6. Internal Examination Grievance Redressal Policy

Introduction

Shri Bhawani Niketan P.G. Mahavidyalaya, Jaipur is committed to upholding the integrity and fairness of the internal examination process. This policy outlines the mechanism for students to address any grievances they may have concerning internal examinations. We strive to provide a transparent, time-bound, and efficient process for resolving such concerns.

Who can file a grievance?

Any student enrolled at Shri Bhawani Niketan P.G. Mahavidyalaya, Jaipur who has a concern related to an internal examination can file a grievance under this policy. This may include issues such as:

- Errors in question papers or marking schemes
- Discrepancies in awarded marks
- Procedural irregularities during the examination
- Unfair treatment by the examination personnel

How to file a grievance:

Students must submit their grievances in writing within a specified timeframe (i.e 5 working days) after the receipt of their internal exam results. Grievances can be submitted through the following channels:

- **Course Instructor:** Students can initially discuss their concerns with the instructor of the course involved in the examination.
- **Student Grievance Redressal Committee (SGRC):** Students can submit a formal grievance form to the Student Grievance Redressal Committee, outlining the nature of the issue and any supporting evidence.

Grievance Review Process:

- Upon receiving a grievance, the designated faculty member (course instructor) will conduct a preliminary review to ensure the complaint falls within the scope of this policy.
- If the grievance is valid, a committee will be formed to investigate the matter further. This committee, referred to as the **Student Internal Examination Grievance Redressal Committee (SIEGRC),** will typically consist of:
    - A senior faculty member (chairperson)
    - A faculty member from a different department
    - A representative from the teaching faculty (not involved in the disputed examination)
- The SIEGRC will review all relevant documents and evidence, including the student's complaint, the examination papers, and any statements from involved parties.
- The SIEGRC will strive to reach a fair and just resolution within a designated timeframe (i.e.10 working days).

Possible Outcomes:

Based on the investigation, the SIEGRC may decide on one of the following outcomes:

- **Dismissal of the Grievance:** If the SIEGRC finds the grievance unsubstantiated, it will be dismissed with a clear explanation communicated to the student.
- **Re-evaluation:** The SIEGRC may recommend a re-evaluation of the examination paper(s) and the answer book(s) by a different examiner.
- **Awarding of Additional Marks:** In cases of proven errors in marking, the SIEGRC may award additional marks to the student.
- **Re-examination:** In exceptional circumstances, the SIEGRC may recommend a re-examination for the affected student.

Communication:

The student will be informed of the SIEGRC's decision in writing. The communication will outline the rationale behind the decision and any resulting actions.

Confidentiality:

Shri Bhawani Niketan P.G. Mahavidyalaya, Jaipur will maintain the confidentiality of all information related to grievances throughout the process.

Revision of the Policy:

This policy will be reviewed periodically to ensure its effectiveness and may be revised as deemed necessary.

Contact Information:

For any inquiries related to this policy or the grievance redressal process, students can contact:

- Student Grievance Redressal Committee.

Conclusion

Shri Bhawani Niketan P.G. Mahavidyalaya, Jaipur is committed to providing a fair and transparent examination process for all students. This policy ensures that students have a clear and accessible mechanism to address any concerns they may have regarding internal examinations.