the university, if any student has objection with result, he/she comes to College Exam Coordinator for the same. The College Exam Coordinator addresses their issues. If students are not satisfied about their marks, he/she may apply for online revaluation form. In other cases like absentees case, the application of student is forwarded to university for corrective action.

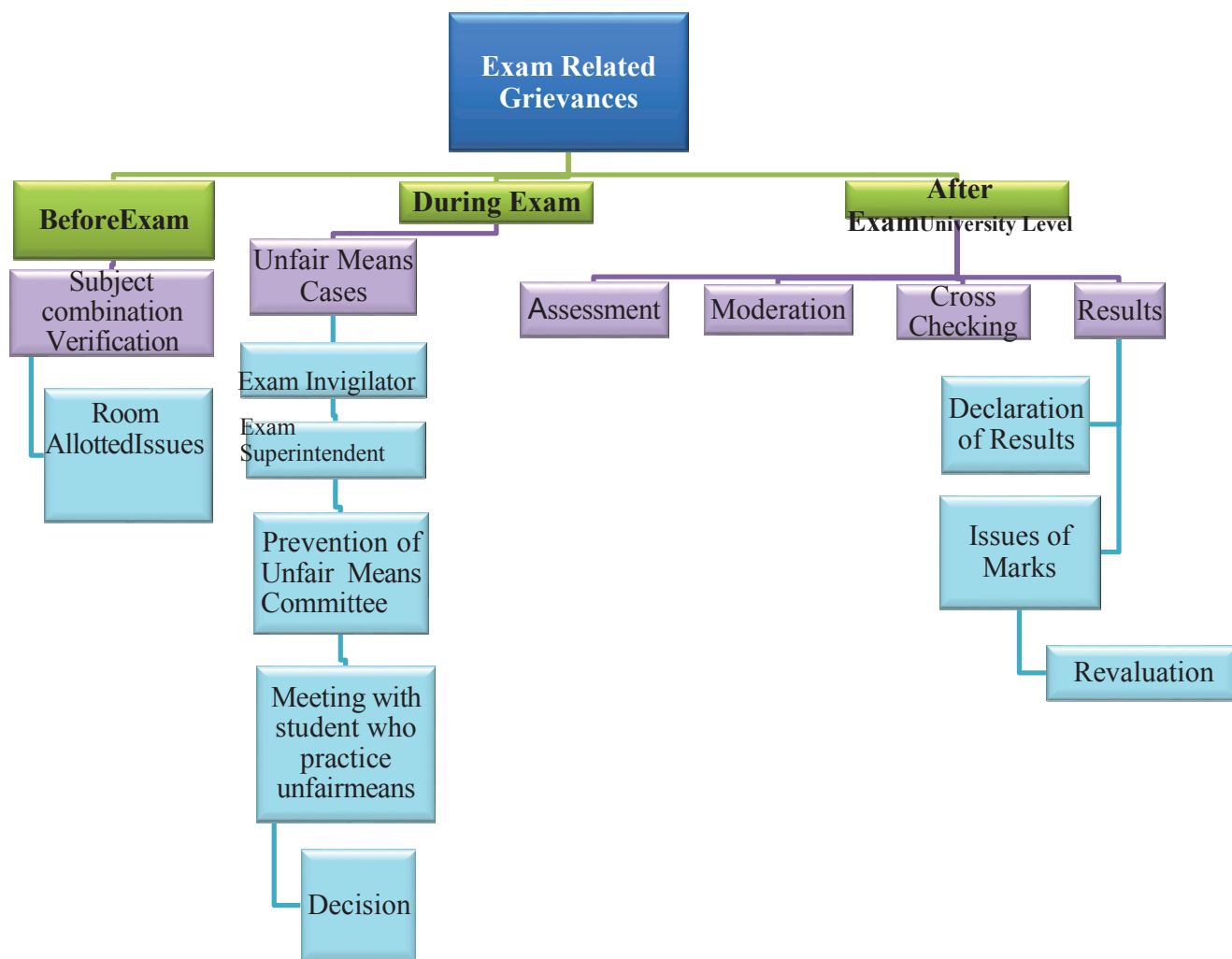
Following mechanisms adopted for solution of grievances received in the Practical examination, internal examination, and in annual/semester examination.

S.N.	Types of internal examination	Incharge of Grievances, if any	Further Removal	Examination Incharge
1.	Unit Test	Subject Teacher	HOD	Internal examination Incharge, All Faculty incharge
2.	Quarterly Test	Subject Teacher	HOD	Internal examination Incharge, All Faculty incharge
3.	Model Test	HOD	Internal examination Incharge	University
4.	Practical Examination	HOD	Internal examination Incharge	University
5.	Annual Examination	Assistant Center Superintendent, Through Invigilator of exam. hall	Center Superintendent	Written letter to University
6.	Project/ Presentation Of PG Internal Examination	Subject Teacher	HOD	Internal examination Incharge, All Faculty incharge
7.	Semester Examination for PG classes	Assistant Center Superintendent, Through Invigilator of exam. hall	Center Superintendent	Written letter to University, Or Phone in emergency


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2.5.2 Mechanism to deal with examination grievance




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