



St. Thomas College, Bhilai
*Affiliated to Hemchand Yadav Vishwavidyalaya,
Durg, Chhattisgarh.*

Criterion – 2

*2.5.2 Mechanism to deal with Internal/External Examination
Related Grievances*



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ST. THOMAS COLLEGE

RUABANDHA, BHILAI – 490 006, DURG (DIST.) CHHATTISGARH
. Post Graduate College, Affiliated to Hemchand Yadav Vishwavidyalaya, Durg)

NAAC Reaccredited with B++ Grade

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2.5.2 Mechanism to deal with internal/external examination related grievances

St. Thomas College adheres to the academic calendar of Hemchand Yadav University and prepares an academic calendar for the college which is displayed in the website at the beginning of the session. The college conducts Internal and Model examinations as per the calendar. The college has a transparent mechanism to address examination related grievances. The grievance redressal cell of the college looks after the grievances related to internal/external examination

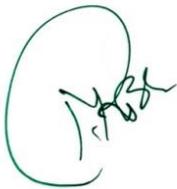
The College has an Examination Cell and a team of staff to take care of the Examination Control Room activities. Teachers from all the departments with the assistance of the non-teaching staff, carry out the examination and invigilation duty which will be informed to them by prior notice. The valued answer sheets are returned within a stipulated time with necessary feedback. The distribution of answer sheets is followed by peer discussion and class room analysis. Later the mark lists are submitted to the examination in charge.

Mechanism for grievance redressal

- The grievances regarding University examinations: For grievances regarding University examinations, an application from the candidate forwarded by the principal along with the document proof for the complaint is to be submitted to the grievance cell. The grievance cell will forward the applications to the University after verification.

- Grievances related to internal evaluation if any are to be redressed at teacher level first. If any grievance arises during or after the discussion of answer scripts, the teacher concerned can redress it.
- If it remains unsolved in the first stage, the issue can be brought to the notice of the Head of the Department and redressed then and there.
- If the complaint could not be solved at the level of the head of the department, a written complaint is to be given to the principal who will forward it to the Redressal cell
- If any student was not able to give the internal examination due to some genuine reasons, he / she may be allowed to give a re examination

Students are allowed to have a healthy competition among them-selves. A real-time feedback system is implemented in each department for understanding and solving the troubles if any, faced by a student. The discussion of question papers helps every student to understand how to answer a question effectively and make it impressive. Thus a proper analysis of each internal exam helps them to become better learners. All the steps in the examination process are planned to make it as transparent as possible.



Principal