**INTERNAL EVALUATION GRIEVANCE REDRESSEL PROCESS**

Students raise the grievances to the Examination Section within 07 days from the display of Internal Evaluation results in the respective Department Notice Board / Website

Examination Section will analyze the grievance and forward all the grievances to the concerned Department

Re-Checking / Re-Addition / Challenge Done

Results Published and accepted by Student

Student Satisfaction

NO

Report to Odisha One Portal

YES

**Grievance is resolved and action taken is Recorded**

**Examination Grievance Redressal Mechanism**

Committee is constituted to redress the examination related grievances reported by the stake holders of the Gandhi Institute of Excellent Technocrats. The main functions of this Grievance Redressal Committee is (i) receiving the complaints / problems raised by the students (ii) analyzing the grievances, (iii) conducting meeting with the concerned officers for fair decision (iv) communicating the decision to the grievant.

**Objective:**

The aim of the Grievance Committee is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere with the following objectives.

* Promotion of cordial Student � Teacher relationship which upholds the dignity of the College.
* Establish an unbiased consistent mechanism for redressal of varied issues faced by the students related to examinations and its results.
* Accommodate the students to express their grievances / problems freely without out any fear of being victimized.
* Ensure that grievances are resolved promptly, objectively and with complete confidentiality.
* Faculty members guide the students about rechecking and reevaluation process.
* Scrutize the revaluation forms and deal the examination related grievances in a transparent and efficient way.
* Assure the timely completion of the redressal after the necessary reviews.

**Procedure for Lodging Complaint:**

**Formal Registration:**

Any aggrieved student with a genuine grievance will submit his/her grievances in the prescribed format for revaluation to the respective Examination Section.

**Forwarding:**

Examination Section forward the revaluation forms to the Concerned Department.

**Review:**

Grievance Redressal Committee will make a thorough review of the redressal process. In case of revaluation, the committee will check for the timely release of results within 10 days of receipt of application.

**Re-valuation/Re-totaling/Challenge Process:**

The Examination Section conducts the valuation process with in the stipulated time and announces the results

**Closure of Complaint:**

The complaint shall be considered as disposed off and closed when:

1. The grievant has indicated acceptance of the result published. (or)

b) The grievant has not responded within four weeks from the date of receipt of information on resolution.

**Documentation:**

The final decisions of the Grievance Redressal Committee are documented in the Minutes of Meeting for future reference.

**EXTERNAL EVALUATION GRIEVANCE REDRESSEL PROCESS**

Notification from the university regarding Rechecking / Rechecking with photocopy

The notification will be displayed on the Notice Board

Students raise the grievances to the Examination Section by filling the Form No: ACA-09 / ACA-10 and paying the requisite fees

Examination section will submit the students data on-line in the Rechecking Module within the stipulated time given in the notification

Rechecking Result Publication from the University

NO

Report to Odisha One Portal

Student Satisfaction

YES

**Grievance is resolved and action taken is Recorded**

**PROCESS FOR CORRECTION OF NAME IN DEGREE CERTIFICATE AND / OR GRADE SHEETS**

Application (ACA-03) shall be filled up by the student and submitted to the Examination Section

The application shall be enclosed with the attested copies of the HSC and CHSC certificate

The application shall be enclosed with Original Degree Certificate with Wrong Name

Fees of Rs. 200/- to be paid through SB portal and transaction slip is to be attached with this form

The application shall be forwarded by the Principal specifying the corrected name

**The student will receive the corrected Degree Certificate within one month from the date of application.**

**PROCESS FOR APPLYING FOR DUPLICATE GRADE SHEETS**

Application (ACA-05) shall be filled up by the student and submitted to the Examination Section

Fees of Rs. 100/- per year per each Grade Sheet. Accordingly the amount will be paid through SB Collect and the Transaction Slip is to be attached with the form

The application shall be forwarded by the Principal specifying the reason for Duplicate Grade Sheets

**The student will receive the Duplicate Grade Sheets within 15 days from the date of application**

**PROCESS FOR APPLYING FOR DUPLICATE DEGREE CERTIFICATE**

Application (ACA-06) shall be filled up by the student and submitted to the Examination Section

The application shall be accompanied by the Original FIR of Police Station where the degree certificate has lost / damaged

The application shall be enclosed with Original Affidavit swearing before 1st Class Magistrate

Original clipping of the News Paper (at least in 2) of Orissa State in which loss / damage so published.

Fees of Rs. 500/- to be paid through SB Collect and the Transaction Slip is to be attached with the form

The application shall be forwarded by the Principal specifying the reason for Duplicate Degree Certificate

**The student will receive the Duplicate Degree Certificate within one month from the date of application.**

**PROCESS FOR APPLYING FOR MEDICAL CERTIFICATE**

Application (ACA-14) shall be filled up by the student (who has not appeared more than 50 % of the subjects in the external assessment) and submitted to the Examination Section

The application shall be enclosed with Medical Certificates in original from the Government Hospital (In the event proved fake / tampered, the case shall be rejected

The application shall be enclosed with Hospital Admission and Discharge Certificates

At Institutional level the minutes of the Medical Board and the recommendations should be attached herewith with the application

**The university will notify the names of the students in the website who is eligible to register in the next semester**

**INTERNAL ASSESSMENT PROCESS**

Conduction of Internal Assessment (Class Test)

Evaluation of Answer Books (ABs)

Scrutinize ABs by HOD

Re-evaluation

ABs shown to respective students in the class room and key points discussed

Departmental HOD

Redressal of grievances related to evaluation by Grievance Cell

Redressal of grievances related to evaluation by Grievance Cell

NO

Student Satisfaction

ABs shown to respective students in the class room and key points discussed

ABs shown to respective students in the class room and key points discussed

YES

Display Marks on Department Notice Board

**EXTERNAL ASSESSMENT PROCESS BY THE UNIVERSITY**

Conduction of External Assessment as per University Notification

Evaluation of Answer Books as per University Notification through online process

Re-evaluation of Answer Books as per University Notification through online process

Publication of results in college portal

Redressal of grievances related to evaluation by Grievance Cell

Redressal of grievances related to evaluation by Grievance Cell

NO

Student Satisfaction

ABs shown to respective students in the class room and key points discussed

ABs shown to respective students in the class room and key points discussed

YES

Display results on Department Notice Board

**PROCESS FOR DOWNLOADING THE QUESTION PAPERS FOR EXTERNAL ASSESSMENT**

Access the QPMS portal using username and password.

Downloading the question before 01 Hour of scheduled time of Examination

06 Digit Password to open the Question paper will be received by Principal (First 03 Digits) & Centre Superintendent (Last 03 Digits)

Redressal of grievances related to evaluation by Grievance Cell

Printing of Question Papers as per the student strength

Display results on Department Notice Board

ABs shown to respective students in the class room and key points discussed

ABs shown to respective students in the class room and key points discussed

Display results on Department Notice Board

**PROCESS FOR PREPARING THE QUESTION PAPERS FOR INTERNAL ASSESSMENT**

Prepare Question Papers Using Bloom’s Taxonomy

Mapping of Questions to CO’s & PO’s

Scrutinizing all the papers by HOD

Question Papers are up to the mark

NO

Redressal of grievances related to evaluation by Grievance Cell

Display results on Department Notice Board

ABs shown to respective students in the class room and key points discussed

ABs shown to respective students in the class room and key points discussed

YES

Display results on Department Notice Board

Department will forward the Question Papers to the Examination Section for printing as per the student strength