



National College for Teacher Education

(NAAC Accredited with 'B' Grade)

Iqbal Square, Meprathupady, Vengola, Perumbavoor, Ernakulam - 683 556

KEY INDICATOR

CRITERION 2-Teaching-learning and Evaluation

2.6 EVALUATION PROCESS


MECHANISM FOR GRIEVANCE REDRESSAL

METRIC 2.6.3.A

Relevant documents reflecting the transparency and efficiency related to examination grievances

Affidavit

I do hereby certify that, all pages in this document are duly authenticated by me, under my privilege as the Head of the institution of National College for Teacher Education, Vengola, Ernakulam, Kerala


Dr. N. SETHU MADHAVAN
PRINCIPAL
NATIONAL COLLEGE FOR TEACHER EDUCATION
IQBAL SQUARE, MEPRATHUPADY
VENGOLA, PERUMBAVOOR - 683 556



Tel : 0484 2522583, 0484 2525603

E-mail : nationalcollege09@gmail.com, Website : www.nationalcollege.edu.in

Document 2.6.3 Grievance Mechanism for Examinations

Sl.No	Date	Grievances received and resolved	Status
1	2023-2024	Grievance related to publishing of Internal marks raised by students of M.Ed. Batch Lack of transparency	Resolved
2		Issue raised regarding punching technical errors	Resolved
3		Grievance related to insufficient time for exam preparation	Ensured sufficient study leave
4		Concern over completion of pending portions	Resolved
5		Issue regarding lack of time for availing library resources	Resolved
	2022-2023		Resolved
12		Grievance related to extension of dates for record submissions	Resolved
13		Technical errors in attendance –punching	Resolved
14		Concern over lack of academic hours due to curricular activities	Resolved
15		Lack of support from practice school - Mentors	Resolved
16		Issue related to disruption caused during exams As the result of programmes hosted in the auditorium	Quiet zone A requirement – Background voices will not be entertained Resolved
	2021-2022		
18		Grievances related to dearth of academic hours	Resolved
19		Insufficient time for record completion	Resolved
21	2000-2021		
22		Issues related with Covid Phase	Resolved
23		Health ailments as a factor to attend classes online	Resolved




Dr. N. SETHU MADHAVAN
 PRINCIPAL
 NATIONAL COLLEGE FOR TEACHER EDUCATION
 IQBAL SQUARE, MEPRATHUPADY
 PERUMBAVOOR - 683 556

24		Lack of Wi-Fi facilities	Resolved
		Network issues	Resolved
	2019-2020		
26		Grievance related to time table scheduling	Resolved
27		Related to evaluation procedures adopted	Resolved
28		Shortage of attendance	Resolved

The Grievance Cell of the institution is functioning effectively throughout the years. Annually the committee member's changes. Manager, Principal, Vice Principal, Office Administrator and Faculty in charge are members in the cell. The institution follows the following mechanisms for grievance redressal.

- Identify the issue-the grievances are collected in paper.
- The evidences are collected.
- The guidelines are reviewed.
- The examination authorities for B.Ed. is Saranya Devi K S and M.Ed is Sreeja V.They describe about the examination procedures.
- The formal grievances are resolved with necessary details and evidence and redressed within one or two days.
- The grievance register is maintained in the institution.



Dr. N. SETHU MADHAVAN
 PRINCIPAL
 NATIONAL COLLEGE FOR TEACHER EDUCATION
 IQBAL SQUARE, MEPRATHUPADY
 KENGOLA, PERUMBAVOOR - 689 556



National College for Teacher Education

(NAAC Accredited with 'B' Grade)

Iqbal Square, Meprathupady, Vengola, Perumbavoor, Ernakulam - 683 556

KEY INDICATOR

CRITERION 2-Teaching-learning and Evaluation

2.6 EVALUATION PROCESS

MECHANISM FOR GRIEVANCE REDRESSAL

METRIC 2.6.3.B

Any Other Relevant Information

Affidavit

I do hereby certify that, all pages in this document are duly authenticated by me, under my privilege as the Head of the institution of National College for Teacher Education, Vengola, Ernakulum, Kerala


