

Internal Examination Grievance Policy Document

The institution has a Three-level Grievance Redressal Mechanism with two levels at the college and an upper level at the University. A student needs to approach the upper level only if grievance is not addressed at the lower level.

Level 1: Department Level - The department level Committee is chaired by the Head of the department, department exam coordinator and teacher in-charge as members. The teacher in charge of the course distributes the valued answer scripts during the class hours and the students can scrutinize their answer scripts in the presence of their teachers. It ensures the transparency and reliability of the internal evaluation process. Most of the times, the answer sheet is revalued, recounted by the faculty in the presence of the complainant. If there is any discrepancy in the marks, corrections are made by the faculty instantaneously. The students can also address their grievances concerning CIE marks of any internal component if any through submitting the Grievance Redressal Application Form. It is processed through the examiner, department examination coordinator and head of the department.

Level 2: College level- The grievances which are not resolved at level 1, are redressed by a college level committee with the Principal as Chairman, Internal Examination coordinator and HOD of concerned Department as members.

Level 3: University Level A Committee constituted by the Vice-Chancellor as Chairman and Pro-Vice-Chancellor, Convener - Syndicate subcommittee on Students Discipline and Welfare, Chairman- Board of Examinations as members and the Controller of Examination as member-secretary. The Students' Grievances Portal deals with a variety of students' complaints and grievances coming up for redressal. In the portal, an online students' grievance redressal forum with tracking and follow up of the complaints is provided in compliance with the UGC's mandatory requirements.



SANTHIGIRI

COLLEGE OF COMPUTER SCIENCES

Affiliated to MG University and Approved by AICTE

Request for Redressal of Grivence in CIE

| | | | | | |
|--|--|--------------------------------------|--|----------|--|
| Date | | | | | |
| Department | | Programme | | Semester | |
| Roll Number | | Student Name | | | |
| Subject Name | | Date of (exam or Internal Component) | | | |
| Name of the teacher who taught the subject | | | | | |
| Grievance(give details use additional sheets if any) | | | | | |
| Teachers Comment | | | | | |
| Signature of Teacher | | | | | |
| Comments of Head of the Department | | | | | |
| Signature of HOD | | | | | |
| Comments of Principal | | | | | |
| Signature of Principal | | | | | |

