

**Taranath Shikshana Samsthe
Laxmi Venkatesh Desai College, Raichur
Affiliated to Raichur University, Raichur & Re-Accredited
by NAAC with B Grade**

**Fourth Cycle
NAAC Accreditation
SELF STUDY REPORT (SSR)**

**CRITERION - 2
Teaching-Learning and Evaluation
2.5: Evaluation Process and Reforms**

2.5.1: Mechanism of internal/ external assessment is transparent and the grievance redressal system is time-bound and efficient



Taranath Shikshana Samsthe



LAXMI VENKATESH DESAI COLLEGE, RAICHUR-584103.
(Affiliated to Raichur University, Raichuri. Re-Accredited by NAAC with "B" Grade)

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Examination Related Grievance Redressal Policy

Introduction:


College has been the top educational institution in the Kalyan Karnataka Area, offering students a quality education through efficient teaching-learning and evaluation.

It acknowledges evaluation as a benchmark for an effective teaching-learning process, which should encourage learners to think creatively and critically to achieve measurable objectives. The evaluation procedure must be encouraging and focused on the kids in order to give them a stress-free environment. In order to address complaints related to exams in a transparent, timely, and effective manner, the college has devised a structured mechanism.

The college has established College Examination Committee and appointed Officer-in charge for university examinations to provide support to the students. The committee comprises Principal, Senior Faculty Member as Examination Committee In-charge, Couple of Junior Faculty Members, Non-teaching Staff, Support staff.

Objectives:

- To effectively implement and Monitor the Internal and External Examinations as per affiliating University Guidelines
 - To solve the student's grievances related to Internal and External Examinations immediately
 - To Timely conduct of test / distribution of answer scripts/ issue of mark sheets/ provisional and degree certificate for the needy based on the guidelines.
 - To prevent the error in examinations official procedures


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Grievances Related to Continuous Internal Assessment (CIA)


There is complete transparency in the internal assessment process of the institution. Academic calendar issued by the affiliating university is strictly followed by the college examination committee. College Examination Committee issues the guidelines for conduct of internal examination and evaluation time to time. The student's grievances related to internal examination are solved by concerned subject teacher and head of the department.

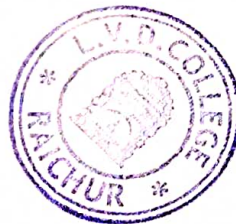
The procedure for reporting and resolving grievances related to Internal Examination is as given below:

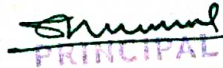
- Student can report any kind of grievance related to Internal examination such as:
 1. Re-totalling
 2. Re-evaluation
 3. Out of the Syllabus Question

to subject teacher directly when he/she receives the valued answer script.

- If issue is not resolved at the level of subject teacher student can report the grievance to Head of the department and necessary action will be taken based on the judgment of the grievance reported.


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- Any issue related to internal examination should be reported within 24 hours of display of internal marks on notice board and upon receiving of valued answer script.
- After reporting of such kind of any grievance related to IA should be resolved within 48 hours.
- Any serious issue which not resolvable at the department level should be reported to Principal and it should be resolved within one week after reporting.
- The compliance should be communicated to the student immediately after action taken on the reported issue.

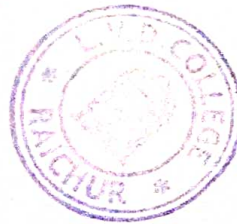
Grievances Related to External Examination (End Semester)

College maintains full transparency in external examinations conducted by the University. Time table received from university is displayed on notice board/college website and communicated through social media well in advance. College Examination Committee issues the guidelines for conduct of external examination to all faculty members those are appointed an invigilator. The student's grievances related to external examinations are resolved by examination committee.

The procedure for reporting and resolving the grievances related to external examination is as given below:

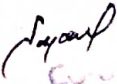
- The grievances related to external examination such as:
- Problem in submission of examination forms o Queries related to mistakes in hall tickets o Name Correction in Marksheet
- Revaluation of obtained marks

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- Retotalling of obtained marks
- Getting the Photocopy of Answer sheet
- Any of the above grievance related to external examinations conducted by affiliating university to be communicated to the examination in-charge office in written format with supporting documents required if any, within the given window period by the affiliating university.
- Within the 48 hours action has to be taken by the examination office by communicating the grievance through proper channel to Examination authorities of the Affiliating university.
- The compliance on the issue reported should be communicated to the students within one week.
- After getting issues resolve from the affiliating university the compliance should to communicated with concerned student within 48 hours.


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