## Internal/External Assessment Grievance Report (2018-19)

Internal External Assessment Grievance Committee is a part of Department Grievance Redressal Committee. The Internal/External Assessment Grievance Report (2018-19) summarizes the internal and external assessment grievance resolution process during the academic year 2018-19. The objective was to address student concerns and maintain the highest standards of fairness and integrity in the internal/external assessment.

#### **Committee Composition**

This Committee comprises of all the teaching staff within the department and the aggrieved party. It consists of:

Chairperson: Dr. V S Santhosh

Members:

Dr. Dileep A S Pradeep Kumar N

Dr. Priya S Dr. Kalarani T G Sumesh S Dr. Hari K Dr. Jayadev S

Gayathri M S Parvathy N R Aiswarya S Anuja A V

Ankitha M B

## Grievance Redressal Process

In response to the requests from Ankitha M B, Gayathri M S, Parvathy N R, Aiswarya S and Anuja A V, a retest for the Business Regulatory Framework paper of BCom Semester 2 for the academic year 2018-19 was conducted. This decision was made following a thorough investigation into the reasons provided by the students requesting the retest.

A detailed investigation was conducted to evaluate the validity of the grievances raised by the students. This involved reviewing exam papers, interviewing students, and consulting with faculty members involved in the assessment process. The aim was to identify any systemic issues that may have impacted the performance of a significant number of students.

After careful consideration of the findings from the probing process, it was decided to conduct a retest for the Business Regulatory Framework paper. The retest aimed to address the concerns raised and provide a fair platform for students to showcase their knowledge.

Transparent communication was maintained throughout the process. Students were informed about the decision to conduct a retest, along with the reasons behind it. Additionally, guidelines for the retest were communicated clearly to ensure a smooth and standardized process.

The retest was successfully administered, allowing students to showcase their understanding of the Business Regulatory Framework without the perceived issues from the initial assessment. This proactive

approach aimed to uphold the integrity of the assessment process and maintain a fair and just academic environment.

## Conclusion

To prevent similar grievances in the future, a review of the assessment process for all courses is recommended. This may include refining instructions, ensuring clarity in question formulation, and incorporating feedback mechanisms to continuously improve the assessment process.

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Internal/External Assessment Grievance Report (2019-20)

Internal External Assessment Grievance Committee is a part of Department Grievance Redressal Committee. The Internal/External Assessment Grievance Report (2019-20) summarizes the internal and external assessment grievance resolution process during the academic year 2019-20. The objective was to address student concerns and maintain the highest standards of fairness and integrity in the internal/external assessment.

This Committee comprises of all the teaching staff within the department and the aggrieved party. It consists of:

Chairperson: Dr. V S Santhosh

Members: ...

Dr. Dileep A S

Dr. Pradeep Kumar N

Dr. Jayadev S

Dr. Priya S

Dr. Vinod A S

Dr. Hari K

Devadevan S (BCom Student) B Gouri Krishna (BCom Student) Shivaani A R (BCom Student)

Sruthi P (BCom Student)

**Grievance Redressal Process** 

In response to a request from Devadevan S, B Gouri Krishna, Shivaani A R and Sruthi P, a revaluation for the Marketing Management paper of BCom Semester 5 for the academic year 2019-20 was conducted. This decision was made following a detailed investigation into the reasons provided by the student requesting the revaluation.

A meticulous investigation was undertaken to assess the validity of the concerns raised by the students. This involved a review of the examination paper, consultation with the faculty involved in the evaluation, and consideration of any specific issues identified by the student during the initial assessment.

Following a careful examination of the findings from the probing process, it was decided to conduct a revaluation for the Marketing Management paper. The revaluation aimed to address the specific concerns raised by the students and provide a transparent and equitable reassessment of their performance.

Transparent communication was maintained throughout the process. The students who requested the revaluation was informed about the decision, and clear guidelines for the revaluation process were communicated to ensure a standardized and objective reassessment.

Conclusion:

The revaluation was successfully conducted, providing the students with clarity regarding their performance in the Marketing Management paper. This process aimed to address the specific concerns raised by the students and uphold the fairness and accuracy of the assessment process.

To enhance transparency and address potential concerns in the future, a review of the communication and feedback mechanisms related to assessment results is recommended. This may include providing clearer grading criteria and encouraging students to seek clarification on evaluation outcomes.

