



St. JOHN'S COLLEGE OF ARTS & SCIENCE

(Accredited with B++ by NAAC & Approved by UGC under section 2(f) & 12(B) status)

(Affiliated to Manonmaniam Sundaranar University, Tirunelveli)

(A Christian Minority Institution)

St. John's College Road, Ammandivilai, Kanyakumari District - 629 204,
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CRITERIA 2- TEACHING- LEARNING AND EVALUATION

2023-2024

Key Indicator-2.5 EVALUATION PROCESS AND REFORMS

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

The institute has devised an efficient mechanism to deal with examination related grievances which transparent in the pattern and conduction of examination and rectification of grievances is time bound. The college follows strictly the guidelines and rules issued by the affiliating university while conducting internals and semester-end examinations. Students have proper channels to raise their grievances. Suggestion box and complaint boxes are fixed for students at the college premises. The principal, IQAC, and Controller of Examinations continuously observe every process of internal assessments and make necessary rectifications. The action taken on the grievances will be communicated to students within a stipulated time period.

The grievances related to end-semester University examinations such as revaluation, duration, and relevance of the question are collected by the principal through the Head of the Departments and Controller of Examination, and the same is communicated to the exam section of the affiliated University. Students can obtain photocopies of their answer sheets from the University. The university section officer

of the college will take necessary follow-ups and the same will be communicated to the students on time. The institution has taken the following measures to achieve transparency in the internal assessment process.

- A planned exam schedule in the College Calendar
- The CIA examination invigilation duty lists are circulated to the staff
- The CIA schedule and question paper patterns are circulated to the students
- The evaluated answer scripts are distributed
- The final 'internal mark' is verified and signed by the students.

WALL FITTINGS AT EXAMINATION CELL

EXAMINATION GRIEVANCE REDRESSAL MECHANISM

The Committee is constituted to redress the examination related grievances reported by the stake holders of the University. The main functions of this Grievance Redressal Committee is

- Receiving the complaints / problems raised by the students.
- Conducting meeting with the Principal and the committee members to analyse the grievances.
- Communicating the decision to the grievant.

OBJECTIVE

The aim of the Grievance Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere with the following objectives.

- Promotion of cordial Student Teacher relationship which upholds the dignity of the College.
- Establish an unbiased consistent mechanism for redressed of varied issues faced by the students related to examinations and its results.
- Accommodate the students to express their grievances / problems freely without out any fear of being victimized.
- Ensure that grievances are resolved promptly, objectively and with complete confidentiality.
- Head of the departments and faculty members guide the students about rechecking and revaluation process.
- Deal the examination related grievances in a transparent and efficient way.
- Assure the timely completion of the redressal after the necessary reviews.

PROCEDURE FOR LODGING COMPLAINT

- The students may feel free to put up a grievance in writing/or in the format available in the examination cell dept.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

EXAM RELATED GRIEVANCES

- Help the students to solve grievances related to university exam fee payment in the University portal.
- Guidance to the students about oral and theory exam schedule and pattern as prescribed by the Manonmaniam Sundaranar University.
- Guidance are given to the students about university exam results.
- Guidance to the students about rechecking and re-evaluation process.
- Faculty members guide the students about the procedure / schedule of rechecking and re-evaluation process.
- Mechanism to deal with examination related grievances is transparent, time bound and efficient.
- In our institution, the various activities related to examinations such as checking the exam schedule, display of the same, noting students' grievances and dealing with them effectively, guiding students in various exam related tasks etc. are performed systematically, in time and efficiently.
- Time bound display of all notices related to university exams.
- The sequence of activities for Continuous Internal exams is as follows
- The cell prepares a exam schedule and sends the same to the departments.
- This schedule is displayed to students' notice board so that grievances such as overlapping, omission etc. are brought to the notice of the concern.

DOCUMENTATION

The final decisions of the Grievance Redressal Committee are documented in the Minutes of Meeting for future reference.

EXAMINATION GRIEVANCE REDRESSAL MECHANISM

Students raise the grievances to Examination Grievance Redressal Cell



Concerned subject teacher/Head of the Department looks into the matter



Analyse the Grievance



Suggests a solution to the student



Solution is accepted by student



Grievance is resolved & action taken is recorded



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Declaration

I hereby declare that the details and information given above are complete and true to the best of my knowledge and belief.

Dr. V.Y. DASAPPAN M.A., M.Phil., Ph.D.
PRINCIPAL
Principal
ST. JOHN'S COLLEGE OF ARTS & SCIENCE
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