

# **NISTARINI COLLEGE ,PURULIA**

**Affiliated to SKBU, PURULIA**

**Accredited by NAAC with 'A' Grade ,PURULIA ,WEST BENGAL**

## **STUDENTS GRIEVANCE AND REDRESSAL COMMITTEE**

### **DEPT OF BOTANY**

#### **STUDENTS GRIEVANCE AND REDRESSAL POLICY**

The management is highly sensitive to any kind of students' problem and very keen to solve it at the earliest. Hence, as a mechanism to address and solve the problems then and there, Students Grievances and Redressal Committee was established. All kind of grievances, either academic or non-academic should be sent to the committee through the class incharges for redressal. The committee, in turn, has to address the problem and solve it within the time frame depending upon the seriousness of the grievance. The Committee is headed by the HOD.

#### **OBJECTIVES:**

- \*To establish and develop highly efficient, transparent and disciplined system for conducting examination to evaluate the students as per the Regulation of affiliating university.
- \* To improve the quality of examination and evaluation so as to ensure the credibility of the Examination system for the betterment of students.
- \*To improve the learning and assessing process of the students.
- \*To establish an effective & efficient Grievance Redressal mechanism related to Examination.

#### **INTERNAL ASSESSMENT CONDUCTION POLICY:**

1. University guidelines are to be strictly adhered with respect to evaluation process.

2. Three internal tests should be conducted.
3. The schedules of internal assessments should be communicated to students and faculty in the beginning of the academic year through institutional academic calendar which is prepared based on the university academic calendar.
4. Internal exam timetable should be displayed on the notice board at least two weeks before the commencement of exam.
5. The subject faculty prepares three set of questions that covers equal number of questions from each unit, covering all the topics. HOD and Exam scrutiny cell checks for the standard of the questions.
6. One question paper will be selected anonymously from the question bank and will be distributed to the students.
7. Faculty ensures smooth conduction of test and proper valuation of answer papers.
8. Faculty prepares the answer key / scheme of evaluation.
9. Internal assessment tests and other measures taken to judge the performance of students should be done fairly and in an effective manner. Students are allowed to go through the valued answer scripts of internal assessment tests and doubts regarding evaluation are cleared.
10. Declaration of internal examination result shall be done within 7 working days.
11. Internal Test performance will be intimated to the parents through progress cards and Parent - Teachers Meeting which will be conducted in a year to discuss the performance of their ward.
12. Whenever class tests, internal assessment tests are conducted the results of the student's performance will be used by the faculty to identify slow and advanced learners.

13.Students will be encouraged to improve their performance in future by counseling. As mentors and advisors of the students, students are entrusted to each faculty member.

## **EXAMINATION GRIEVANCE REDRESSAL COMMITTEE**

The function of the cell is to address the examination related grievances raised by any student. Any student with a genuine grievance may approach the Examination grievance redressal committee. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box of the Grievance Cell at DEPARTMENT. Grievances may also be sent through email to the in-charge of Students' Grievance Cell.

### **Objective:**

A Grievance Cell should be constituted for the redressal of the problems in relation to internal and external examinations reported by the Students of the College with the following objectives:

- \* To Encourage the Students to express their grievances/ problems freely and frankly, without any fear of being victimized.
- \*To maintain the anonymity of students- Suggestion / complaint Box is installed in Administrative block in which the Students, who want to remain anonymous, can put their grievances in writing.
- \*To ensure the fairness of the examination process.
- \*To solve the grievances related to the examination of the students and teachers.

### **Procedure for lodging complaint:**

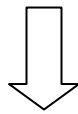
- \*The students may feel free to put up a grievance in writing/or in the format available in the examination cell and drop it in grievance box.
- \*The Grievance committee will act upon those cases which have been forwarded along with the necessary documents.

\*Committee will conduct enquiry in presence of complainant and decisions will be intimated in person.

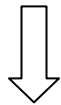
\*The Grievance Committee will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.

## **GRIEVANCES REDRESSAL MECHANISM FOR GRIEVANCES**

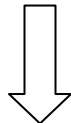
**Students raise the grievances to Examination Grievance Redressal committee in writing**



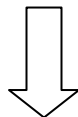
**Examination Grievance Redressal committee analyse the Grievance with all available documents**



**Opportunity for the complainant to raise the complaint before committee**



**Find the solution and report to the authority Necessary action is taken**



**Information to the complainant**



**Action taken is recorded**

