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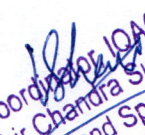

**DR. SUDHIR CHANDRA SUR INSTITUTE OF  
TECHNOLOGY AND SPORTS COMPLEX**

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# **Examination Grievance Redressal Policy (W.E.F 05/07/2021)**

Revised and Approved by BOG  
Dated on 03/07/2021  
Under Agenda No. 12

Ref. No: <b>DS CSI TSC/POLI/2021-22/9</b>	Compiled & Checked By:  <b>Dr. G. C. Banerjee</b> Coordinator, IOAC Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex 540, Dum Dum Road, Kolkata - 700074 (Exam Cell)	Approved By:  <b>Dr. Sudhir Chandra Sur</b> PRINCIPAL Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex 540, Dum Dum Rd, Kolkata-74
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Issue No- **3**

## INTRODUCTION:

Dr. Sudhir Chandra Sur Institute of Technology and Sports Complex consist of a dynamic and well-organized internal examination grievance cell that serves as a channel for feedback between faculty and students during the ongoing assessment process. The smooth administration of the semester end examination (SEE) and ongoing internal assessment is ensured by the college exam committee, controller of examinations, principal. Any complaints will be taken into consideration and addressed right away.

## OBJECTIVES:

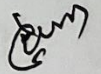
- Provide students a forum where they can air their issues, and ensure that they will be handled impartially.
- Assure a fair, unbiased, and consistent process for handling the different complaints the student files.
- Ensure that students find solutions to their issues.
- Always keep updated on the internal assessment procedure.
- Resolve the student's complaints about SEE and CIA.
- Lay more emphasis on error prevention than on controlling through harsh measures.

## INTERNAL EXAMINATION GRIEVANCE COMMITTEE

SL.	Name	Department	Position
1	Prof. (Dr.) Saradindu Panda, Principal	Admin	Chairman
2	Mr. Sanjoy Bhattacharya, OIC Exam cell (UG & PG)	CSE	Convener
3	HOD,CSE	CSE	Member
4	HOD,ECE	ECE	Member
5	HOD,AUE	AUE	Member
6	HOD,ME	ME	Member
7	HOD,CE	CE	Member
8	HOD,EE	EE	Member
9	HOD,BSH	BSH	Member
10	Ms. Rumrum Banerjee, Faculty, Dept. of EE	EE	Member
11	Ms. Arpita Chatterjee, Faculty., Dept. of AUE	ME	Member

