



Grievances Redressal Mechanism for Continuous Internal Evaluation (CIE) Rangapara College, Sonitpur, Assam (Affiliated to Gauhati University)

Internal Evaluation Grievance Redressal Mechanism

1. Context: One of the core value of Rangapara College is 'always students first'. A student has all rights to know, how the teacher evaluates themselves. In order to address the grievance of students, a three-level Grievance Redressal mechanism is envisaged. A student can approach the upper level only if grievance is not addressed at the lower level. . In case the person is unwilling to appear in self, grievances may be dropped in writing at the complain box/ suggestion box at Administrative Block or may also be sent trough Grievance Link available at college website. Mechanism to deal with internal examination related grievances is transparent, time bound and efficient.

Level 1: Department Level Cell

The Department level cell chaired by the HoD and other faculties as members.

Level 2: College Level Committee

The College level committee with the **Vice Principal** as Chairman, **Admission & Examination Officer (AEO)** as Coordinator, all HoDs and the IQAC Coordinator as members.

2. Objective: The objective of the Grievance Redressal Mechanism is to develop a responsive and accountable attitude among all the students in order to maintain a harmonious academic atmosphere in the college.

3. Functions: The cases will be attended promptly on receipt of written or online grievances from the students. The **Department Level Cell (DLC)** formally will review all cases and will act accordingly as per the policy. The DLC will give report to the authority about the cases attended to and the number of pending cases, if any, which require direction and guidance from the **College Level Committee (CLC)**. After finalising the mark sheet (internal assessment) the same is uploaded in the University portal for declaration of final results.

4. Procedure for lodging complaint: The students may feel free to put up any grievance related to Internal Evaluation in writing/or online. The DLC will act upon those cases which have been forwarded along with the necessary documents. The DLC will assure that the grievance has been properly solved in a stipulated time limit.

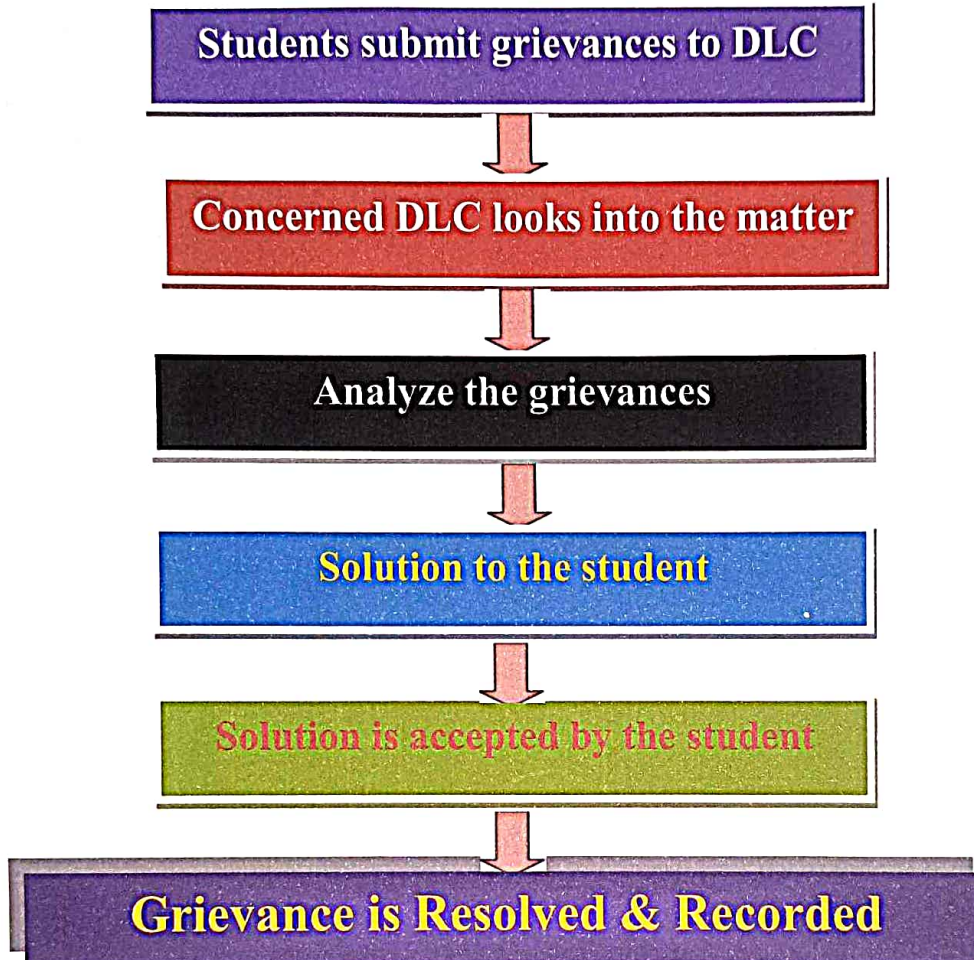
5. Time bound display of all notices related to internal exams: The sequence of activities for theory exams is as follows

a. The **Admission & Examination Officer (AEO)** prepares a tentative internal examination schedule and sends the same to the Principal


(Dr. Ranjan Kalita)
Principal
Rangapara College

- b. This schedule is displayed to students' notice board/WhatsApp Groups so that grievances such as overlapping, omission etc. are brought to the notice of the concern
- c. This rough draft is sent back with suggestions and grievances
- d. The AEO corrects the mistakes and sends back the final draft to the Principal.
- e. This final draft is displayed on the notice board/Website 15 days before the commencement of the internal examination

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N.B. Any other notices related to university exams are displayed on the same day they are received by the college. For university practical exams, the notice is displayed and students are informed about the schedule of the exams 6-8 days prior to the commencement of the exams. For grievance redressal of the external examinations, the college follows the rules and guidelines of the university. The students have to apply to the controller of examination of the university through the principal of the college. Generally grievances may be of Mark sheet, Admit card or mistakes in Subjects etc. The college sent such grievances as soon as possible to the university for time bound redressal.

Dr. Charu Saharia Nath

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