



AUXILIUM COLLEGE (Autonomous), Vellore – 6

EXAMINATION GRIEVANCE GUIDELINES AND REFORMS

Committee is constituted to redress the examination related grievances reported by the stake holders of the College. The main functions of this Grievance Redressal Committee is

- receiving the complaints / problems raised by the students
- analyzing the grievances,
- conducting meeting with the concerned officers for fair decision
- 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.
- The students are allowed to apply for revaluation, it is taken to the notice of the Grievance Redressal Committee when the student makes a written complaint.
- 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.
- Complains regarding correction is scrutinized and grievances are dealt 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 regarding question paper should submit her grievances within 24 hours, which is forwarded to the respective Chief Examiners by the COE.

Forwarding:

Head of Departments forward the grievance letters to the Grievance Redressal Cell and the Cell categories and analyzes the merits of the grievance. The Grievance Letters are forwarded to the Controller of Examinations for necessary action.

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 15 days of receipt of application.

Re-valuation/Re-totaling/Challenge Process:

The Controller of Examinations 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:

- a) 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.

Members of the Examination Grievance Redressal Committee

- Secretary
- Principal
- Controller of Examination
- HoDs/Deans
- Examination Committee

Sr. Jaye Arokiya

PRINCIPAL
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Sr. Jayaceli

(Dr. (Sr.) Arokiya Jayaceli A)
Controller of Examinations