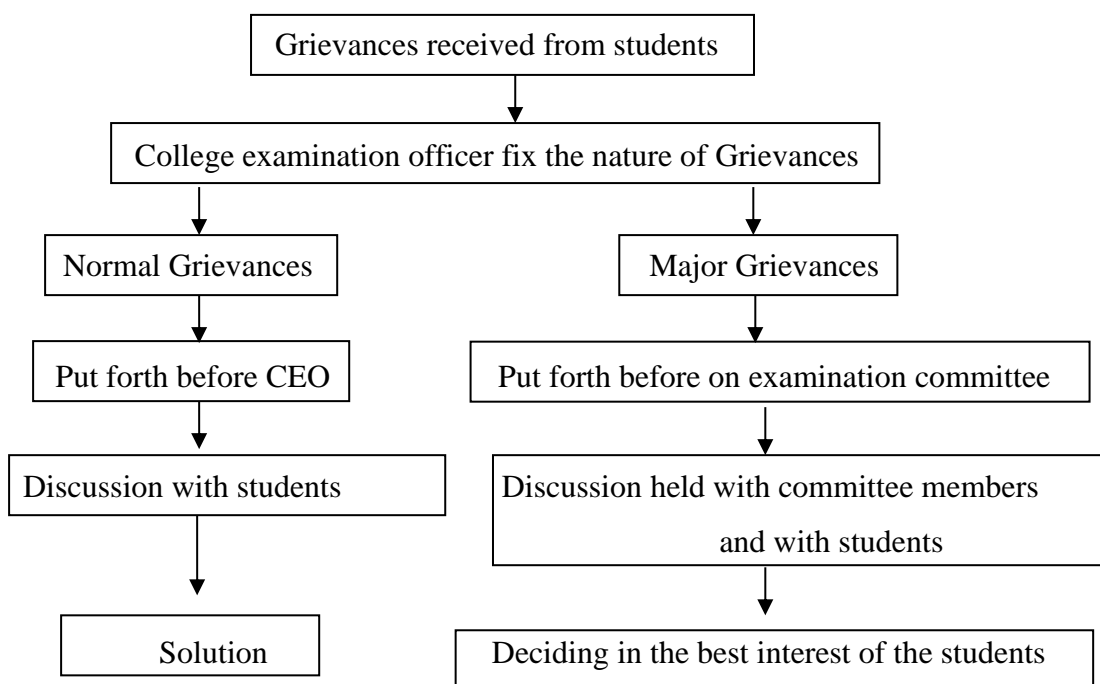





Rayat Shikshan Sanstha's

**SWAMI SAHAJANAND BHARATI COLLEGE OF EDUCATION,  
EXAMINATION CELL  
GRIEVANCE REDRESSAL MECHANISM AND  
PROCEDURE**

Complaints of the students regarding examinations are resolved through examination committee. Following procedure is followed to resolve student complaints.



  
PRINCIPAL  
S.S.B. College of Education  
Shrirampur, Dist. A. Nagar

The college has a well-organized mechanism for Redressal of examination related grievances. The student can approach the Teachers, College Examination Officer and Principal to redress the examination related grievance as per the requirement and jurisdiction of the grievance. The following procedure is followed for redressal of examination related grievances of students.

**NATURE OF GRIEVANCES:**

1. Grievances related to internal assessment.
2. Grievances related to pre-examination.
3. Grievances related to university examination.
4. Grievances related to re-evaluation of answer sheet in pre-examination.

**EXAMINATION GRIEVANCE REDRESSAL MECHANISM AND PROCEDURE:**

A) Students raise the grievances to the concern college examination officer. The College Examination Officer examines the grievances and determines the nature.

B) If the grievance received from the students is of a normal nature, then the college examination officer have doing positive discussions with the students. A decision is taken in the interest of the student after discussion.

C) If the grievances received from the students are of a major nature, the College Examination Officer submits the relevant grievance to the Examination Grievance Redressal Committee. The Committee positively discusses the complaints received. If deemed necessary, a decision is taken in the interest of the student after discussion with the concerned students.

D) A pre-examination is conducted at the college level for internal evaluation. If any student feels that the marks given to him in any paper are not satisfied, then the student can apply within five days from the declaration of result. As soon as the student's grievance is received, the College Examination Officer raises the matter before the Examination Grievance Redressal Committee. The committee appoints two expert teachers after positive discussion. Appointed expert teachers re-evaluate the answer sheet as per the received marking scheme of the concerned subject. The re-evaluated result is brought to the notice of the concerned student.

E) Any student who is not satisfied with the marks in the University examination may apply to the University for Revaluation/ Reassessment. Also, students can obtain photocopy of the answer sheets from university on request. For this, the college examination officer provides full support to such students.

F) If any student feels that the marks obtained in any practical or activity are not satisfactory, the student may grievance to the College Examination Officer. As soon as the student's grievance is received, the examination officer of the college raises the matter before the Examination Grievance Redressal Committee. The committee appoints two expert teachers after positive discussions. Appointed expert teachers verify whether the relevant practical and activities are evaluated as per the evaluation scheme provided by the University. Also re-evaluates related practical and activities. The result of revaluation is brought to the attention of the concerned student.