

2.5.2 Mechanism to deal with internal/external examination related grievances is transparent, timebound and efficient

Milagres College has a well-structured mechanism to address examination related grievances in an efficient manner which is objective, transparent and time-bound. The college has a separate examination committee to handle and resolve all the issues and grievances related to exams. The College strictly follows the guidelines and rules issued by the Mangalore University while conducting internal tests and semester-end examinations. The answer scripts of all Internal Assessments are shown to the students after evaluation. If they come across any doubts, clarification is given which enables them to fare better in the future. The evaluated copies of the class tests are discussed with the students in the classes and in case of any problem, the subject teacher tries to resolve the same. If there is any grievance with reference to evaluation, it is redressed on the spot through re-examining the answer scripts to see if there is any omission or calculation error. If any unmarked questions, will be marked properly and corrected marks will be awarded. The final internal assessment marks are uploaded in the college website and are also displayed in the department notice boards so that students can easily access them. Students go through their marks and put their signature on the internal marks sheet. Re-examination is conducted for those who could not appear for the college examinations on genuine and unavoidable grounds such as illness, or deputed by the college for any representation of events if the valid documents are produced for the same. For handling the grievances of students, the college has Grievance Redressal Cell which creates an atmosphere of discipline to improve the overall academic standards of the institution. The cell has provided a compliant / suggestion box to the students placed in front of Principal Office. The constructive suggestions from the students are accepted and the genuine grievances are attended through the committee.