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## Internal/External Assessment Grievance Report (2020-21)

The internal External Assessment Grievance Committee is a part of the Department Grievance Redressal Committee. The Internal/External Assessment Grievance Report (2020-21) summarizes the internal and external assessment grievance resolution process during the academic year 2020-21. The objective was to address student concerns and maintain the highest standards of fairness and integrity in the internal/external assessment.

#### **Committee Composition**

This Committee comprises all the teaching staff within the department and the aggrieved party. It consists of:

Chairperson: Dr V S Santhosh

Members:

Dr. Dileep A S

Dr. Pradeep Kumar N

Dr. Priva S Dr. Vinod AS Dr. Sumesh S

Dr. Jayadev S

Dr. Hari K

Sivaprasad K J (BCom Student)

Anoop S (BCom Student) Lekshmi P A (BCom Student)

Varsha S A (BCom Student) Anandhu U R(BCom Student)

Arya R S (BCom Student)

M Ganga (BCom Student) Kiran S (BCom Student)

Chithra B (BCom Student)

## Grievance Redressal Process

In response to requests from Sivaprasad K J, Anoop S, Lekshmi P A, Varsha S A, Anandhu U R, Arya R S, M Ganga, Kiran S and Chithra B, consideration was made for conducting an offline retest for the all the papers of BCom Semester 3 during the academic year 2020-21. This decision was prompted by the challenges faced during the online internal exams conducted due to the prevailing COVID-19 situation. Several students expressed difficulties with the online examination format, citing issues such as technical glitches, connectivity problems, and concerns about the authenticity of the assessment process. The objective was to address these concerns and provide an alternative offline examination mode.

A thorough investigation was conducted to evaluate the feasibility of transitioning from online to offline exams. Factors such as the logistical challenges of arranging offline exams, the time required for coordination, and the continued impact of the COVID-19 situation were carefully considered.

After investing time and resources into exploring the possibility of conducting offline exams, it was ultimately decided not to proceed with this option. The decision was based on the recognition of the practical challenges involved, the potential delay in the examination process, and the need to prioritize the health and safety of students during the ongoing pandemic.

Clear and transparent communication was maintained throughout the decision-making process. Students were informed of the considerations, challenges, and the ultimate decision not to conduct offline exams. Additionally, alternative measures were explored to address concerns related to the online examination format.

#### Conclusion:

While the request for an offline retest was carefully considered, the decision not to proceed with it was made to ensure the timely completion of assessments and prioritize the health and safety of students. Alternative measures were implemented to address the challenges faced during the online examination.

In future instances of online assessments, proactive measures will be explored to minimize technical issues and enhance the overall online examination experience for students. This may include improved technical support, clear guidelines, and mock exams to familiarize students with the online examination platform.

Dr.v.S.SANTMr)SH , MCom.MPhil,Pn.D Associate Professor & Head Department of Commerce Maharma Gandhi College Thiruvananthapuram Internal/External Assessment Grievance Report (2021-22)

Internal External Assessment Grievance Committee is a part of Department Grievance Redressal Committee. The Internal/External Assessment Grievance Report (2021-22) summarizes the internal and external assessment grievance resolution process during the academic year 2021-22. The objective was to address student concerns and maintain the highest standards of fairness and integrity in the internal/external assessment.

Committee Composition

This Committee comprises of all the teaching staff within the department and the aggrieved party. It consists of:

Chairperson: Dr. Dileep A S

Members:

Dr. Jayadev S

Dr. Pradeep Kumar N

Dr. Vinod AS

Dr. Sumitha R

Rakesh S

Vishnu Gopan

Amrutha S

Jithin J V Rajesh N

Arsha P R

Sreya P S

Aravind AS

**Grievance Redressal Process** 

In response to request from Amrutha S, Jithin J V, Rajesh N, Arsha P R, Sreya P S and Aravind A S, a retest for the Managerial Economics paper of BCom Semester 1 for the academic year 2021-22 was conducted. This decision was made following a thorough investigation into the reasons provided by the students requesting the retest.

A detailed investigation was conducted to evaluate the validity of the grievances raised by the students. This involved reviewing exam papers, interviewing students, and consulting with faculty members involved in the assessment process. The aim was to identify any systemic issues that may have impacted the performance of a significant number of students.

