



AUTONOMOUS College with Potential for Excellence | Reaccredited by NAAC with A Grade

Affiliated to Mahatma Gandhi University, Kottayam, Kerala
Changanassery, Kottayam, Kerala, India-686101

Examination and Valuation - Grievance Redressal Policy

Volume	II
Responsible Executive	CoE, St. Berchmans College
Responsible Office	CoE, St. Berchmans College
Date Issued	November 2020
Date Last Revised	November 2022

1. Statement of Policy

The success of academic autonomy conferred to an autonomous college becomes visible to the society by the credible and perfect evaluation/examination system and the timely publication of results. The office of the Controller of Examinations plays a vital role in this direction. The CE office makes all efforts to carry out the examination and valuation activities in an efficient and fair manner. However, it is also acknowledged that student grievances/complaints are an integral part for any higher education institute. Hence the 'Examination and Valuation - Grievance Redressal Policy' of the college is framed with an objective of prompt and efficient redressal for all complaints and grievances received from various stakeholders; students, teachers and parents.

2. Objectives

The Policy shall cover student grievances related to In-semester assessment and End-semester assessment, Evaluations and issue of Mark cum Grade cards/Certificates. The examination and valuation grievance redressal policy shall follow the following principles.

- All students of the college shall be treated fairly at all times.
- Grievances/complaints raised by students or other stakeholders shall be dealt with utmost courtesy and in a timely manner.

- Students shall be fully informed of avenues to present their grievances / complaints within the College.
- All staff associated with the CE Office shall work in good faith and without prejudice to the satisfaction of students.

3. Individuals and entities affected by this Policy

The primary stakeholders of the policy are students, teachers and parents. In order to make the grievance redressal mechanism more meaningful and effective, a structured system shall function at CE Office, which shall ensure that redressal provided is just and fair, within the given frame-work of rules and regulations given in the Examination Manual, Curriculum and other relevant documents.

4. Role & Responsibilities

The students shall have full right to register his/her complaint if he/she is not contented with the examination/valuation activities provided by the college. The student can register a complaint/grievance through e-mail (officecesbc@gmail.com) or in writing to CE office. Students, who want to remain anonymous, shall put in writing their grievances in the complaint box provided at CE office.

The Controller of Examinations shall be responsible for the resolution of all complaints/grievances received in CE office. Based on the nature of grievance the CE shall collect details from the respective officials as given in the table below to resolve the grievance.

Nature of Grievance	Official
Conduct of Examinations	Chief Superintend of Examinations
Valuations	Director of Valuations
Tabulations/Mark cum Grade cards/Certificate	Administrative Assistant, Examinations
Internal Assessment	Internal Evaluations Coordinator/Heads of respective departments/Internal assessment: Grievance redressal cell
Infrastructure	Bursar

Based on the details received from the respective officials, the CE shall take necessary steps which come under the purview of Examination manual, Curriculum and other rules and regulations of the college to resolve the grievance.

If the nature of the grievance is very serious or critical the CE shall forward the grievance to Examination committee of the college to formulate an apt resolution. The CE shall also prepare a grievance redressal report for each grievance received. The reference of this report shall be recorded in the grievance register.

The Examination Committee may also review the practice and procedures of grievance redressal on an ongoing basis.

Policy Revision

This Policy shall undergo an annual review and the changes shall be placed before the Academic Council of the college for approval.

5. Approval & Review Details

Approval Authority:

Manager, St. Berchmans College, Changanacherry

Officer In charge:

CoE & Director Valuations, St. Berchmans College

Approved on: November 2022

Next Review Date: November 2024

6. Feedback:

Stake holders may provide feedback about this document by e-mailing to IQAC.