

Grievance Policy for Internal Exams

2023-24



Managed by Arya Kanya Vidyalaya Trust

Gurukul Mahila Arts and Commerce College

**At & Post : Tapobhumi, Arya Kanya Gurukul Campus, Jubilee, Bokhira Vistaar,
PORBANDAR- 360579 GUJ INDIA**

Re-Accredited 'B' (CGPA 2.38) by NAAC

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Grievance Policy for Internal Examinations

1. Introduction:

The purpose of this Grievance Policy is to provide a transparent and fair mechanism for addressing and resolving student grievances related to internal examinations. The college is committed to ensuring that all students have an opportunity to raise their concerns, which will be handled in an objective, timely, and impartial manner.

2. Scope of the Policy:

This policy applies to all students of Gurukul Mahila Arts and Commerce College concerning grievances related to the internal assessments, mid-term exams, and any other internal evaluations conducted by the college.

3. Objectives:

- To provide a formal process for students to submit their grievances related to internal examinations.
- To ensure that all grievances are addressed in a timely and fair manner.
- To ensure transparency in the examination and grievance redressal process.

4. Definition of Grievance:

A grievance may include, but is not limited to:

- Discrepancies in the awarding of marks.
- Improper conduct of the examination or evaluation process.
- Errors in the calculation of marks or results.
- Unfair treatment during the examination or evaluation process.

5. Grievance Submission Process:

- Step 1: The student must submit a written grievance to the Examination Committee within 7 working days from the date of the announcement of results.
- Step 2: The grievance should include detailed information such as the subject, exam date, nature of the issue, and any supporting documents or evidence.
- Step 3: The grievance can be submitted through a hard copy addressed to the Examination Committee or via email to the college's official email address: gurukulmahilacollege@gmail.com.

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PRINCIPAL
Gurukul Mahila Arts & Commerce College
PORBANDAR



6. Review Process:

- Upon receiving the grievance, the Examination Committee will acknowledge the complaint within 3 working days.
- The committee will review the grievance and may consult the concerned faculty members or evaluators.
- The committee may request the student to provide additional information or meet for further clarification if necessary.

7. Decision Making:

- The Examination Committee will review and resolve the grievance within 10 working days of its receipt.
- The decision will be based on an objective and fair assessment of the situation, including a review of any relevant examination records.
- The final decision, along with an explanation, will be communicated in writing to the student.

8. Appeal Process:

- If the student is not satisfied with the decision, they may appeal in writing to the Principal within 5 working days from the receipt of the decision.
- The Principal, in consultation with the Examination Committee and the faculty members concerned, will review the appeal.
- The decision of the Principal will be final and binding.

9. Confidentiality:

All grievances and related proceedings will be handled with the utmost confidentiality to protect the privacy of the student and the integrity of the process.

10. Record Keeping:

All records related to grievances, investigations, and decisions will be maintained by the Examination Committee for future reference and audit purposes.

11. Conclusion:

Gurukul Mahila Arts and Commerce College is committed to maintaining the highest standards of fairness and integrity in its examination processes. This Grievance Policy aims to provide students with a structured and effective means to resolve their concerns related to internal examinations.