



Shri Shivaji Education Society's,
**MAHASATEE ARTS, COMMERCE & SCIENCE
COLLEGE,**

Ulga, Karwar, Uttarkannada, Karnataka-581328

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Examination Related Grievance Redressal Policy

Introduction:

Mahasatee Arts, Commerce and Science College college, Ulga has been the top educational institution in the Halga, Ulga area, offering students a quality education through efficient teaching-learning and evaluation.

It acknowledges evaluation as a benchmark for an effective teaching-learning process, which should encourage learners to think creatively and critically to achieve measurable objectives. The evaluation procedure must be encouraging and focused on the kids in order to give them a stress-free environment. In order to address complaints related to exams in a transparent, timely, and effective manner, the college has devised a structured mechanism.

The college has established a College Examination Committee and office staff took -in-charge for university examinations to provide support to the students. The committee comprises Principal, Senior Faculty Member as Examination Committee In-charge, Couple of Junior Faculty Members, Non-teaching Staff, Support staff.

Objectives:

- * To effectively implement and Monitor the Internal and External Examinations as per affiliating University Guidelines
- * To solve the student's grievances related to Internal and External Examinations immediately
- * To Timely conduct of test/distribution of answer scripts/ issue of mark sheets/ provisional and degree certificate for the needy based on the guidelines.
- * To prevent the error in examinations official procedures



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Grievances Related to Continuous Internal Assessment (CIA)

The institution maintains complete transparency in its internal assessment processes. The college strictly adheres to the academic calendar issued by the affiliating university. The College Examination Committee issues timely guidelines for the conduct of internal examinations and evaluations. Any grievances related to internal examinations are addressed by the concerned subject teacher or head of the department.

Procedure for Reporting and Resolving Grievances:

* Student's Role: Upon receiving the valued answer script, students can directly report any of the following grievances to the subject teacher:

* Re-totalling

* Re-evaluation

* Out-of-syllabus question

- The Head of the Department will then take necessary action based on the nature of the grievance.
- Any issue related to internal examinations should be reported within 24 hour of the display of internal marks on the notice board and upon receiving the valued answer script.
- After reporting, any grievance related to internal assessment should be resolved within 48 hours.
- Any serious issue that cannot be resolved at the department level should be reported to the Principal and resolved within a week after reporting.
- The compliance should be communicated to the student immediately after action is taken on the reported issue.



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Grievances Related to External Examination (End Semester)

The college maintains full transparency in external examinations conducted by the university. The examination timetable received from the university is displayed on the notice board, college website, and communicated through social media well in advance. The College Examination Committee issues guidelines for the conduct of external examinations to all faculty members appointed as invigilators. The student's grievances related to external examinations are resolved by the examination committee.

Procedure for Reporting and Resolving Grievances:

❖ Grievance Types:

- Problems in the submission of examination forms
 - Queries related to mistakes in hall tickets
 - Name correction in the marksheet
 - Revaluation of obtained marks
 - Reporting and Resolution
 - Re-totalling of obtained marks
 - Obtaining a photocopy of the answer script
- Any of the above grievances related to external examinations conducted by the affiliating university must be communicated to the Examination In-charge Office in written format, along with any necessary supporting documents, within the timeframe specified by the university.

- Within 48 hours of receiving the grievance, the Examination Office must communicate the grievance to the appropriate authorities at the affiliating university.
- The Examination Office must inform the student about the status of the grievance within one week.
- Once the affiliating university resolves the issue, the Examination Office must inform the concerned student within 48 hours.



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