## INTERNAL EXAMINATION GRIEVANCE REDRESSAL POLICY DESCRIPTION

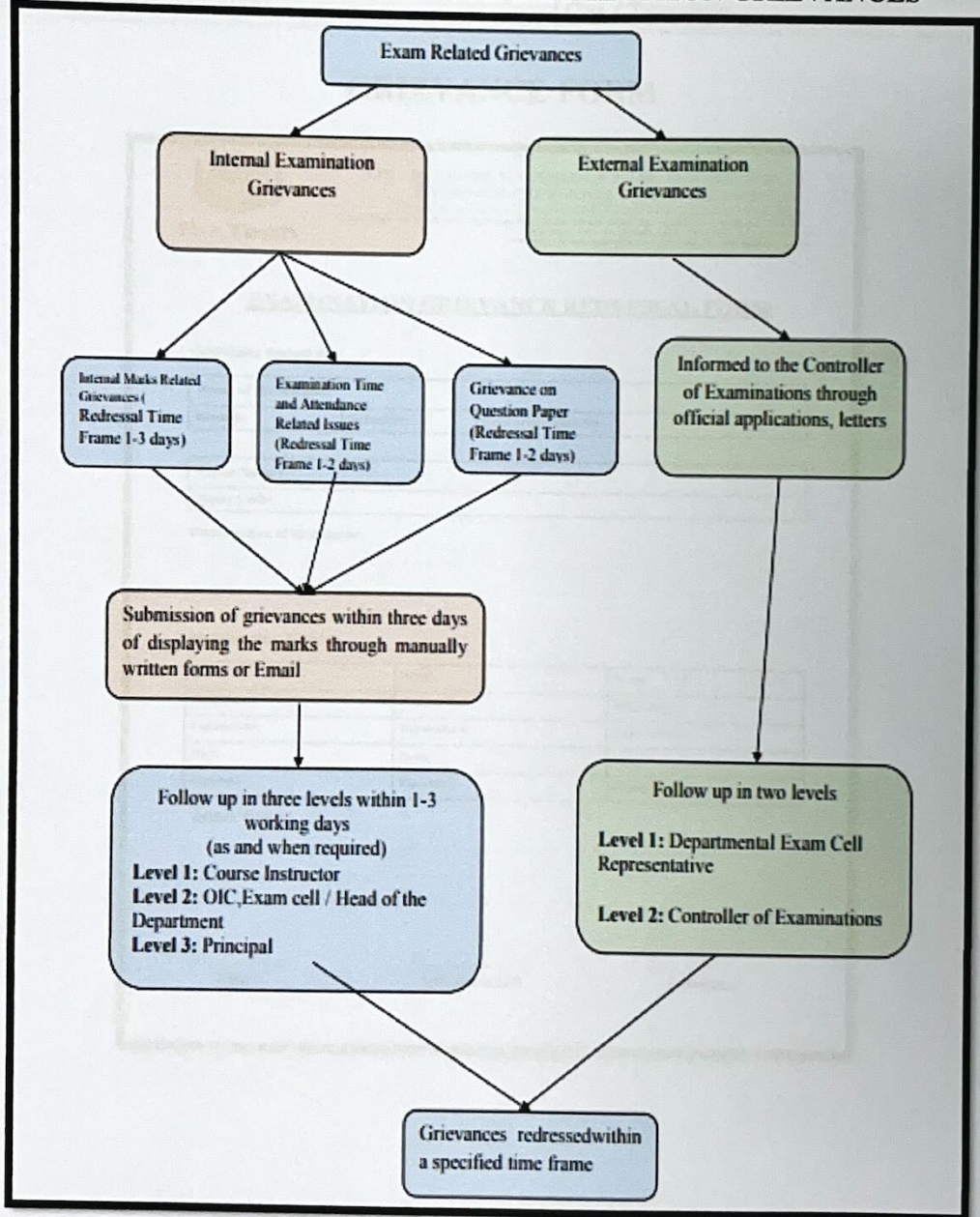
SL.	Subject	Description
1	Title of the Policy	Examination Grievance Redressal Policy
2	Area of function	Institute Level
3	Reason for the Policy	Resolve The Student's Complaints About SEE And CIA
4	Policy applies to	Students & Teachers
5	Approved by	Principal
6	Responsible Authority	Examination Grievance Redressal Committee
7	Superseding Authority	Principal



# PROCEDURE

- The student will take the grievance redressal form from the exam cell (which is also available in the institutional website) fill it out, and give it to the concerned professionals.
- If a student is unwilling to appear in person, they can still submit a written grievance to the OIC, Exam cell via email.
- Anybody with an appropriate complaint may speak with the subject teacher / the department head / the examination committee members in person.
- If the grievance is still not resolved the student can approach to the principal for further course of action.

## FLOWCHART TO DEAL WITH EXAMINATION GRIEVANCES




*(Handwritten signature)*

## LIST OF INTERNAL GRIEVANCES

S.No.	Nature of Grievance	Redressal Time Frame (Max. working days)
1.	Internal Marks Correction and any other Discrepancies	One / Two days
2.	Lab Internal Marks Correction	Two/ Three days
3.	Project Internal Marks Correction	Two/ Three days
4.	Grievance on Question Paper	One / Two days
5.	Examination Time Related Issues	One / Two days
6.	Attendance Issues	One / Two days

## GRIEVANCE FORM



**DR. SUDHIR CHANDRA SUR INSTITUTE OF TECHNOLOGY AND SPORTS COMPLEX**  
(Formerly known as Dr. Sudhir Chandra Sur Degree Engineering College)  
 540 Dum Dum Road, Suremath, (Near Dum Dum Jn. Station), Kolkata- 700074  
 Phone : +91 33 25601829, 25601898, 65336378  
 Website: www.surtech.edu.in, Email: info@dscc.ac.in

**EXAMINATION GRIEVANCE REDRESSAL FORM**

**Grievance Raised By:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Name of the student:		
Branch:	Semester:	University Roll No. :

