

Mahatma Gandhi College, Thiruvananthapuram

Internal Assessment Grievance Addressing Procedure

Mahatma Gandhi College is committed to ensuring transparency, fairness, and efficiency in its internal assessment process. To uphold these principles, the college has established a robust grievance redressal mechanism to address any concerns related to internal assessments. This procedure provides students with a structured and timely approach to resolving grievances while fostering trust in the system.

1. Purpose

The Internal Assessment Grievance Addressing Procedure aims to:

- Provide students with a platform to express concerns related to internal assessments.
 - Resolve grievances in a transparent, fair, and student-friendly manner.
 - Enhance accountability in the internal examination and evaluation process.
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2. Oversight

The grievance redressal process is overseen by the **Internal Exam Committee**, which operates under the leadership of the Principal. The committee ensures adherence to university guidelines and maintains fairness throughout the process.

Internal Exam Committee Composition:

- **Convenor:** Responsible for coordinating the grievance resolution process.
- **Faculty Members:** Assigned representatives from each department to handle grievances at the department level.
- **Principal:** Final authority for resolving grievances and communicating necessary changes to the university.

3. Grievance Addressing Process

Step 1: Communication of Concerns

- Students can raise concerns regarding internal assessment marks, evaluation discrepancies, or procedural issues with their respective subject faculty within **3 working days** of mark publication.
- Faculty members review the concern and provide clarifications or resolutions.

Step 2: Department-Level Resolution

- If the issue remains unresolved, the grievance is escalated to the **Head of the Department (HoD)** and the assigned departmental member of the Internal Exam Committee.

- The grievance must be submitted in writing or through an official email, accompanied by relevant documentation (e.g., copies of evaluated answer scripts).
- The department addresses and resolves grievances within **5 working days** of receipt.

Step 3: Escalation to the Internal Exam Committee

- If the grievance persists, students can appeal to the **Internal Exam Committee** through the Convenor.
- The committee conducts a detailed review of the grievance, consulting faculty members and evaluating supporting evidence.
- A resolution is provided within **7 working days** of the appeal submission.

Step 4: Principal's Intervention

- For unresolved grievances or issues requiring higher intervention, the matter is forwarded to the **Principal**.
 - The Principal ensures a fair and final decision, considering university policies and guidelines.
 - Any required corrections are promptly communicated to the **University Examination Section** for implementation.
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4. Key Guidelines

- **Timeline Adherence:** Students are required to raise grievances within the specified timelines for timely resolution.
 - **Documentation:** Students must provide all necessary documentation to support their grievances.
 - **Transparency:** Departments and the Internal Exam Committee must maintain open communication with students throughout the grievance process.
 - **Confidentiality:** All grievance-related matters will be handled with strict confidentiality.
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5. Communication and Awareness

- The grievance addressing procedure will be clearly communicated to students at the beginning of the academic year.
- Relevant details, including contact information of committee members and timelines, will be displayed on the college notice board and website.

Mahatma Gandhi College's grievance redressal mechanism reflects its commitment to transparency, fairness, and student welfare. By providing students with a structured platform to address concerns, the college ensures a trustworthy and supportive academic environment that promotes excellence and equity in education.

SAMPLE

Minutes of the Internal Examination Grievances Redressal Committee Meeting

Date: 20/09/2023

Time: 10:30 AM

Venue: College Seminar Hall

All members of the Internal Examination Grievances Redressal Committee were present at the meeting.

Agenda

To discuss and address issues related to the conduct of internal examinations and to formulate recommendations for improvement.

Discussions and Deliberations

The committee members actively shared their opinions and suggestions on the existing internal examination practices. The following key points were discussed:

- The need for a centralized system to conduct internal examinations.
- Allocation of examination duties among faculty members, considering the workload of science department faculty.
- Inclusion of innovative and multi-disciplinary evaluation methods as per CBCSS Regulations and NEP 2020.

Recommendations

After thorough deliberation, the committee unanimously agreed upon the following recommendations:

1. **Centralized Examination System:**
All Undergraduate Degree internal examinations should be conducted in a centralized manner to ensure uniformity and efficiency.
2. **Proportionate Duty Allocation:**
The internal examination committee will proportionately allocate invigilation duties.
3. **Reduced Duties for Science Faculty:**
Faculty members from science departments will be assigned half the number of duties compared to their counterparts in Humanities, Arts, and Commerce, considering their additional practical responsibilities.
 - For example, if Humanities/Arts/Commerce faculty are allotted 4 duties, science faculty will be allotted only 2 duties.
4. **Utilization of Research Scholars:**
In case of emergencies, research scholars' services can be utilized with prior approval from the Principal.
5. **Monitoring of Duties:**
The Internal Examination Committee will ensure that all assigned duties are performed by the concerned teachers. Proper documentation of the same will be maintained.

6. **Principal's Oversight:**

The Principal, with the support of the Internal Examination Committee, will oversee the proper execution of assigned duties.

7. **Innovative Evaluation Methods:**

In alignment with CBCSS Regulations and NEP 2020, continuous assessment should include innovative and multi-disciplinary evaluation methods for the holistic development of students. Examples of such methods include:

- Multiple Choice Questions (MCQs)
- Objective evaluations
- Oral evaluations
- Group discussions
- Debates
- PowerPoint presentations
- Role-plays
- Participatory and experiential evaluations

These methods will be implemented starting next academic year.

The meeting concluded with the committee emphasizing the importance of implementing the above recommendations to ensure fairness, transparency, and effectiveness in the internal examination process.

Meeting Adjourned: 11:45 AM