






# RAAK

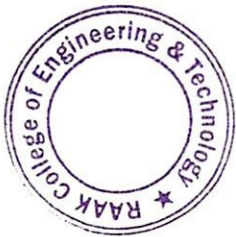
## COLLEGE OF ENGINEERING AND TECHNOLOGY

(Approved by AICTE, New Delhi, Affiliated to Pondicherry University)  
(A Unit of Farouk Educational Trust)

### EXAMINATION GRIEVANCE REDRESSAL POLICY

POLICY NO.	ISSUE/REVISION NO.	DATE OF REVISION	NEXT REVISION
RAAKCET/IQAC/POLICY/008	01/01	10/05/2022	2025

PREPARED BY	VERIFIED BY	APPROVED BY
		
EXAMINATION COORDINATOR	IQAC COORDINATOR	PRINCIPAL



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## **EXAMINATION GRIEVANCE REDRESSAL POLICY**

RAAK College of Engineering and Technology is committed to maintain transparency and efficiency in its assessment procedures, ensuring fairness and accountability for all stakeholders. To address concerns related to internal and external exams, the institution has established a comprehensive grievance redressal system. This SOP outlines the procedure for handling exam grievances to uphold the institution's commitment to academic integrity and student welfare.

### **Internal Exam Grievance Procedure:**

#### **Submission of Grievance:**

- Students must fill out the "Internal Exam Grievance Form" with detailed information regarding the grievance.
- The completed form should be submitted to the Examination Cell Coordinator within seven days of the exam result declaration.

#### **Review and Evaluation:**

- Upon receiving the grievance, the Examination Committee will convene to review the submitted form and supporting documents.
- The Committee will evaluate the validity of the grievance based on established criteria and evidence provided.

#### **Resolution:**

- If the grievance is found to be valid, appropriate measures will be taken to address the concern.
- This may include re-evaluation of the answer script, correction of errors, or any other necessary actions to rectify the situation.
- The decision of the Examination Committee will be communicated to the student within a stipulated timeframe.

#### **Appeal Process:**







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An ISO 9001:2015 Certified Institution

- If the student is dissatisfied with the resolution provided, they may appeal to the principal within three days of receiving the decision.
- The principal will conduct a thorough review of the case and provide a final decision, which will be communicated to the student within 7 working days.

RAAK College of Engineering and Technology follows a structured grievance redressal policy to address and resolve examination-related issues and other complaints from students. Key aspects of their policy include:

**1. Grievance Redressal Committee (GRC):** The GRC is established as per AICTE regulations to address various student grievances, including examination-related issues. The committee is chaired by the principal and includes faculty members from different departments.

### 2. Types of Grievances Addressed:

- ❖ Delays in conducting examinations or declaring results
- ❖ Non-transparent or unfair evaluation practices
- ❖ Complaints about examination procedures and regulations
- ❖ Other academic grievances, including harassment or victimization

### 3. Complaint Submission:

Students can submit their grievances through multiple channels, including email (sgrc\_raakengg@gmail.com), an online grievance form available on the college website, or in person to the designated committee members.

### 4. Grievance Handling Process:

Upon receiving a complaint, the GRC evaluates its merit and takes appropriate action. The decisions are communicated to the complainant through email or SMS. The committee ensures fairness and adherence to the principles of natural justice in addressing grievances.

### 5. Re-evaluation and Supplementary Exams:

For examination-related grievances, students can request re-evaluation of their exam papers. Additionally, Students are guided by faculty members regarding the rechecking and re-evaluation process.

