


STANDARD OPERATING PROCEDURES FOR
INTERNAL ASSESSMENT GRIEVANCES



DHAKUAKHANA COLLEGE
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Principal
Dhakuakhana College
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TITLE: STANDARD OPERATING PROCEDURES FOR INTERNAL EXAMINATION GRIEVANCES

1.1 INTRODUCTION

Dhakuakhana College has a well-structured and dynamic system of conduction of all the components of Internal Assessment. The Internal assessment (IA) includes Sessional Examination, Seminar, Group Discussion and Home Assignment. Due utmost care is being taken to evaluate these components of IA with transparency, accuracy and impartiality. However, still some students may have some grievances regarding these evaluations. To address these grievances measures are taken for timely and efficient delivery of students' grievances.

1.2 OBJECTIVES

- To rest responsibility on the teachers to address the efficient delivery of evaluation of IA components.
- To bring impartiality into the system of evaluation of Internal Assessment.
- To induct transparency into the system of evaluation.
- To fix a time frame for conduct of the whole process.
- To rest responsibility on the management to overview the process.


1.3 STANDARD OPERATING PROCEDURE

The college has evolved a robust mechanism for redressal of grievances related to internal assessment which is as follows:

- The college strictly adheres to the guidelines cited in the SOP to solve any problem arising out of the evaluation system.
- If a student is unsatisfied with the internal assessment marks awarded to him/her then he/she may put his/her grievances for which a clear cut, transparent, time-bound mechanism is in place.
- In case of sessional examination, the evaluated answer scripts are shown to the students in the class room by the course-teacher itself. If the student points out any error in evaluation

process then it is corrected by the course-teacher there itself if the error is an acceptable one.

- If the case is not so or the student feels that his/her grievances are not met by the course teacher, he/she may place his grievance through an application to the Head of the concerned department (HOD) within 2 (two) days from the day of answer script shown.
- This process is applicable to all the other components of IA.
- The HOD, upon receipt of the grievance, will investigate the matter and will give a judgement within 3 (three) days from the day of receiving the grievance, after due consultation with the course teacher.
- If the student is not satisfied with judgement, then he/she may place his grievance to the Vice Principal within 2 (two) days from the day of judgement given by HOD.
- The Vice Principal, upon receipt of the grievance, will try to solve the matter by due investigation and consultation with the concerned HOD and the course teacher within 3 (three) days from the day of receiving of the grievance.
- Even then if the student is not satisfied with solution so set, he/she may place his grievance to the Principal within 2 (two) days from the day of verdict delivered by the Vice Principal.
- The Principal, in this case, will investigate the matter thoroughly and will set a verdict upon consultation with the Vice Principal, the HOD, the course teacher and the student if he/she feels it necessary. The judgement pronounced by the Principal, in this case, is final and binding to all.
- If a student does not desire to place grievance related to internal assessment as per the process described above, he/she may put his/her grievance directly to the college 'Grievance Redressal Cell', at any time but before one week to the start of End-Semester Examination. The grievance will be solved within 15 (fifteen) days from the day of submission following the existing general grievance redressal mechanism.



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