



THE COCHIN COLLEGE

Koovapadam, Kochi-2

Affiliated To Mahatma Gandhi University

Re-accredited by NAAC With B+ Grade



Fourth Cycle
NAAC Accreditation 2024

Criterion 2 Teaching-Learning and Evaluation

2.5 - Evaluation Process and Reforms

Metric No. 2.1.2

Mechanism of internal/ external assessment is transparent and the grievance redressal system is time- bound and efficient

Efficient and Time Bound Grievance Redressal system

Submitted to



National Assessment and Accreditation Council



THE COCHIN COLLEGE

KOCHI - 682 002

(Affiliated to Mahatma Gandhi University and Accredited by NAAC)

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1 Grievance Redressal Mechanism

When it comes to educational institutions, handling complaints and grievances in the most effective way is essential to their success. Institutions must go beyond simple responsiveness and create a highly efficient grievance redressal system that is time-bound in order to respect the values of fairness, trust, and open communication. The Cochin College values transparency and reliability and builds trust and prepares the ground for efficient communication. Our organization has made great efforts to embody these values. We have helped students adopt self-regulated learning methodologies and lessened their exam stress by orienting them on both internal and external assessment criteria. We ensure the fundamental principle that an institution's dedication to openness and transparency pave way for the overall success of its students which is demonstrated by a grievance redressal mechanism that is both timely and effective.

1.1 Types of Concerns

Multiple channels are offered to students so they can properly address their complaints. Students have several options for communicating their grievances: they can use the complaint boxes strategically positioned across the college library and corridors, or they can speak with their tutors/mentors, the heads of departments (HODs), or the principal's office. The college website also provides a digital grievance submission mechanism for students.

Three key categories of problems are usually encountered by students: those pertaining to exams, time management, and evaluation procedures.



1.2 Types of Grievances Concerning End-of-Semester/Internal Exams

1.2.1 Time-Related Grievance

A Time-Related Grievance comes up in different contexts because of problems with scheduling, time management, or complying with deadlines. These grievances typically take the form of requests to reschedule internal exam timing from





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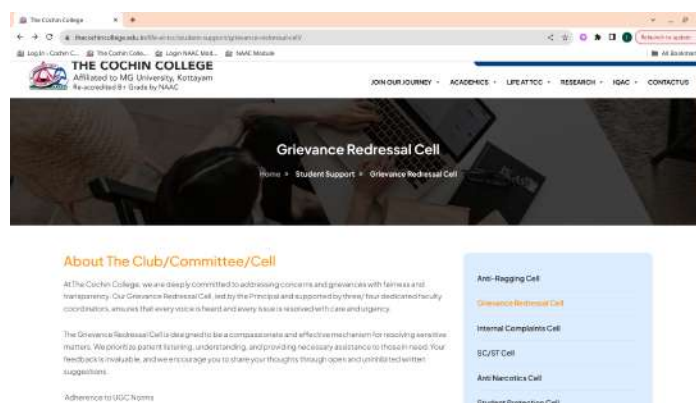
9:30 to 09:45 am, grant study leave for internal exam preparation, and handle cases in which unexpected and unavoidable circumstances prevent a student from arriving at the exam hall within 15 minutes of the start time.

1.2.2 Exam-Related Grievance

This type of grievance deals with issues and complaints that involve the way in which tests and examinations are managed and conducted. Examination-related grievances can include concerns about the lengthy exam portions, continuous exam schedules, retest requests, and exam seating arrangement difficulties.

1.2.3 Evaluation and Assessment-Related Grievance

Evaluation and Assessment-Related Grievances deal with complaints or issues about the way in which assignments, examinations, projects, or other assessments are evaluated and graded. Conflicts over grading standards, mistakes or arguments over valuation, and A and B form revisions are a few examples of these grievances. Institutions typically use a three-tier approach to solve evaluation and assessment-related issues. First, discussions with the class teacher is arranged to resolve grade discrepancies. Complaints from students are directed to the Heads of Departments (HODs), and problems that are not resolved within the department are forwarded to the college principal's office. The purpose of this procedure is to guarantee impartiality and accuracy in evaluation results and maintain the trust of those being assessed.



2 Three-Phase Grievance Procedure

If students find any discrepancies or would like to file a complaint about the internal assessment processes, the institution provides a thorough, three-tier complaint structure that is intended to address and settle their concerns.





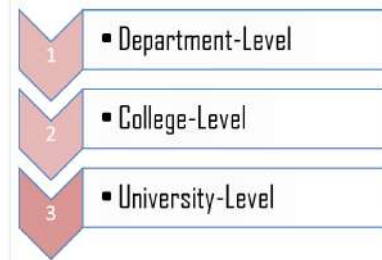
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2.1 Tier 1: Department Level

Students can address their complaints to their department heads or faculty members in the first tier. Every department strives to establish a welcoming environment where students can freely express their opinions and grievances. Faculty members and department heads are dedicated to finding effective, considerate solutions quickly.

