



# VASANTA COLLEGE FOR WOMEN वसंत महिला महाविद्यालय

Admitted to the Privileges of Banaras Hindu University  
Krishnamurti Foundation India, Rajghat Fort, Varanasi - 221 001

Estd: 1913

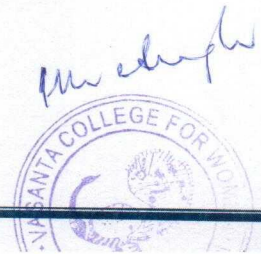
E-mail : vasantakfi@rediffmail.com  
vcwklf.rajghat@gmail.com  
Tel. No.: +91-542-2441187, 2440408  
Website : vasantakfi.ac.in

## EXAMINATION GRIEVANCE REDRESSAL POLICY

| Sl. No. | Policy Title:                       | Policy for Examination Grievance Redressal  |
|---------|-------------------------------------|---|
| 1.      | Administrative Policy Number (APN): | VCW/EX.-GR-RED/2020/04/15   |
| 2.      | Functional area:                    | All Students and Teachers   |
| 3.      | Brief Description of the Policy     | Purpose: To Conduct internal assessment, preparation of duty lists & redressal of the internal /external exam related grievances. |
| 4.      | Policy Applies to                   | Students and Teachers   |
| 5.      | Effective from the Date             | 2020  |
| 6.      | Approved by                         | Principal   |
| 7.      | Responsible Authority               | Examination Redressal Committee   |
| 8.      | Superseding Authority               | Principal/ BHU  |
| 9.      | Reason for the Policy               | To address the problems regarding Internal/external assessment.   |
| 10.     | References for the policy           | UGC, BHU Guidelines, NAAC.  |

### INTRODUCTION :

The examination committee of the college looks into the matters related to the examinations at internal and external level by preparing the internal schedules, duty list of the teachers and redressal of the grievances of students. The functions of the Committee are to look into the complaints lodged by any student and judge its merit. The committee has two wings, the first wing organizes and prepares internal assessment schedules and prepares duty list for internal as well as external examination and communicates about the schedules by displaying them through notices & announcements to the students. The second wing addresses to the grievances of the students arising from the internal and external examination and documents them.





### **OBJECTIVES :**

The objectives of the policy are to:

- ensure that students get prompt solution to their problems.
- ensure harmonious student – faculty relationship
- provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases
- receive grievances and appeals, to evaluate the genuineness and suggest remedial measures
- ensure a fair, impartial and consistent way for redressal of various complaints lodged by them

### **NATURE OF INTERNAL ASSESSMENT RELATED GRIEVANCES :**

The Internal Assessment related grievances include:

- Incorrect uploading of Internal Assessment marks
- Marks not visible to the students on the college portal
- Late submission of assignment

### **PROCEDURE :**

For the purpose of handling grievances related to the internal/external assessment the college adopts the following procedure.

- Anyone with a genuine grievance may approach the concerned subject teacher /Department Incharge /Examination Redressal Committee members in person/ the Principal.
- In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through e-mail to the Teacher.
- The student will download the form from the college website and fill the grievance redressal form and submit to the concerned teachers.

### **INTERNAL ASESMENT GRIEVANCES POLICY :**

- All the faculty members must adhere to the guidelines laid down by the Banaras Hindu University for the Internal Assessment.
- In order to maintain transparent Internal Assessment mechanism, every department may deliberate upon any internal assessment related issues, by discussing it among the faculty members.
- The College ensures that every student signs the hard copy of the Internal Assessment.

### **EXAMINATION GRIEVANCE REDRESSAL :**

The college's examination committee is responsible and accountable for handling all examination related issues. The committee comprises of the convener, and members of the examination committee which acts as a connecting link between students, departments and the university. The committee deals with examination related grievances of the following nature:

*Murad*





### **Pre examination issues**


- Papers opted by the students are not reflected in the date sheet;
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means
- Appearing late for the exam.
- Clash of the examination dates with other competitive examinations

### **Post examination issues**

- Marks are not uploaded
- Delay in declaration of results
- Non transparent or unfair evaluation practices
- Student is wrongly marked absent in the result
- Clash of dates in internal/external examination
- Any other.

### **REDRESSAL OF THE GRIEVANCE :**

- The aggrieved student submits the problem/complaint in the form of an application to the committee
- Depending on the nature of the issue, the committee resolves the problem according to the university guidelines.
- If the problem is related to the University, then the committee forwards the same to the University and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the University, then she/they is/are free to directly write an application to the University.
- The student can apply for Rechecking/ Revaluation by filling up the Rechecking/ Revaluation forms



PRINCIPAL  
VASANTA COLLEGE FOR WOMEN  
RAJGHAT FORT, VARANASI