

# Student/Staff Grievence Redressal Cell

19BJ1A0512

BANDLA TARUN

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CSE

Dear Sir, I am B tarun from CSE. I am not satisfied with the marks given by the faculty in my Mid I examination for the subject FLAT. So please consider my request and do the needful. Thanking You Sir

Submit



**ST. MARY'S GROUP OF INSTITUTIONS GUNTUR**  
(Approved by AICTE.& Permitted by Govt .of AP, Affiliated to JNTU-Kakinada)  
Chebrolu(V&M), Guntur(D.t)-522212 ,A.P,www.stmarysguntur.com

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**Department of Computer Science and Engineering**

**GRIEVANCES RELATED TO INTERNAL ASSESSMENT EXAMINATION**

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- If a student is not able to appear for internal examination due to medical or any genuine reason examination is conducted for that student as per norms, provided that he/she submits letter with required documents to the Head of the Department.
- After preparing the assessments report it is shown to the students, if any grievances is there it can be resolved immediately and submitted by the concerned faculty to the department
- If any student scores less marks and wants to improve in that subject, he/she can appear for the improvement examination.
- The grievances of the students with reference to assessment are made clear by showing his/her performance in the answer sheet.
- The answer sheet of such student is assessed by the faculty once again in the presence of the student. Any corrections in the total of marks or assessment of answer books as identified by students are immediately done by the faculty members.
- Any student who is not satisfied with the assessment and award of marks may approach the concern HOD who can intervene and seek opinion of another course Teacher.
- The Institute follows open evaluation system where the student performance is informed to the parents.
- After taking necessary steps, student's grievances will be resolved.
- The process is completely transparent.

## **GRIEVANCES RELATED TO END SEMESTER UNIVERSITY EXAMINATION**

- The grievances related to problem in submission of examination forms and queries related to mistakes in hall tickets and mark sheets regarding name, course name, and programme name are resolved promptly by the CoE by communicating with Principal.
- Any grievances related to university question paper like out of syllabus, repeated questions, improper split of marks, marks missed, wrong question number during semester exams are addressed to the principal, after making an analysis of day-by-day university question papers by the subject handling faculties with Department Head in turn he proceeds the same to the university immediately.
- Review on the question papers is made by faculties to find out the percentage of toughness in the question paper and the feedback is given to the department Head.
- University decision or information after resolving the grievances is intimated immediately to the concerned departments, once it is obtained through the principal. It is also conveyed to the students through class counselors and subject handling faculties.
- With reference to University Examination result, if the student scores Low grade than expected, he/she can apply for revaluation of his/her answer script after paying prescribed fee.
- University provides the photocopy of answer sheets to students regarding any grievances with reference to evaluation.
- Student can apply for revaluation if he/she feels the evaluation is not correct.
- Further if student has grievances with revaluation, after consulting with the subject handling faculty and Department HOD challenge revaluation can also be applied by the students as the last re-evaluation approach.
  
- ***For any Examination related Grievances mail to [smgg@stmarysgroup.com](mailto:smgg@stmarysgroup.com)***

The Committee is coordinated by the following members:

1. Director and Secretary
2. Principal
3. Vice Principal
4. Student Affairs Co-Ordinator
5. Students' Council