



OUR LADY COLLEGE OF EDUCATION
CHENNAI - 95

2.6.3 GRIEVANCE REDRESSAL - DOCUMENTS



OUR LADY COLLEGE OF EDUCATION

(A Christian Minority Institution)

(Approved by NCTE (1) M.Ed. - F.No.SRC / NCTE / TN / APSO6241 / M.Ed. / 392nd / 2020 / 121887

(2) B.Ed. - F.No. SRC / NCTE / TN / APSO 3023 / B.Ed. / 392nd / 2020 / 121878

NAAC Accredited with "B" Grade (CGPA of 2.89)

Our Lady Nagar, Maduravoyal, Chennai - 600 095. Phone. 044-2378 0899

Key Indicator

2.6 Evaluation Process

Metric No. 2.6.3

Mechanism for grievance redressal related to examination is operationally effective

Relevant documents reflecting the transparency and efficiency related to examination grievances with seal and signature

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2.6.3 Relevant documents reflecting the transparency and efficiency related to examination grievances with seal and signature

Examination Grievance Redressal Committee

The Examination committee is in charge of the grievance redressal reported by students related to internal and external examination. Anyone with a genuine grievance may approach the Principal or the Controller of Examinations in person, or in consultation with the mentor teacher. In case the person is unwilling to appear in self, grievances may be dropped in writing at the letterbox/ suggestion box.

Objective

The objective of the Grievance Committee is to develop a responsive and accountable attitude to maintain a harmonious educational atmosphere in the institution.


Scope

The committee deals with Grievances received in writing from the students for the following

- **Academic:** Related to timely issue and corrections of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters.
- **Financial:** Related to dues for various fees payments.


Functions

- The grievances of the students will be attended promptly.
- The committee will review and take appropriate actions.


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Action Taken Report

Grievances	Action Taken
<ul style="list-style-type: none"> • Students expressed that wearing salwar instead of saree during examination will be comfortable for them. • Students also complained that few clocks and fans are not functioning in the examination halls. 	<ul style="list-style-type: none"> • It was decided to permit students to wear salwar during model exam and semester exam and the dress should be modest. • The non-teaching staff in-charge of the maintenance are instructed to check all electrical appliances and clocks before the examination dates and repair.
<ul style="list-style-type: none"> • Students expressed during online examination that the time is not sufficient to scan and upload the paper because of network issues. • The students asked for the person to whom they should inform their problems during online examination. 	<ul style="list-style-type: none"> • Decided to increase the timing for submitting the scanned answer scripts online by 30 minutes. • The students were informed to contact the invigilator.
<ul style="list-style-type: none"> • No Grievances were reported regarding the examination procedures. 	-
<ul style="list-style-type: none"> • Students complained that the chairs in the Physical Science Room was not comfortable for writing three hours exams. 	<ul style="list-style-type: none"> • Decided to replace the chairs.
<ul style="list-style-type: none"> • No Grievances were reported regarding the examination procedures. 	-


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Examination Grievance Redressal Committee

Grievances:

- They expressed that wearing salwar instead of sarce during examination will be comfortable for them.
- Students also complained that few clocks and fans are not functioning the examination halls.
- Students asked for answer papers to be supplied by the college for model exams also.

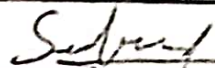
Resolutions:


- It was decided to permit students to wear salwar during model exam and semester exam and the dress should be modest.
- The non-teaching staff in-charge of the maintenance is instructed to check every electrical appliance and clock before the examination dates and repair.
- The management decided to not supply answer papers for the model exam. College already gave answer booklets for the semester examinations and it will be a heavy expenditure that cannot be met with the exam fees collected.


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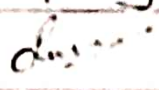
Examination Grievance Redressal Form

Grievance Raised by

Name of the Student	Sai Vidhya	
Programme: B.Ed	Date: 16.10.2023	Signature of the Student: 
Description of the Grievance	I was affected by COVID-19 and was hospitalized for a month. Due to which I could not complete a few records. Kindly give me time to complete the records before the Practical Commission.	
Investigation of the Grievance	The examination Committee discussed on the issue stated by Sai Vidhya and considered her request since she was affected by COVID-19	
Action Taken	She was given extra time to complete the Records.	



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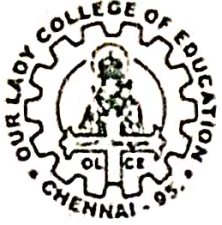
Grievance Raised by

Name of the Student	S. Sugasini (B.Ed First year)
Programme: BEd	Date: 6/8/11 Signature of the Student: 
Description of the Grievance	Since my father passed away, I am unable to write the exams offline.
Investigation of the Grievance	The Committee decided having considered the request
Action Taken	The examination committee with the consent of the principal decided to conduct separate examination for Sugasini

Name of the Committee Member & Sign

Signature of the Principal


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Key Indicator

2.6 Evaluation Process

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Any other relevant information

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2.6.3 Any other relevant information



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STUDENT GRIEVANCE FORM

* Denotes Required Field

Student Name*	<input type="text"/>
Enrolment No*	<input type="text"/>
Father's Name*	<input type="text"/>
Course*	<input type="text"/>
Department*	<input type="text"/>
Contact no*	<input type="text"/>
Email Id*	<input type="text"/>
Address*	<input type="text"/>
Complain Details*	<input type="text"/>

Signature:

Date:


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OLCE-Student Grievance Submission Form

ourladycollegeofeducation@gmail.com

Switch account

Not shared

* Indicates required question

Name of the Student *

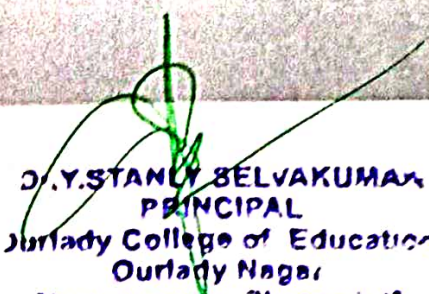
Your answer

Email *

Your answer

Mobile Number *

Your answer


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I would like to be contacted by *

Choose

Please detail your grievance here *

Your answer

By submitting this form I consent to the Student Grievance Redressal Committee (SGRC) investigating my grievance as per extant procedures. *

Yes

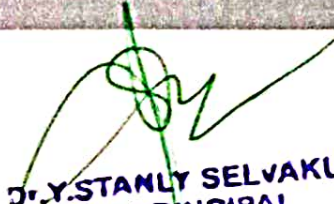
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