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

A College Exam Officer and departmental exam coordinators are appointed by the institute for the smooth conduction of exams and for addressing exam related grievances.

**External examination related grievances-**

University followed a transparent, time- bound and efficient mechanism to deal with grievances for the online exams conducted during Covid-19 pandemic. Every student had an option to submit his/her grievance pertaining to the following points within 24 hours after the examination.

1. Not able to log-in
2. Invalid question paper
3. Images not displayed properly
4. Poor internet connectivity due to natural calamity
5. Auto log-out
6. Self/family member is Covid positive/ quarantined.
7. Any other reason ( to be specified by the student)

Upon receipt of such grievances and based on the merit of the grievance, the University have to reschedule the exam for the particular students.

**Internal examination related grievances-**

Institute conducted internal examinations (Unit tests and preliminary examinations) in an online mode during Covid-19 pandemic as per University guidelines. Re-examination/Re-test were conducted for all the students having grievances on the similar grounds mentioned above.

**During normal circumstances,** examination related grievances are redressed as per circulars/ rules prescribed by the University.