After careful consideration of the findings from the probing process, it was decided to conduct a retest for the Managerial Economics paper. The retest aimed to address the concerns raised and provide a fair platform for students to showcase their knowledge.

Transparent communication was maintained throughout the process. Students were informed about the decision to conduct a retest, along with the reasons behind it. Additionally, guidelines for the retest were communicated clearly to ensure a smooth and standardized process.

## Conclusion:

The retest was successfully administered, allowing students to showcase their understanding of the Managerial Economics without the perceived issues from the initial assessment. This proactive approach aimed to uphold the integrity of the assessment process and maintain a fair and just academic environment.

To prevent similar grievances in the future, a review of the assessment process for Managerial Economics and other relevant courses is recommended. This may include refining instructions, ensuring clarity in question formulation, and incorporating feedback mechanisms to continuously improve the assessment process.

Dr. DILEEP A.S

Assistant Professor & Head

PG Department of Commerce & Research Centre

Mahatma Gandhi College, Thiruvananthapuram

### Internal/External Assessment Grievance Report (2022-23)

In response to request from Kiran Sajeev, Jaimon J, Renuka B S, Gouri M B, Athira S M and Vishnu V a revaluation for the Corporate Accounting paper of BCom Semester 4 for the academic year 2019-20 was conducted. This decision was made following a detailed investigation into the reasons provided by the student requesting the revaluation.

**Committee Composition** 

This Committee comprises of all the teaching staff within the department and the aggrieved party. It consists of:

Chairperson: Dr. Dileep A S

Members:

Dr. Pradeep Kumar N

Dr. Jayadev S Dr. Vinod A S Dr. Rakesh S Dr. Sumitha R

Vishnu Gopan

Kiran Sajeev (BCom Student)
Jaimon J (BCom Student)
Renuka B S (BCom Student)
Gouri M B (BCom Student)
Athira S M (BCom Student)
Vishnu V (BCom Student)

**Grievance Redressal Process** 

A meticulous investigation was undertaken to assess the validity of the concerns raised by the students. This involved a review of the examination paper, consultation with the faculty involved in the evaluation, and consideration of any specific issues identified by the student during the initial assessment.

Following a careful examination of the findings from the probing process, it was decided to conduct a revaluation for the Corporate Accounting paper. The revaluation aimed to address the specific concerns raised by the students and provide a transparent and equitable reassessment of their performance.

Transparent communication was maintained throughout the process. The student who requested the revaluation was informed about the decision, and clear guidelines for the revaluation process were communicated to ensure a standardized and objective reassessment.

#### Conclusion:

The revaluation was successfully conducted, providing the students with clarity regarding their performance in the Corporate Accounting paper. This process aimed to address the specific concerns raised by the students and uphold the fairness and accuracy of the assessment process.

To enhance transparency and address potential concerns in the future, a review of the communication and feedback mechanisms related to assessment results is recommended. This may include providing clearer grading criteria and encouraging students to seek clarification on evaluation outcomes.

Assistant Professor (8
PG Department of Commerce 8 no
Mahatma Gandhi College, Thiruvananthapuran

## **Details of mechanism of Internal/External Assessment Grievance Redressal**

## Name of the Department: ECONOMICS

Sl.No.	Year	No. of Grievances Addressed	Type of Grievance	Action Taken
1	2018-2019	2	1. Unable to attend an internal exam due to viral fever 2. unable to attend internal exams because of sports competitions	Conducted Re- examination for the concerned students.
2	2019-2020	1	Request for re-test for improving the internal exam marks.	Conducted Re- test
3	2020-2021	3	Grievance related to extended time for submission of online tests due to internet disruption	Granted 30 more minutes to submit online exam
4	2021-2022	2	Grievance related to low marks in university exam than the expected marks of Macro economics II	Directed to apply for scrutiny and revaluation
5	2022-2023	2	Request for re-test as the students have been attending NCC Camp	Conducted re- test

# PG Department of English Internal/External Assessment Grievance Report

Internal and External assessment grievance committee comprises all the teachers in the department with Head of the Department as the Convenor . Grievance redressal process involves, receiving grievances from the students and discussing it with the committee and forward it to the DLMC for further action.

