**2.5.1 Mechanism of internal/ external assessment is transparent and the grievance redressal systemis time- bound and efficient**

**Response:**

**Internal Assessment System**

The Institute follows the University rules and guidelines to conduct the Internal Assessment which is based on attendance, assignment/Seminar, and internal exam test papers. Two internal Assessment tests (IA) are conducted as prescribed in the curriculum. All of these together constitute an integral part of Internal Examination which is carried out in a well-planned and systematic manner. The college has formed an internal exam committee which comprises a coordinator and other 5 members. The Institute internal exam committee works as a link between the departments and the University. Students are informed the examination dates well in advance through notice board and website. Teachers make sure that all students are familiar with the internal assessment evaluation criteria in order to maintain transparency. The respective faculty evaluates the test papers promptly and answer papers are submitted to college factotum within time. Internal test answer books are made available to students on demand. Once the evaluation is done, then the marks are shared with the students and also entered in university portal very carefully so that any discrepancy does not arise. Students are also given chance of re-test in case if they cannot clear the exam or remain absent due to some reasons. The rechecking/reassessment system in the internal examination is also available for students. The rules for gracing for students are decided by the examination committee and it is also communicated to students.

During pandemic condition, the examinations were held on online mode and all the guidelines regarding exam and evaluation have been given well in advance. In that case also, students have communicated their exam related grievance to the concerned faculty members through call, WhatsApp, e-mail or in person. All the grievances were solved by combined discussion of principal, exam committee and departmental heads.

**Grievance redressal system at Institution level**

1. If a student is not able to appear for internal examination due to medical or any genuine reason examination is conducted for that student as per norms, provided that he/she submits application with proper documents. If the reason is found genuine and valid then the students are allowed to appear for re-test conducted by college.

2. In case the students are dissatisfied with their result in the Internal Test they are allowed to apply for Rechecking/reassessment by filling in a prescribed form along with the fees for the same.

3. The answer sheet/s of such students are sent to the Head of the Department by the Principal/Examination Committee. The grievances of the students with reference to assessment are made clear by showing his/her performance in the answer sheet.

4. Any student who is not satisfied with the assessment and award of marks may approach the concern HOD who can intervene and seek opinion of another course Teacher.

5. The Institute follows open evaluation system where the student performance is displayed on the notice board and the same is informed to the parents.

6. The answer scripts are retained in the departments for safe keeping, for a year anticipating issues that may arise in the future.

**Grievance redressal system at university level**

If a student is dissatisfied with his/her result in the University Exam he/She can give an application in the college in a prescribed format in the stipulated time (15 days).

The college forwards the application to the University for the needful action.

University appoints examiners for reassessment and answer sheets are reassessed according to the rules of the University.

The University declares the result when the procedure of reassessment is over.

Although the passing out final exams are conducted by the affiliating university and marks sheets and degree certificates are issued by the university, the college ensures that the process is smooth, time-bound and effective.

Right from paying the examination fee to uploading of forms and getting their examination hall tickets are streamlined by the online mechanism.

The college appoints the examination committee, which takes complete responsibility along with the office staff to conduct the entire examination process smoothly.

Once the exam fees are paid and student’s approval is done, the university gives the hall tickets to students which are again distributed to students by the office assistant. The committee makes proper arrangements to conduct the exam and the faculties are assigned invigilation duty as per the request and the whole exam is conducted meticulously and with utmost discipline. Malpractice of any kind is discouraged and strict actions are taken against such wards.

In order to get the results, marks sheets, and degree certificates from the university, the college has assigned designate office staff and besides that, there is also a teaching faculty who is appointed as a member of exam committee to address the grievances related to exam etc.

The marks sheets once received from the university are distributed to students from the library and no fee is charged. Grievances related to exam are quickly addressed and office staff and exam committee help the students to set right any difficulties related to exam and results.

Hence the college is committed to providing an effective, transparent and proactive mechanism to address the grievances of the students with regard to their exam related issues.