GRIEVANCE REDRESSAL CELL
THE COCHIN COLLEGE, KOCHI-2

GRIEVANCE REDRESSAL FORM Date: 09/02/2022

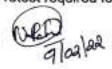
Complaint No: GRE/Economics/20222924

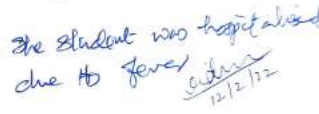
Name of the student : Rahul

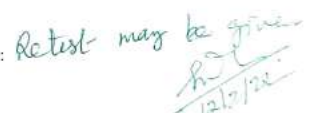
Programme : B.A. Economics

Semester : 4

Details of Grievance : Internal exam retest required for Public Economics


Signature of student with date :  9/2/22

Remarks and signature of Class Tutor : The student was hospitalised due to fever.  12/2/22

Remarks and signature of HoD : Retest may be given.  12/2/22

Remarks (if any) of Grievance Redressal Committee

Signature of GRC Convenor

Signature of Principal 





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2.2 Tier 2: College-Level

If an issue continues, it may be taken to the next level, where the Principal and the Exam Office will be involved. The Exam Office is essential in preserving the integrity of our examination procedures by means of efficient coordination, open assessment procedures, and a prompt complaint procedure. The grievance committee at the college level is composed of:

- The principal
- Coordinators of Internal Examinations
- Concerned Head of the Department

With the help of this method, students can express their worries and indicate any inconsistencies in their evaluations.

The image shows two screenshots from a mobile application. The left screenshot displays a complaint form for 'THE COCHIN COLLEGE' with the following details:

- To: The Controller of Examinations, Mahatma Gandhi University, Kottayam
- Subject: Late fee application for Semester supplementary examination
- Applicant: Mr. Joseph (Reg. No. 190021852119) who is a student of V Semester Economics of the college has applied for First semester supplementary examination. However, his registration could not be done since the college on his application form was not received on time. He has applied for three supplementary exams.
- 1. Commerce Course - French Language and Communication Skills
- 2. Core Course: Perspectives and Methodology of Taxation
- 3. Compulsory Course - Roots of the Modern World

The right screenshot shows an 'E-RECEIPT' with the following details:

- Challan No: [Barcode]
- Date: 11-10-2021 17:19:48
- Purpose of Remittance: Late fee for Submitting Examination Application
- Name: ALDWIN JOSEPH J C V
- Register No: 190021852119
- Mobile No: 9447438603
- Gateway Transaction ID: 1100065717683
- Check No: 1581769943
- Amount: 1585.00

Our Website Link: The Cochin college

2.3 Tier 3: University-Level

The university itself becomes involved in the third tier to guarantee an unbiased resolution if the problem is still unresolved. At this point, the university carefully confirms exam results both internal and external and resolves complaints at the university level.

As the highest authority in the grievance resolution procedure, this tier guarantees a thorough and unbiased consideration of academic problems, examination issues, and associated matters. It gives students the confidence that their





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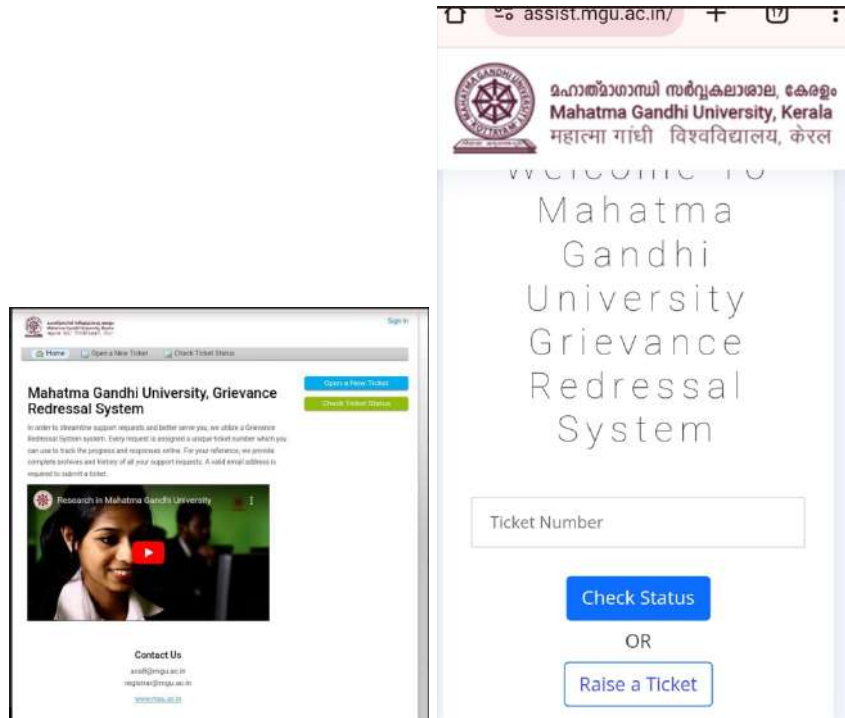
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complaints will receive the best consideration and care possible. Students can file written complaints either in person at the university or online at a specific URL that the institution provides.



Website Link: Mahatma Gandhi University

The three-tier grievance resolution process is an example of our commitment to thoroughly and methodically addressing student complaints. It guarantees that complaints from students are not only acknowledged but also properly resolved, ensuring the impartiality and integrity of our assessment procedure and fostering an environment that is supportive of learning for all students.

3 Conclusion

Our three-tier Grievance Redressal System is a comprehensive grievance resolution approach that starts at the department level and works its way up to the college and university levels. This method guarantees that complaints are handled at the proper level, enabling speedier and more effective resolutions. Students can address their concerns at the source, where department-level problems can be promptly rectified or if needed they can elevate them to higher levels. Within the academic community, a structure like this fosters open communication, accountability, and openness. In addition to defending students' rights, it creates an atmosphere where their opinions are respected, heard, and swiftly taken into consideration. Our streamlined and timely grievance redressal system demonstrates the institution's dedication to making sure that students' problems are handled efficiently and promptly which eventually improves their





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academic experience.

