POLICY ON INTERNAL EXAMINATION GRIEVANCE REDRESSAL MECHANISM

1. Title of the Policy

This policy shall be known as the **Policy on Internal Examination Grievance Redressal Mechanism** of Metas Adventist College, Surat.

2. Purpose of the Policy

The purpose of this policy is to establish a transparent, fair, time-bound, and student-friendly mechanism for addressing grievances related to internal examinations and assessment processes. The policy aims to ensure accountability, maintain academic integrity, and safeguard the interests of students in matters related to internal evaluation.

3. Objectives

The objectives of this policy are to:

1. Ensure transparency and fairness in internal examination and evaluation processes.
2. Provide a structured and accessible grievance redressal mechanism for students.
3. Address grievances in a timely and efficient manner.
4. Promote accountability in assessment and evaluation practices.
5. Provide opportunities for students to seek clarification regarding assessment-related concerns.
6. Strengthen confidence in institutional academic processes.

4. Scope of the Policy

This policy shall apply to all programmes and courses offered by Metas Adventist College and shall cover grievances related to internal examinations, including but not limited to:

- Internal assessment marks
- Class tests and internal examinations
- Assignments, presentations, seminars, and viva voce evaluation
- Practical or project assessment, wherever applicable
- Attendance-related assessment issues
- Non-consideration of submitted assignments or academic work
- Absenteeism due to genuine reasons such as illness, emergencies, or approved institutional participation
- Clerical or computational errors in internal assessment records

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5. Guiding Principles

The internal examination grievance mechanism shall function on the basis of the following principles:

- **Transparency:** Students shall have access to internal assessment marks and related academic information.
- **Fairness:** Every grievance shall be reviewed impartially based on documentary evidence and academic records.
- **Time-bound Resolution:** Grievances shall be addressed promptly within a reasonable time frame.
- **Confidentiality:** Student concerns and records shall be handled sensitively and responsibly.
- **Student-Centric Approach:** Students shall be provided opportunities for clarification, guidance, and academic support.

6. Grievance Redressal Mechanism

6.1 Communication of Internal Assessment

The institution shall communicate internal assessment marks to students before final submission to the university through classroom communication, notice boards, digital platforms, or other appropriate means to ensure transparency.

6.2 Submission of Grievance

Students who identify discrepancies or have concerns regarding internal assessment may submit their grievance to:

- The concerned subject teacher, and/or
- The Examination Department/concerned academic authority

The grievance may be communicated verbally or in writing within a stipulated period after declaration of marks.

6.3 Verification Process

Upon receiving a grievance, the concerned faculty member shall verify relevant records, which may include:

- Answer scripts
- Attendance registers
- Assignment and seminar records
- Presentation or viva evaluation records

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- Practical/project evaluation records
- Internal mark sheets and assessment registers

6.4 Review and Resolution

If required, the matter may be reviewed by the Head of the Department and/or Examination Department for appropriate resolution. In genuine cases where discrepancies are identified, corrective measures shall be undertaken with due approval.

6.5 Time-bound Disposal

The institution shall make every effort to resolve grievances promptly so that students are not academically disadvantaged. Most grievances shall ordinarily be addressed within a reasonable period after verification and before submission of final internal marks to the university.

7. Student Support and Academic Guidance

Students facing academic difficulties shall be provided guidance, mentoring, counselling, remedial support, or clarification by faculty members to improve academic performance and learning outcomes.

8. Documentation and Record Maintenance

Basic records of grievances received, actions taken, and resolutions provided shall be maintained by the institution for transparency, accountability, and future reference.

9. Roles and Responsibilities

Principal

- Provide oversight for effective implementation of the policy.
- Ensure fairness and institutional accountability.

Examination Department / Academic Authority

- Facilitate grievance handling and record maintenance.
- Coordinate verification and timely resolution.

Faculty Members

- Communicate internal assessment transparently.
- Address student concerns and verify academic records.
- Provide academic guidance where required.

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Students

- Raise concerns within the stipulated period.
- Provide relevant information or supporting documents, where applicable.

10. Review of the Policy

This policy may be reviewed periodically by the institution and modified, wherever necessary, to improve efficiency, transparency, and effectiveness of the grievance redressal mechanism.

Approved By: Principal, Metas Adventist College, Surat

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