

St. Joseph's College of Arts & Science

(Autonomous)

Affiliated to Annamalai University, Annamalai Nagar.

Recognised under section 2(f) and 12(B) of the UGC Act, 1956 | A Christian Minority Institution.

St. Joseph's College Road, Manjakuppam, Cuddalore - 607 001.

Phone: 04142-286311 | Mail: josecol27998@gmail.com | Website: www.sjctnc.edu.in

ST. JOSEPH'S COLLEGE OF ARTS & SCIENCE (AUTONOMOUS), CUDDALORE -1

GRIEVANCE REDRESSAL POLICY (EXAMINATION AND EVALUATION)

1. Statement of Policy

The Grievance Redressal policy is aligned with the institution's commitment to (1) provide quality education and (2) provide a student-centered learning experience.

As an autonomous institution, the Controller of Examinations (CoE) ensures (1) confidentiality of the examination process, (2) impartiality in evaluation, (3) quality and maintenance of standards in the conduct of the exam, (4) transparency in grading and (5) credibility of the exam process.

The college acknowledges that student grievances/complaints are an integral part of any evaluation system and that as an empowered stakeholder, the student has the right to (1) query, (2) seek documents, and (3) request a review of the evaluation of his or her papers.

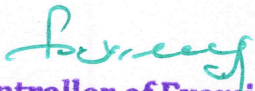
2. Objectives:

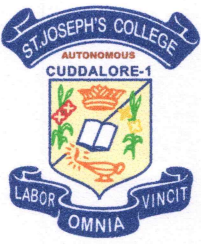
The policy covers all student grievances related to Continuous Internal Assessment, End Semester Examinations, and the issue of Mark statements and Certificates. The redressal policy shall follow the following principles.

- All students of the college shall be treated fairly and equally.
- Courteous and timely communication should be maintained while responding to student grievances/complaints.
- Students shall be fully informed of procedures to present their grievances/complaints.
- All staff members of the office of the CoE shall work in good faith and without prejudice, maintaining impartiality, confidentiality, and credibility without bias or prejudice in their respective duties and services towards students.

3. Individuals and entities affected by this Policy

- Grievances can be raised by students, parents, and teachers.
- Controller of Examinations and the Staff, Office of the Controller of Examinations.


Controller of Examinations
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4. Standard Operating Procedure:

For the purpose of handling grievances related to the internal assessment, the college adopts the following procedure.

- Anyone with a genuine grievance may approach the concerned subject teacher/evaluator.
- If the student is dissatisfied with the response, he/she can approach the Head of the Department that offers the papers.
- If the student is dissatisfied with the response, he/she can approach the Controller of the Examinations.

For the purpose of handling grievances related to the external evaluation, the college adopts the following procedure.


- Anyone with a genuine grievance can approach the Controller of Examinations.
- All grievance redressal shall follow the procedures discussed in section 5 of the document.

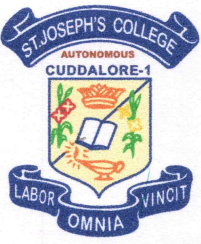
5. Redressal of the grievance:

- All grievances should be addressed to the Controller of Examinations.
- The aggrieved student submits the problem/complaint in the form of an application to the CoE
- All grievances shall be received only in individual capacity in written form.
- The CoE shall forward the grievance to the appropriate section or shall convene a committee to address the grievance.
- The grievances shall be addressed within three working days from the date of receipt of the requisition letter and supporting documents.

6. Grievance and Complaints that fall under the purview of the Controller of Examinations:

1. Correction/Update of Name (Student/Parent), Mobile Number, Date of Birth, and other details in the documents issued by the CoE.
2. Internal Marks Correction
3. Discrepancy in Internal Mark
4. Credit Issues
5. Attendance Issues


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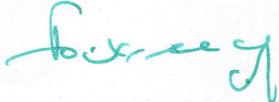
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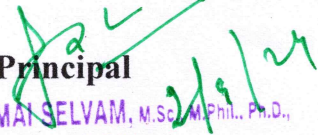
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6. Grievance on Question Paper
7. Grievance on Internal and External Evaluation
8. Lab Internal Marks Correction
9. Photocopy of Answer script
10. Discrepancy in Results
11. Exam Registration
12. Exam Fees
13. Transcript related issues
14. Malpractice

Responsible Official	The Controller of Examinations St. Joseph's College of Arts & Science (Autonomous), Cuddalore -1
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Principal
Dr. M. ARUMAI SELVAM, M.Sc., M.Phil., Ph.D.,
PRINCIPAL
St. Joseph's College of Arts & Science
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CUDDALORE - 607 001.