

Grievance Redressal Methods followed by Department of Business Administration

Addressing student grievances related to internal exams is crucial for maintaining fairness and transparency in academic assessments. Here are some methods that department of Business Administration follows to address any grievance related to internal exams made by any student:

1. Grievance Form and Submission Process

- **Forms/applications:** Accepting grievance letters/applications from students, which may include sections for detailing the issue.
- **Submission Channels:** Allow multiple channels for grievance submission, such as email, or physical submission.

2. Initial Review and Acknowledgment

- **Resolution timeline:** Informing the student of the next steps and timeline for resolution.
- **Initial Assessment:** Conduct an initial review to determine if the grievance falls under the department's jurisdiction and if it requires further investigation.

3. Formal Investigation

- **Gather Evidence:** Collect relevant evidence, such as exam Q paper, answer script, marks slip and any communication between students and instructors.

4. Student and Faculty Meetings

- **Discussion:** The department arranges meetings between the student, and the faculty members who redress grievance to discuss the issue and provide an opportunity for both parties to present their perspectives.

5. Review and Resolution

- **Fair Assessment:** The department evaluates the grievance based on evidence and departmental policies, ensuring a fair and unbiased review.
- **Re Exam/Assignments:** If any student is not able to give the internal exam on scheduled date due to any genuine reason, the Department may offer him a chance to give some assignments to evaluate his/her internal marks or if any students fail to get the passing marks in that case the department takes an improvement test or Re-Test to make his/her score better.

6. Feedback and Improvement

- **Feedback Collection:** After resolving the grievance, collect feedback from students about the grievance process to identify any areas for improvement.

7. Documenting and Monitoring

- **Record Keeping:** Keep detailed records of all grievances and their resolutions to track patterns and identify systemic issues.

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