Paper Name :
Paper Code:

**Description of Grievance:**

\_\_\_\_\_

\_\_\_\_\_

**Investigation done by:**

Name:	Name:	Name:
Designation:	Designation:	Designation:
Department:	Department:	Department:
Date:	Date:	Date:
Signature:	Signature:	Signature:

**Action Taken:**

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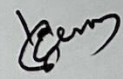
HOD

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OIC, Exam Cell

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PRINCIPAL



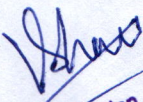
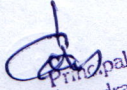


**DR. SUDHIR CHANDRA SUR DEGREE  
ENGINEERING COLLEGE**



**Examination Grievance  
Redressal Policy  
(W.E.F 04/07/2018)**

Revised and Approved by BOG  
Dated on 03/07/2018  
Under Agenda No. 18

Ref. No: <u>DSDEC/POLI/2018-19/9</u>	Compiled & Checked By: 	Approved By: 
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Issue No- 2

Exam Cell  
Dr. Sudhir Chandra Sur Degree  
Engineering College (C.Code - 755)  
540, Dum Dum Road, Kolkata-700 074

Principal  
Dr. Sudhir Chandra Sur Degree  
Engineering College,  
540, Dum Dum Road, Suremath  
Kolkata - 74



## INTRODUCTION:

Dr. Sudhir Chandra Sur Degree Engineering College consist of a dynamic and well-organized internal examination grievance cell that serves as a channel for feedback between faculty and students during the ongoing assessment process. The smooth administration of the semester end examination (SEE) and ongoing internal assessment is ensured by the college exam committee, controller of examinations, principal. Any complaints will be taken into consideration and addressed right away.

## OBJECTIVES:

- Provide students a forum where they can air their issues, and ensure that they will be handled impartially.
- Assure a fair, unbiased, and consistent process for handling the different complaints the student files.
- Ensure that students find solutions to their issues.
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- Resolve the student's complaints about SEE and CIA.
- Lay more emphasis on error prevention than on controlling through harsh measures.

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Sl.	Name	Department	Position
1	Prof. (Dr.) Om Prakash Sharma, Principal	Admin	Chairman
2	Mr. Vivek Shaw, OIC Exam cell (UG & PG)	BSH	Convener
3	HOD,CSE	CSE	Member
4	HOD,ECE	ECE	Member
5	HOD,AUE	AUE	Member
6	HOD,ME	ME	Member
7	HOD,CE	CE	Member
8	HOD,EE	EE	Member
9	HOD,BSH	BSH	Member
10	Ms. Rumrum Banerjee, Faculty, Dept. of EE	EE	Member
11	Ms. Arpita Chatterjee, Faculty., Dept. of AUE	ME	Member

