

# **ABES ENGINEERING COLLEGE**

**NH-9 (FORMARELY NH-24), NEAR CROSSING REPUBLIK, GHAZIABAD**

## **POLICY FOR STUDENT COMPLAINTS / GRIEVANCES RELATED TO EVALUATIONS/RESULT**

<b>Policy No.</b>	<b>Issued for Implementation</b>	<b>Description</b>
<b>ABESEC_006</b>	<b>27.03.2021</b>	<b>POLICY FOR STUDENT COMPLAINTS / GRIEVANCES RELATED TO EVALUATIONS/RESULTS</b>

## **POLICY FOR STUDENT COMPLAINTS / GRIEVANCES RELATED TO EVALUATIONS/ RESULTS**

### **1. INTRODUCTION**

The college is an affiliated institution of a state technical University, Dr APJ Abdul Kalam Technical University, Lucknow. As per the University Ordinance, there are two type of examinations to be conducted by the college i.e. External Examination & Internal Examination. The External examination is to be conducted by the University and college is just assigned as an examination center of other colleges as allotted by the University to conduct their examination. The evaluation is also done by the University assigning duties to the subject teachers. For Internal Examination, the college conducts two internal examination as per the direction of the University and evaluation process to be done by the college itself. The policy to handle the complaint/grievances about evaluation is entirely different for both the systems.

### **2. PURPOSE**

The purpose of this policy is to understand and record the complaints/grievances so that it can be reported to the University for External Evaluation & concerned departments for internal evaluation to resolve the issues timely.

### **3. POLICY & PROCEDURE**

**The examination process of External & Internal is defined as under:**

#### **A) External Examination & corrective systems:**

- The external examination is conducted by the University semester wise (Odd & Even sem).
- After the Evaluation and result declaration, complaint / Grievances regarding the undeclared / incomplete or any other issue is forwarded to the University through the mail or personal visits.
- The Follow up to be done with the University along with the evidences (if required) like student attendance sheet etc till the issue gets resolve.
- The approximate percentage of these Undeclared /incomplete / deficiencies in the result / unsatisfied result against the total declared /appeared are 1-2% in totality in each semester.

#### **B) Internal Examination & corrective systems:**

- Two internal examination to be conducted by the college in each semester at college level as per the direction of the University.
- The college notifies the Examination schedule, gets question paper prepared from respective departments and submit the same to Exam Cell of Institute after approval from Director.
- After that exams are conducted as per the scheduled date and faculty of respective department evaluates answer sheets.
- Before declaration the result, the answer copies has to show to the students for their view.
- In case of Grievance/ deficiency / non-satisfaction, the student can discuss the same with subject teachers to resolve the issue.
- In case of un resolved matter , the student can approach the HOD to resolve the issue.
- The HOD can direct to reevaluate the answer copy with the concern subject teacher or with other teacher of this subject.
- Thereafter, the final internal marks to be displayed on the department notice boards for students.
- The percentage of these type of complaints/grievances are very low merely 0.05 % in any subject.


#### **4. RECORD KEEPING OF COMPLAINTS/GRIEVANCE RELATED TO RESULT/MARKS**

- In case of External Examination, Registrar shall keep record & for Internal, it shall be maintained by department.

#### **5. REMOVING OF DIFFICULTY**

University / ABESEC reserves the right to amend the policy / Process as many times as it feels essential.

  
(Registrar)

Approved by  
  
(Vice Chairman - BOG)