



## **AURORA'S POST-GRADUATE COLLEGE (MBA)**

Accredited with A Grade by NAAC

Ramanthapur, Hyderabad – 500 013

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### **2.5.2 - Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient**

The institution is having a well-defined mechanism to address the grievances related to examinations of the students either internal or end semester. All grievances regarding evaluation and posting of marks including the internal assessment marks awarded for the students, external exams and Lab exams are redressed by the Academic Committees and Examination cell.

- Institution has a well structured grievance redressal cell chaired by Principal along with representatives from the Academic Committees and Examination Cell Members, wherein all issues related to evaluation can be discussed.
- The student, who is willing to launch any complaint, shall send his/her representation in writing for redressal of grievance to the Grievances Redressal Committee in a standard format offered by the examination cell. The concerned authority will acknowledge receipt of the complaint and initiate the Redressal process within two working days.
- A student has the right to appeal in case he/she is not satisfied with the marks given in the internal assessment test.
- The student can seek clarification from the teacher concerned. If not satisfied, the student may appeal through proper channel.
- If felt necessary, the designated authority may allow an opportunity to the student to formally present his/her case along with relevant documents in support. The authority may also seek clarification from the student or call for further material facts having bearing on the matter. Such clarification may be sought by written or verbal request or by face-to-face discussion with the student.
- The Grievances Redressal Cell, after verifying the facts will try to redress the grievance within a reasonable time, on receipt of application of the student. If the student is not satisfied with the verdict or solution, then the same should be placed before the Director.
- Students having grievances with the evaluation process and their doubts will be cleared by showing their performance in the answer sheet.
- In case of grievances pertaining to semester end examination results there is a provision for revaluation and personal verification of the answer script as per the university norms. The students can apply for revaluation or recounting of answer scripts within the stipulated time and on payment of prescribed fees. Revaluation applications are collected by the examination cell and will be sent to the University. Revaluation is not permitted for practical exams and project works. The institution strictly adheres to the norms of the university in this regard.
- There may be situations where the student might have lost the hall ticket for external examination, in such case the student applies for a duplicate hall ticket, which is issued by the examination cell immediately.