

**AQAR 2022 - 2023**



**SANTHIGIRI**  
**COLLEGE OF COMPUTER SCIENCES**

Affiliated to MG University and Approved by AICTE



## **2.5.2 Examination Grievance Redressal Policy and Supporting Documents**



  
PRINCIPAL  
SANTHIGIRI COLLEGE OF COMPUTER SCIENCES  
VAZHITHALA P. O., THODUPUZHA  
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## Grievance Redressal Policy Document

The institution has a Three-level internal Grievance Redressal Mechanism with two levels at the college and an upper level at the University. A student needs to approach the upper level only if grievance is not addressed at the lower level.

**Level 1: Department Level** - The department level Committee is chaired by the Head of the Department, Department Exam coordinator and course coordinator as members. The course in-charge of the course distributes the valued answer scripts during the class hours and the students can scrutinize their answer scripts in the presence of their teachers. It ensures the transparency and reliability of the internal evaluation process. Most of the times, the answer sheet is revalued, recounted by the course coordinator in the presence of the complainant. If there is any discrepancy in the marks, corrections are made by the faculty instantaneously. The students can also address their grievances concerning CIE marks of any internal component if any through submitting the Grievance Redressal Application Form. It is processed through the course coordinator and the head of the department.

**Level 2: College level-** The grievances which are not resolved at level 1, are redressed by a college level committee with the Principal as Chairman, College Examination coordinator and HOD of concerned Department as members.

**Level 3: University Level** A Committee constituted by the Vice-Chancellor as Chairman and Pro-Vice-Chancellor, Convener - Syndicate subcommittee on Students Discipline and Welfare, Chairman- Board of Examinations as members and the Controller of Examination as member-secretary. The Students' Grievances Portal deals with a variety of students' complaints and grievances coming up for redressal. In the portal, an online students' grievance redressal forum with tracking and follow up of the complaints is provided in compliance with the UGC's mandatory requirements.



  
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### Request for Redressal of Grievance in CIE

Date					
Department		Programme		Semester	
Roll Number		Student Name			
Subject Name		Date of (exam or Internal Component)			
Name of the teacher who taught the subject					
Grievance(give details use additional sheets if any)					
		Signature of Student			
Comments by Subject Teacher					
		Signature of Subject Teacher			
Comments by Head of the Department					
		Signature of HOD			
Comments by Principal					
		Signature of Principal			



  
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### Request for Redressal of Grievance in CIE

Date	20/11/2023				
Department	CS	Programme	BCA	Semester	III
Roll Number	59	Student Name			
Subject Name	Data Structure	Date of (exam or Internal Component)			
Name of the teacher who taught the subject	Deepa M				
Grievance(give details use additional sheets if any)					
I have submitted the assignment of Data Structure on the prescribed date, but got very less mark.					
Signature of Student					
Comments by Subject Teacher					
Assignment of Data Structure will be revalued and update the mark, if there is any change					
Signature of Subject Teacher					
Comments by Head of the Department					
Signature of HOD					
Comments by Principal					
Signature of Principal					



  
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### Request for Redressal of Grievance in CIE

Date	17/02/23				
Department	BCA	Programme	BCA	Semester	3
Roll Number	40	Student Name	Andrews Biju		
Subject Name	Data Structure	Date of (exam or Internal Component)			
Name of the teacher who taught the subject	Sigma				
Grievance (give details use additional sheets if any)	Respected Sir, I couldn't attend internal exams <sup>and Assignment</sup> due to covid. So mark is low. So I humbly request to accept the Assignment.				
Signature of Student					
Comments by Subject Teacher	Internal Exam not attended. Forward to HOD.				
Signature of Subject Teacher					
Comments by Head of the Department	Submit the assignment. (Previous year question paper.)				
Signature of HOD	Armita Joshy.				
Comments by Principal					
Signature of Principal					



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