

KEY INDICATOR :2.5 Evaluation Process and reforms

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

Response:

A grievance redressal system is a mechanism of addressing the complaints and grievances of students. This is very important as students are the main stakeholders in any institution and it is the responsibility of the institution to look into the well-being of the institution by ensuring transparency in all its activities. Holy Cross has an effective grievance redressal system.

The internal examination marks are first shown to the students, sent to the academic coordinator to be reviewed then sent to the examination cell. After further scrutiny it is then sent to the Principal, who reviews it before sending to the University.

Grievance related to evaluation of paper, attendance, internal exams, is immediately looked into by the concerned authorities.