SI No	Year	No. Of Grievan ces Address ed	Type of grievance	Action Taken
1	2018-2019	1	1. A request to conduct retest for the papers Literary Criticism and Film studies was received from Athira Anil, Semester V, BA English Student.	The committee discussed the grievance and granted permission to conduct the retest for Literary Criticism and Film Studies. The teachers in charge of the papers were assigned the duty to conduct the retest.
2	2019-2020	2	1. A request to conduct retest for History of English Literature II was received from third semester students Dhanush Babu, Favad K and Ronaldo J. Xavier. They were unable to attend the internals due to sports meet.	The students were given permission to attend the retest and the charge was given to the in concerned teachers.

3	2020-2021	No Grievan ces	2. I MA students requested to postpone the internal exam as there was only limited time to prepare for the test	The request was sanctioned and the internal exam dates were postponed to next week
		Grievan ces		
5	2022-2023		1. Unable to attend Semester 2 internal examinations due to a sports tournament. The request was given by three I BA English students, Unnikrishnan A P, Aravind S and Amal R Krishna  2. Nidhul R Krishna, a	students for all the papers.
			student of I BA English, was unable to attend the internal exams of semester 1 and 2 due to severe health issues. He also submitted a request to attend the same.	conducted for the

# DETAILS OF MECHANISM OF INTERNAL/EXTERNAL ASSESSMENT GRIEVANCE REDRESSAL

NAME OF THE DEPARTMENT: **BOTANY** 

SL.NO	ACADEMIC YEAR	NO. OF GRIEVANCE ADDRESSED	TYPE OF GRIEVANCE	ACTION TAKEN
1	2018-2019	3	<ol> <li>Semester 3 students find repetition and typographical errors that affect the clarity of questions in the internal examination Questions.</li> <li>Some students were unable to attend the internal examination due to valid reasons (illness, family emergencies, etc.) and requested an opportunity to take a repeat exam.(semester 5)</li> <li>Semester 3 UG students expressed anxiety and dissatisfaction due to the inclusion of out-of-syllabus questions in university exams.</li> </ol>	the students explaining the reasons for their absence and scheduled a suitable time for the students to
2	2019-2020	2	<ol> <li>Semester 1 M.Sc students expressed dissatisfaction with the delay in the announcement of internal examination dates.</li> <li>Semester 6 UG Students reported inadequate facilities during the examination, such as uncomfortable seating, insufficient</li> </ol>	and result announcement, communicate it to student at the beginning of the academic year.

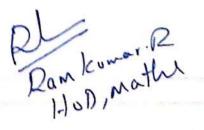
			lighting, and noisy surroundings.	conducive to a fair examination. Class tutors are in charge of these arrangements.
3	2020-2021	3	<ol> <li>Students face challenges due to inadequate online infrastructure, such as poor internet connectivity or lack of access to necessary devices.</li> <li>Students feel disengaged and isolated in the online learning environment, leading to a decline in motivation and participation.</li> <li>Semester 5 UG Students expressed concerns about the fairness and security of online assessments.</li> </ol>	<ol> <li>After DLMC meeting it was decided to conduct a survey to identify students facing connectivity issues or lacking devices. Provided financial assistance for acquiring necessary devices.</li> <li>DLMC decided to utilize interactive online platforms that facilitate student engagement through discussions, polls, and group activities. Encourage faculty to incorporate multimedia elements and real-world examples to enhance engagement.</li> <li>DLMC implemented secure online examination platforms with features like plagiarism detection and random question banks, provided clear guidelines on ethical conduct during online exams.</li> </ol>
4	2021-2022	2	<ol> <li>Semester 1 UG students reported increased stress, anxiety, and mental health challenges due to the transition to online learning.</li> <li>Semester 4 PG and semeter 6 UG students reported problems in practical or hands-on programs feel that online classes do not adequately replace the hands-on learning experiences they would have in person.</li> </ol>	<ol> <li>DLMC decided to implement flexible assignment deadlines to accommodate students facing challenges related to mental health or personal circumstances and encouraged faculty to be understanding and supportive.</li> <li>DLMC decided to provide</li> </ol>

