

EXAMINATION GRIEVANCE CELL

MEMBERS: Dr. Nisha K.J, Prof & HOD, Dept of Periodontics

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

The college has a well-organized mechanism for redressal of examination related grievances, which is transparent, time-bound and efficient. The institution has an Examination Grievance cell, which addresses any examination-related issues raised by students regarding evaluation processes.

A. Grievances related to Internal Examinations

The college adheres strictly to the guidelines and rules issued by the affiliating University and complete transparency is maintained while conducting internal examinations.

1. Formative evaluation of students is done through a series of tests and examinations conducted periodically by the institution. For Undergraduate students, internal assessments are held three times in a particular year. For Post graduate students, internal assessments are carried out every 6months by the respective departments.
2. The question paper for internal assessments are set aiming to evaluate students of different standards ranging from average to excellent.
3. The internal assessment schedules are prepared and communicated to the students well in advance.
4. Two invigilators are assigned to the examination hall who will ensure smooth conduct of the examination without any malpractice.
5. The evaluation of the answer scripts will be finished within a week. The corrected answer scripts at random are verified by HOD to ensure the standard evaluation process.
6. The corrected answer papers are shown to the students for verification and self-assessment.
7. The answer for each question is discussed in classroom by the subject faculty and if they come across any doubts, clarification is given which enables them to fare better in future.

8. The marks obtained by the students in internal assessment tests are displayed on the department notice board.
9. Clinical internal assessments comprising of patient treatment and chair side viva are conducted at the end of each posting and marks are documented in their record book and the department register.
10. The final internal assessment – theory and clinicals- are calculated as per the University guidelines and signatures are taken from students before submitting to the university.
11. In case of any grievances regarding internal assessment exams, the student is free to interact with the teacher and get it resolved. The unresolved grievance, if any, can approach the concerned HOD. If it is not resolved same is referred to the examination grievance cell/Principal through the Head of the Department.

B. Grievances related to University Examinations

1. All grievances related to undergraduate and post graduate examinations are forwarded to the University through the Examination Grievance Cell.
2. Examination halls are equipped with closed circuit TV to avoid any malpractice during exams.
3. Any grievance related to the university question paper like out-of-syllabus, repeated questions, improper split of marks, marks missed, wrong question number during semester exams are addressed immediately by the Examination grievance cell and is reported to the Head of the Institution which in turn is escalated to the University.
4. Concerned department faculties review the question papers to find out how tough the question papers are and the feedback is given to the department Head which will be communicated to the Head of the Institution through the Examination Grievance cell.
5. University decision after resolving the grievances is intimated immediately to the concerned departments once it is obtained through the Principal.
6. Any grievance by the student related to the evaluation of the university answer scripts can be conveyed to the Examination Grievance cell which will be passed on to the concerned authorities. Students can apply for photo copy of their answer script from University. Students can apply for revaluation and challenged evaluation through college by paying necessary processing fee to university if they are not satisfied with the university evaluation.

STANDARD OPERATING PROCEDURE IN CASE OF GRIEVANCES

1. The student has to approach the examination grievance cell (Dr. Nisha K.J/ Dr. Chetan S) with a written complaint on the grievance he/she faced in internal assessment/University examination.
2. The grievance cell will register the complaint and a complaint number will be issued to the student.
3. The exam grievance cell members will meet and scrutinize the complaint and decide on the action plan to be taken and the complaint will be escalated to the concerned higher authorities.
4. University-related grievances will be directed to the University authorities through the college administrative office.
5. The grievance will be considered as closed once it is resolved.