

**Sri Chintalapati Varapasada Murthy Raju
Government Degree College, Ganapavaram, W.G.Dist. A.P.**

Estd. 1972
Affiliated to Adikavi Nannaya University
Accredited 'B' by NAAC
ISO 9001:2015 Certified



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**Policy Document
on Examination and Valuation - Grievance & Redressal**

The credible and perfect evaluation/examination system impacts the success of an academic institution. Since this is an affiliated college, the Convener of the Examinations committee plays a vital role by making 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.

OBJECTIVES

The Policy shall cover student grievances related to internal and external assessment, 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 Examinations committee shall work in good faith and without prejudice to the satisfaction of students.

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 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.


ROLES AND 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 (ganapavaram.jkc@gmail.com) or in writing to the office. Students, who want to remain anonymous, shall put in writing their grievances in the complaint box provided at the office. The Convener of the Examinations committee shall be responsible for the resolution of all complaints /grievances received in the office. Based on the nature of grievance the Convener 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 superintendent
Internal assessment	All dept. Incharges
Posting of marks for internal assessment	All dept. Incharges
External exams & valuation	Represented to affiliating university by the office

Based on the details received from the respective officials, the Convener 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 in a day or two if its a grievance related to Internal exams; if it is related to the external exams, it is represented to the affiliating university through proper channel. The Convener 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.


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