

# **KAMPUR COLLEGE, KAMPUR NAGAON, ASSAM**

Accredited by NAAC with 'B' Grade (2<sup>nd</sup> Cycle)

## **2.5.2** **Grievance Redressal Mechanism**



**FOR THE ACADEMIC YEAR**  
**2023-2024**

# KAMPUR COLLEGE

কামপুৰ মহাবিদ্যালয়

*Dr. Ashim Bora*, M.Sc., Ph.D, AES

Principal

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Estd. 1968

P. O. : KAMPUR-782426, NAGAON (ASSAM)

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☎ : 03672-291866

Ref. No. ....

Date .....

## Mechanism for Addressing Examination-Related Grievances

The **Students' Grievance and Redressal Cell** is dedicated to resolve examination-related issues efficiently and transparently. The detailed mechanism is as follows:

### 1. Submission of Grievance

- **Who Can Submit:** Students who face examination-related issues, such as errors in question papers, evaluation concerns, unfair marking or procedural irregularities.
- **How to Submit:**
  - Grievances can be submitted through a written application or an online form provided by the institution.
  - Students must clearly mention their issue, provide necessary details (e.g., exam date, subject, roll number), and attach supporting documents, if any.

### 2. Initial Review by the Grievance Cell

- The Cell conducts a preliminary review to:
  - Verify the validity and relevance of the grievance.
  - Categorize the issue based on its nature and urgency.
- Valid grievances are taken up for further action.

### 3. Resolution Process

- The Grievance Cell investigates the matter by:
  - Consulting institutional records.
  - Coordinating with faculty, invigilators, or examination authorities, if necessary.

- Reviewing processes to identify errors or irregularities.
- The Cell proposes solutions to address the grievance by:
  - **Re-evaluation or Rechecking:** If the grievance pertains to evaluation errors.
  - **Correction of Procedural Errors:** E.g., updating marks, reissuing results or resolving roll number discrepancies.
  - **Escalation to Higher Authorities:** For issues requiring legal or administrative intervention.

#### **4. Communication of Resolution**

- The outcome of the investigation and the proposed resolution are communicated to the student through the designated channel (email, notice board, or student portal).

#### **5. Appeal Provision**

- If the student is dissatisfied with the resolution, they may escalate the issue to a higher authority.

#### **6. Finalization and Documentation**

- Resolved grievances are documented and marked as closed.
- Records are maintained for transparency and institutional review.

  
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The Student Grievance Redressal Cell is composed of the following designated members. The Convenor/In-charges are instructed to prepare an action plan, convene periodic meetings and submit an action taken report by the end of the academic session, i.e., 31<sup>st</sup> May.

Mr. Padum Kakati (Convenor & in-charge)

Dr. Nalini Bora (Member)

Mr. Debasish Saikia (Coordinator)

G.S., KCSU

  
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