## INTERNAL EXAMINATION GRIEVANCE REDRESSAL POLICY DESCRIPTION

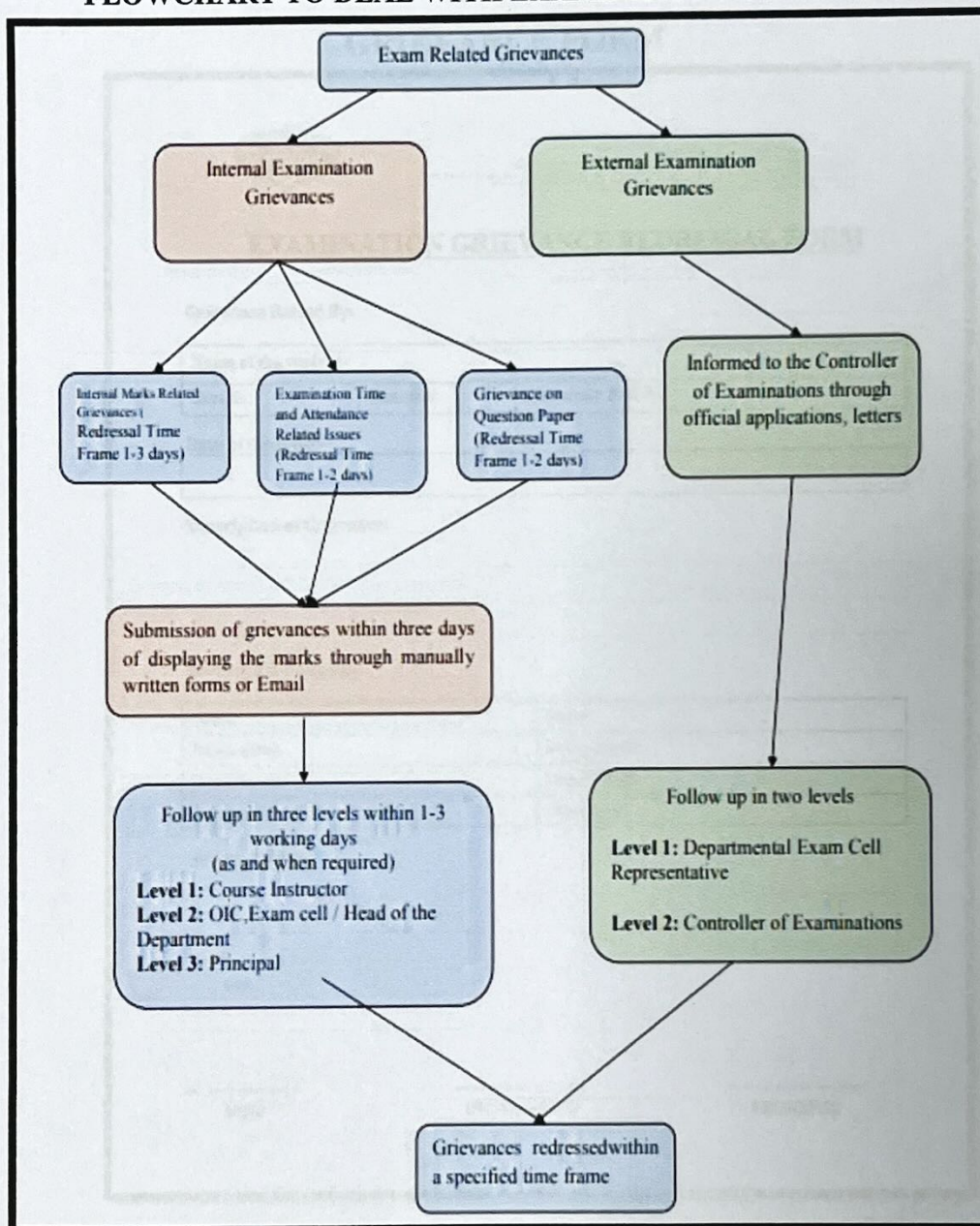
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7	Superseding Authority	Principal

*P. B. B. B.*  
Principal  
Dr. Sudhir Chandra Sur Degree  
Engineering College  
540, Dum Dum Road, Subermath  
Kolkata - 74

## PROCEDURE

- The student will take the grievance redressal form from the exam cell (which is also available in the institutional website) fill it out, and give it to the concerned professionals.
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5.	Examination Time Related Issues	One / Two days
6.	Attendance Issues	One / Two days

## GRIEVANCE FORM



**DR. SUSHIR CHANDRA SUR  
DEGREE ENGINEERING COLLEGE**  
540 Dum Dum Road, Suremath, Kolkata - 74  
Phone : +91 33 23463487, 23463488, 45136375, Fax : +91 33 23463487  
Website : www.dscsdec.ac.in, Email : dscsdec@rediffmail.com

### EXAMINATION GRIEVANCE REDRESSAL FORM

**Grievance Raised By:**

Name of the student-		
Branch:	Semester:	University Roll No. :

**Date of Grievance:**

**Description of Grievance:**

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**Investigation done by:**

<b>Name:</b>	<b>Name:</b>
<b>Designation:</b>	<b>Designation:</b>
<b>Department:</b>	<b>Department:</b>
<b>Signature:</b>	<b>Signature:</b>

**Action Taken:**

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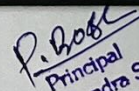
**HOD**

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**OIC, Exam Cell**

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**PRINCIPAL**

  
 Principal  
 Dr. Sushir Chandra Sur Degree  
 Engineering College  
 540, Dum Dum Road, Suremath  
 Kolkata - 74

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