5	2022-2023	4	<ol> <li>Students faced challenges in accessing study materials or resources necessary for exam preparation (Semester 1 PG)</li> <li>Semester 4 PG students expressed concern about insufficient time to prepare for internal examinations, especially when exams are scheduled close together.</li> <li>Some students (semester 6 UG) did not receive their admit cards, causing anxiety and confusion.</li> <li>Semester 1 UG complementary students expressed anxiety and dissatisfaction due to the inclusion of out-of-syllabus questions in university exams.</li> </ol>	preparation and also encouraged faculty to provide a variety of resources.  2. DLMC decided to develop a fair and balanced examination schedule that allows adequate time for preparation between exams. Consider staggering exam dates for courses with overlapping content to ease the burden on students.
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# Details of mechanism of Internal/External Assessment Grievance Redressal

# Name of the Department: MATHEMATICS

Sl.No.	Year	No. of Grievances Addressed	Type of Grievance	Action Taken
1	2018-2019	0	NA	NA
2	2019-2020	0	NA	NA
3	2020-2021	0	NA	NA
4	2021-2022	1	I M.Sc. students requested to postpone the internal exam from 09/12/2022 to 17/12/2022.	Decision was taken to conduct the exam from 17/12/2022 onwards in the DLMC meeting conducted on 07/12/2022
<b>i</b>	2022-2023 ec -ks	1	. V Semester B.Sc. Maths students requested to recalmilate the CE marks of Real Analysis-l internal exam and also had a complaint that the questions were asked from the portions which were not taught.	The DLMC meeting conducted on 07/12/2022 has decided to cancel the question from the portions which were not taught.



Details of mechanism of Internal/External Assessment Grievance Redressal

# Name of the Department: Chemistry

		Grievances		
		Addressed		
	2018-2019	2	1. Fourth semester M.Sc. students	1. Decision was taken in the
			requested to postpone the	DLMC meeting to postpone
			internal exam from	the internal exam.
			25/07/2018 to 01/08/2018 due	
			to the limited time available to	2. Decision was taken to allow
			prepare for the exam.	them to write the exam on
			2. A few final-year B.Sc. Chemistry	18/12/2018
			students requested permission	
			to write the internal exam on	
			December 18, 2018, instead of	
			the scheduled date, due to an	
			S1 improvement exam.	
2	2019-2020	1	1. S2 M.Sc. Chemistry students	1. DLMC meeting was decided to
			complained that some of the	evaluate the paper for a
			questions of the internal	maximum of fifty marks.
			examination from the module	
			Statistical Thermodynamics in	
			the paper "Physical Chemistry-	
			II" were not taught.	
m	2020-2021	0		

P.G. Dept. of Chemistry & Research Commission of Mahatma Gandhi College Thiruvananthapuram

4	2021-2022	2	1. 7 students from II B.Sc.	7 students from II B.Sc. 1 DLMC meeting decided to conduct
			Chemistry are requested permission to re write the Chemistry internal exam due to shortage of mark. Additionally, a second-year chemistry student, asked for a retest because she was unable to attend the internal exam due to a viral infection.  2. Some students from II B.Sc. Chemistry raised a complaint regarding their first semester English result published by university due to shortage of mark.	2. Decision was taken to allow them to apply for revaluation with scrutiny.
ហ	2022-2023	1	The S3 M.Sc. Chemistry students asked for a liberal evaluation of the internal exam, on account of limited time available to prepare for the exam.	DLMC meeting taken the decision to make the valuation in favour of students.

P.G. Dept. of Chemistry & Research Centire Nahatma Gandhi College Thiruvananthapuram

# Details of mechanism of Internal/External Assessment Grievance Redressal

## Name of the Department: Department of Hindi

Sl.No.	Year	No. of Grievances Addressed	Type of Grievance	Action Taken
	2018-2019	1	Lower marks were scored in the internal test	1. Instructions provided to improve the learning process. 2.Re-test conducted
	2019-2020	1	Out -of- syllabus questions came in the External Examination	H.O.D informed the concerned Chairman to look in to the matter.
	2020-2021	Nil		
	2021-2022	Nil		
	2022-2023	1	Too tough questions came in the External Examination	Informed the concerned Chairman to look into the matter.