Dr. N. SETHU MADHAVAN
PRINCIPAL
NATIONAL COLLEGE FOR TEACHER EDUCATION
IQBAL SQUARE, MEPRATHUPADY
VENGOLA, PERUMBAVOOR - 683 556



Tel : 0484 2522583, 0484 2525603

E-mail : nationalcollege09@gmail.com, Website : www.nationalcollege.edu.in

Grades for the different semesters and overall programme based on the corresponding CPA

CPA	Grade
Above or equal to 9.5	A+ - Outstanding
Above or equal to 9, but below 9.5	A - Excellent
Above or equal to 8, but below 9	B - Very Good
Above or equal to 7, but below 8	C - Good
Above or equal to 6, but below 7	D - Satisfactory
Above or equal to 5, but below 6	E - Adequate
Below 5	F - Failure

For a pass in the examination of B.Ed. programme, a candidate should secure a minimum of E Grade (CPA= 5) in aggregate for each semester with a minimum of E Grade (40% marks) in each theory course and D Grade (50% marks) for each practical course (Engagement with the field) and viva-voce. A separate minimum of 30% marks each for internal and external assessment of all individual theory courses is required for pass for a course.

11. GRIEVANCE REDRESSAL MECHANISM

Internal assessment shall not be used as a tool for personal or other type of vengeance. A student has all rights to know, how the teacher arrived at the marks. In order to address the grievance of students a three-level Grievance Redressal mechanism is envisaged. A student can approach the upper level only if grievance is not addressed at the lower level.

Level 1: Dept. Level: The department cell chaired by the College Coordinator; and the Course Coordinator and the Faculty advisor, as members.

Level 2: College Level: A committee with the Principal as Chairman, College Coordinator; Course Coordinator and Faculty advisor, as members.

Level 3: University Level: A Committee constituted by the Vice-Chancellor as Chairman and Pro-Vice-Chancellor, Convener - Syndicate sub-committee on Students Discipline and Welfare, Chairman- Board of Examinations as members and the Controller of Examinations as member-secretary.




Dr. H. SETHU MADHAVAN

Principal
FEDERAL SQUARE, VENGOLLA, PIRABETTA, MADHURAI

Document 2.6.3 Grievance Mechanism for Examinations

Sl.No	Date	Grievances received and resolved	Status
1	2023-2024	Grievance related to publishing of internal marks raised by students of M.Ed. Batch Lack of transparency	Resolved
2		Issue raised regarding punching technical errors	Resolved
3		Grievance related to insufficient time for exam preparation	Ensured sufficient study leave
4		Concern over completion of pending portions	Resolved
5		Issue regarding lack of time for availing library resources	Resolved
	2022-2023		Resolved
12		Grievance related to extension of dates for record submissions	Resolved
13		Technical errors in attendance –punching	Resolved
14		Concern over lack of academic hours due to curricular activities	Resolved
15		Lack of support from practice school - Mentors	Resolved
16		Issue related to disruption caused during exams As the result of programmes hosted in the auditorium	Quiet zone A requirement – Background voices will not be entertained Resolved
	2021-2022		
18		Grievances related to dearth of academic hours	Resolved
19		Insufficient time for record completion	Resolved
21	2000-2021		
22		Issues related with Covid Phase	Resolved
23		Health ailments as a factor to attend classes online	Resolved


 Dr. K. M. MURUGAN
 VENGOLA, PERUMBAVOOR - 683 002

24		Lack of Wi-Fi facilities	Resolved
		Network issues	Resolved
	2019-2020		
26		Grievance related to time table scheduling	Resolved
27		Related to evaluation procedures adopted	Resolved
28		Shortage of attendance	Resolved

The Grievance Cell of the institution is functioning effectively throughout the years. Annually the committee member's changes. Manager, Principal, Vice Principal, Office Administrator and Faculty in charge are members in the cell. The institution follows the following mechanisms for grievance redressal.

- Identify the issue-the grievances are collected in paper.
- The evidences are collected.
- The guidelines are reviewed.
- The examination authorities for B.Ed. is Saranya Devi K S and M.Ed is Sreeja V.They describe about the examination procedures.
- The formal grievances are resolved with necessary details and evidence and redressed within one or two days.
- The grievance register is maintained in the institution.

