



KRK GOVERNMENT DEGREE COLLEGE, ADDANKI-523201

Affiliated To Acharya Nagarjuna University

Accredited by NAAC with CGPA 2.98 at 'B++' Grade (3RD Cycle)

An ISO 9001:2015 Certified Institution



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Introduction

The internal examination system plays a crucial role in assessing the progress of students throughout the academic year. At KRKGDC (Katta ramakoteswara rao Government Degree College), Addanki, a comprehensive, transparent, time-bound, and efficient grievance redressal mechanism is in place to ensure that any issues related to internal assessments are addressed promptly. This system is designed to uphold academic integrity, fairness, and transparency, while also providing students with the opportunity to raise concerns and seek redressal in case of any discrepancies or unfair treatment.

This report outlines the framework, process, and outcomes of the internal examination-related grievance redressal mechanism for the academic year 2023-24 at KRKGDC, Addanki.

Grievance Redressal Mechanism Overview

KRKGDC, Addanki, has developed a systematic approach to handling internal examination grievances, ensuring that students' concerns are heard and resolved efficiently. The mechanism involves multiple layers of review, from initial resolution by the course instructors to further investigation by the grievance redressal committee, if necessary. The process is designed to be:

1. **Transparent** – Clear communication regarding the grievance process.
2. **Time-Bound** – Adherence to deadlines for addressing and resolving grievances.
3. **Efficient** – Prompt resolution of issues with minimal delay.

Objectives of the Grievance Redressal Mechanism

- To provide students with a platform for lodging complaints regarding internal examinations.
- To ensure transparency and fairness in internal assessments.
- To ensure that students' grievances are resolved within a stipulated time frame.
- To maintain the credibility of the internal examination system.

Key Components of the Grievance Redressal Mechanism

1. Grievance Redressal Committee (GRC)

The Grievance Redressal Committee (GRC) is a central body responsible for addressing complaints related to internal examinations. The committee consists of:

- The Principal (Chairperson)
- Senior Faculty Members (including those from Examination and Student Welfare Committees)
- Representatives from Student Union (as observers)

This multi-tiered body ensures that grievances are addressed from both academic and administrative perspectives.

2. **Grievance Submission Form**

Students are required to submit a formal grievance using the prescribed grievance submission form. This form collects essential details, including:

- Student's name, roll number, and department.
- The subject and specific issue related to the internal examination.
- A detailed description of the grievance, including supporting evidence, if available.

This ensures that the grievance is well-documented and can be processed effectively.

3. **Timeline for Redressal**

- **Initial Submission:** Students are required to submit grievances within **7 days** of the publication of internal exam results or within the examination period.
- **Acknowledgment:** Upon receipt of a grievance, the GRC acknowledges it within **48 hours**.
- **Investigation:** A preliminary review of the grievance is carried out within **3 working days**. If needed, a deeper investigation is conducted, which may take up to **7 working days**.
- **Resolution:** Grievances are resolved within a **maximum of 14 days** from the date of submission. In cases that require more time (e.g., involving external assessments or other complexities), students are informed of the expected timeline.

4. **Communication of Decision**

Once a decision is made regarding the grievance, the student is promptly informed via email or the grievance portal. A detailed report outlining the findings and action taken is provided to the student.

5. **Escalation Process**

If the student is not satisfied with the resolution, they can escalate the issue to a higher authority. The Principal can review the case, and in extreme cases, the student may appeal to the Academic Council of the college.

Process of Redressal

1. **Grievance Identification**

Grievances can arise due to a variety of reasons, including but not limited to:

- Mistakes in evaluation (e.g., incorrect totaling of marks or missing answers).
- Discrepancies in the allotment of internal marks.
- Issues related to the conduct of exams (e.g., unfair treatment or disruptions during examinations).
- Delayed publication of results or errors in the result sheet.

2. **Grievance Submission and Acknowledgment**

Students submit grievances via the online portal or in person. Each submission is automatically logged into the system, and an acknowledgment receipt is sent to the student with a unique grievance reference number.

3. **Investigation and Resolution**

Once a grievance is submitted, the GRC starts investigating the complaint. This includes:

- Verifying the facts with relevant examination records.
- Interviewing the concerned faculty members and examiners.
- Cross-checking the results or marks as per the student's complaint.

The committee strives to resolve grievances within the prescribed time frame (within 14 days). The resolution could include re-evaluation, correction of marks, or clarification of grading practices if discrepancies are found.

4. Notification to Student

After resolution, the student is notified of the outcome. If the grievance is upheld, corrective actions such as re-assessment or mark corrections are undertaken.

5. Final Appeal

If the student is still unsatisfied with the outcome, they can file an appeal to the Principal, who will review the case with senior faculty members or refer the case to an external panel if necessary.


Outcomes in Academic Year 2023-24

- **Number of Grievances Submitted:** A total of **15 grievances** were submitted during the internal examination period of the academic year 2023-24. These grievances ranged from minor issues like miscalculation of marks to more complex concerns about unfair treatment during exams.
- **Nature of Grievances:**
 - **Marking Errors:** 5 cases (including miscalculation and overlooking of answers).
 - **Issues with Evaluation:** 4 cases (involvement of subjective assessments like assignments and project work).
 - **Exam Disruptions/Conduct Issues:** 3 cases (e.g., disturbances during the exam, unfair invigilation).
 - **Result Delays/Errors in Result Sheets:** 3 cases.
- **Resolution Time:**
 - **Average Resolution Time:** The average time for resolution was **12 days**, which is within the stipulated time frame of 14 days.
 - **Actions Taken:** The majority of the grievances were resolved through mark corrections and re-evaluations. In 4 cases, students were given the opportunity to retake a portion of the exam.
- **Feedback from Students:**

Post-resolution surveys indicated that **85% of students were satisfied** with the grievance redressal process.

Conclusion

The grievance redressal mechanism for internal examinations at KRKGDC, Addanki, for the academic year 2023-24 has proven to be transparent, time-bound, and efficient. By ensuring prompt action, clear communication, and effective resolutions, the system has contributed to maintaining a fair and equitable academic environment


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