P.G. & Research Dept. of Hindi
Mahatma Gandhi College
Thiruvananthapuram

# Details of mechanism of Internal/External Assessment Grievance Redressal

# Name of the Department: Malayalam

Sl.No.	Year	No. of Grievances Addressed	Type of Grievance	Action Taken
1	2018-2019	4	Internal	Take Remedial and special classes for English Grammar and Linguistics
2	2019-2020	3	Internal External	Take Remedial Classes for Sanskrit and Contemporary issues ( Grammar paper)  Enrolment issues resolved in connection with University
3	2020-2021	5	Internal	Online class issues, Network issues resolved to provide study materials in Google classroom and WhatsApp
4	2021-2022	5	Internal	Online class issues,Network issues resolved to provide study materials in Google classroom and WhatsApp In Offline mode to provide Remedial classes

5	2022-2023	4	Internal	Internal Exam based issues resolved re-test for NCC,NSS,Sports students and revised the CE Mark
				Library issues resolved the grievance brought to the attention of the Head of the Institution



## **Details of mechanism of Internal/External Assessment Grievance Redressal**

Name of the Department: SOCIOLOGY

Sl.No.	Year	No. of	Type of Grievance	Action Taken	
		Grievances			
		Addressed			
1	2018-2019	3	<ol> <li>Sem.3 students requested to postpone the date for assignment submission.</li> <li>Sem.5 students demanded for internal retest</li> </ol>	<ol> <li>Decision was taken in the DLMC meeting held on 25/07/2018 Wednesday.</li> <li>Decision was taken to conduct the exam from 30/10/2018 Tuesday.</li> </ol>	
			3. Some Sem.1 students	·	
			requested for arranging a special class for doubt clearing	<ol> <li>DLMC discussed the matter and arranged the same for on 14,15,16 of November 2018.</li> </ol>	
2	2019-2020	3	1. Sem.5 students requested to make the valuation of internal exam held during 8-12 August 2019 liberal, because the exam was difficult as they did not get enough time to prepare the entire portion in the internal exam.	DLMC meeting held on 30/08/2019 discuss the matter and did the needful.	
			<ol> <li>2. 2<sup>nd</sup> Sem. students represented for conducting NGO based activities</li> <li>6<sup>th</sup> sem. Students requested for conduct their study tour in the</li> </ol>	2. DLMC meeting held on 06/12/2019 decided for the same.	

			month of march	
				3.DLMC discussed the matter on
				28/02/2020 and resolved to conduct it
				as per the reported protocols of Covid 19.
3	2020-2021	0		
4	2021-2022	0		
5	2022-2023	0		

# Details of Mechanism of Internal/External Assessment Grievance Redressal

Name of the Department: Physics

SI.No.	Year	No. of Grievances	Туре	e of Grievance	Action Taken
1	2018-2019	Addressed 3	2.	II M.Sc. students requested to postpone the internal exam from 30/07/2018 to 03/08/2018 on account of limited time available to prepare for the exam I M.Sc. students requested to postpone the internal exam from 12/12/2018 to 17/12/2018.  3 students from III B.Sc. Physics requested to permit them to write the internal exam on 17/12/2018 as they could not attend the exam on the scheduled date due to S1 improvement exam.	1. Decision was taken in the DLMC meeting held on 20/07/2018 to postpone the internal exam to 6&7 of August 2018 and report to CLMC  2. Decision was taken to conduct the exam from 17/12/2018 onwards in the DLMC meeting conducted on 12/12/2018  3. Decision was taken to permit them to write the exam on 17/12/2018
	019- 020	3	1.	I M.Sc. Physics students requested to make the valuation of second semester M.Sc. Physics internal exam	1. DLMC meeting held on 30/08/2019 take the decision to make the valuation in favour of students.

3	2020- 2021 2021- 2022	0	some of the questions of the internal examination of the paper "Advanced Spectroscopy" were not taught.  3. V Semester B.Sc. Physics students requested to recalculate the CE marks of Quantum Mechanics internal exam and also had a complaint that the questions were asked from the portions which were not taught.	3. The DLMC meeting held on 19/12/2019 decided to standardize the internal marks by giving additional one mark to all students for the paper PY1522 Quantum Mechanics.
			internal examination of the paper "Advanced Spectroscopy"	meeting held on 19/12/2019 decided to standardize the

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