


# SOP FOR INTERNAL ASSESSMENT GRIEVANCE REDRESSAL FOR STUDENTS



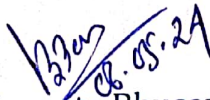
PREPARED BY  
THE INTERNAL QUALITY ASSURANCE  
CELL,  
SILIGURI INSTITUTE OF TECHNOLOGY

A NAAC ACCREDITED INSTITUTION


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06.05.24

Dr. Debajyoti Misra  
Director  
IQAC, SIT

  
06.05.24

Mr. Jayanta Bhusan Basu  
OIC, Examination Cell  
SIT

  
06.05.24

Dr. Mithun Chakraborty  
Principal  
SIT



**SILIGURI INSTITUTE OF TECHNOLOGY,**

**HILL CART ROAD, P.O. SUKNA**

**SILIGURI – 734 009**

**SOP FOR INTERNAL ASSESSMENT  
GRIEVANCE REDRESSAL FOR STUDENTS**

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## Standard Operating Procedure (SOP)

**Title:** *Internal Assessment Grievance Redressal for Students*

**Version:** 1.0

**Effective From:**

**Prepared by:** IQAC in association with Examination Cell

**Approved by:** Head of Institution (HOI)

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### 1. Objective

To ensure a fair, timely, and transparent process for addressing student grievances related to internal examinations and continuous assessments.

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### 2. Scope

This SOP applies to all undergraduate and postgraduate students of [Institution Name] who wish to file grievances concerning continuous internal assessments including tests, assignments, practicals/Sessionals, or projects.

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### 3. Introduction

The entire Continuous Assessment process is handled by the Examination Sub-committee of each Department under the guidance of College Examination Cell.

The college strictly follows the guidelines and rules issued by the affiliating university while conducting internal tests and continuous assessment throughout the semester.

The answer scripts of all Internal Assessments are shown to the students after evaluation for their doubts & clarification if any. After each internal assessment once the mark is uploaded the same is available to the student in their login portal of the University.

Internal evaluation of Practical, Viva-voce, and lab copy evaluations are done in the lab only and is shown to the students after every experiments. Thus, the process remains transparent, and grievances are minimized.

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### 4. Definitions

- **Grievance:** A formal complaint regarding internal examination scores, evaluation discrepancies, or procedural issues.
- **Grievance Redressal Committee (GRC):** A designated committee formed to address and resolve such grievances.



## 5. Responsibilities

### Stakeholder Responsibility

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Students	Raise genuine grievances within the prescribed time with supporting documents.
Faculty	Provide evaluation-related inputs and assist in grievance resolution.
HOI	Chair and oversee the process, ensure impartiality.
HOD	Facilitate records access, ensure policy compliance.
GRC	Investigate, deliberate, and decide on grievances.

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## 6. Procedure

### 6.1 Prompt Information by Students

Students must report any grievances within **2 working days** from the publication of internal examination results or assessment marks to the HOD. Delays beyond this will not be entertained unless validly justified.

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### 6.2 Constitution of Grievance Redressal Committee (GRC)

Position	Designation
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Chairperson	Head of Institution (or Nominee)
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Convener	OSD, Examinations
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Member	Academic Co-ordinator
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Member	Head of the Department
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Member	Sr. Faculty Member from other department
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### 6.3 Grievance Registering Procedures

#### A. Online Mode

- Visit [Institution Portal/URL].
- Access and fill the **Online Grievance Form**.
- Upload supporting documents (mark sheet, evaluated script, etc.).
- Submit form to receive an acknowledgment via email.



## B. Offline Mode

- Collect and fill the **Grievance Submission Form** (Annexure I).
  - Submit to the Head of the Department.
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### 6.4 Role of HOI and Other Officials

- **HOI:** Monitor and guide the process, intervene if any escalation occurs.
  - **Subject Faculty:** Share evaluation details and cooperate with inquiries.
  - **HOD:** Provide mark records, assessment schedules, etc.
  - **GRC:** Organize meetings, document proceedings, recommend actions.
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### 6.5 Redressal Mechanism

1. **Initial Scrutiny:** GRC reviews form and evidence within 3 working days.
  2. **Faculty Consultation:** GRC may consult with the concerned evaluator.
  3. **Hearing (if required):** Student may be called for clarification.
  4. **Re-Evaluation (if warranted):** Script may be reviewed by a different faculty.
  5. **Decision & Action:** Resolution communicated within **10 working days**.
  6. **Documentation:** Records stored securely for internal audits.
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### 7. Confidentiality

All grievance-related communications and documentation are confidential and shared strictly on a need-to-know basis.

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### 8. Review of SOP

This SOP will be reviewed annually or upon need by the Examination Cell and approved by the HOI.

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## Annexure I: Student Grievance Submission Form

### Internal Examination Grievance Submission Form

Field	Details
Student Name	
Roll Number	
Program & Semester	
Contact Number & Email	
Course/Subject Name	
Nature of Grievance	<input type="checkbox"/> Evaluation Discrepancy <input type="checkbox"/> Mark Omission <input type="checkbox"/> Procedural Error <input type="checkbox"/> Others
Description of Issue	(In brief)
Supporting Documents	(List attached)
Student Signature	
Date of Submission	

#### Acknowledgment – Internal Examination Grievance Submission

Received from: \_\_\_\_\_

Roll Number: \_\_\_\_\_

Date: \_\_\_\_\_

Grievance Received By: \_\_\_\_\_ (Name/Designation)

Signature & Seal: \_\_\_\_\_

