

## **Policy to handle grievances related to all internal examinations:**

### **A) Conduction of Examination:**

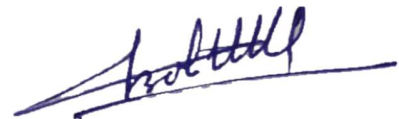
- A separate examination committee is formed headed by College Examination Office (CEO) is formed for smooth and hassle-free conduction of examinations. This committee will be responsible for conduction of all internal examinations.
- Respective subject teachers prepare timetable for CCE's of their subject. Examination committee ensures that CCE's are carried out by the respective subject teacher as per their planning.
- Examination committee also ensure that students are communicated well in advance about CCE to be conducted.

### **B) Assessment:**

- Assessment for all CCE's is done by respective course teacher.
- Course teacher is responsible to share assessment methods, marking scheme & rubrics for all CCE's designed by course teacher before conduction of examination.
- Examination committee is responsible to ensure that assessments are strictly done as per the rubric communicated to the students by respective course teacher.
- Course teacher prepares consolidated result sheet for each CCE. Result sheet is finalized after successful redressal of grievance.

### **C) Grievance Redressal:**

- After assessment of answer papers, free access of evaluated answer papers is given to the students and they are given a time frame of 2 days to report grievances if any.
- Grievances are handled on one-to-one basis by respective evaluator and result is declared on 3<sup>rd</sup> day after redressal of all grievances.
- If students are not satisfied with the grievance redressal by respective course teacher, he/she can raise his/her concern to the Dean academics / Director of the institute in writing. Dean & Director of the institute after studying and verifying the facts may appoint another inhouse faculty member or a faculty member from other institute as a moderator if the need be.



Director  
ASM's IPS

**Policy to handle grievances related to University level examinations:**

**A) Conduction of Examination:**

SPPU has its own mechanism to handle the grievances related to these two examinations. Highlights of this mechanism are as below:

- One senior faculty member from the institute is appointed as College Examination Officer (CEO) to ensure smooth conduction of all university level examinations. CEO acts as a link between student and SPPU examination department.
- After declaration of results students can ask SPPU to provide photocopy of the answer paper or they can apply for revaluation/rechecking of the answer paper.
- SPPU declares the results of online examination immediately after the examination and the same is displayed by the institute on the notice board. Grievances if any are then communicated to the University through CEO.



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