



**CHANDRAKANTI RAMAWATI DEVI ARYA MAHILA P.G. COLLEGE**

**चन्द्रकान्ति रमावती देवी आर्य महिला पी.जी. कालेज**

(Accredited by NAAC)

दीवान बाजार, गोरखपुर (उत्तर प्रदेश)

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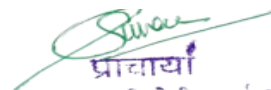
## **REPORT ON INTERNAL AND EXTERNAL EXAMINATION, GRIEVANCE-REDRESSAL MECHANISMS**

### **INTRODUCTION-**

CRDAM P.G. College, Gorakhpur, upholds a transparent, systematic, and academically aligned internal and external assessment process. This report provides an overview of the institution's grievance redressal mechanisms related to internal and external examinations from the academic sessions 2018-19 to 2022-23. The college's commitment to fairness, transparency, and academic integrity is reflected in its robust evaluation processes and efficient grievance redressal system.

### **Internal and External Assessment Mechanisms-**

- 1. Fairness and Transparency:** The college employs a comprehensive internal assessment mechanism that ensures fairness and transparency across all academic activities. Internal assessments include a combination of quizzes, assignments, presentations, and unit tests. These assessments are communicated to students regularly, maintaining an open and supportive academic environment. External assessments are conducted in strict adherence to university guidelines, ensuring that all students are evaluated objectively.
- 2. Diverse Assessment Methods:** Internal assessments at CRDAM P.G. College are diverse, incorporating unit tests, presentations, projects, and assignments. These methods, aligned with departmental action plans, allow for a holistic evaluation of students' knowledge and skills. The variety in assessment methods ensures that all students, regardless of their learning styles, have the opportunity to demonstrate their academic capabilities effectively.
- 3. Examination Committee:** The Examination Committee, comprising faculty members and administrative staff, is responsible for overseeing the internal and external examination processes. This committee ensures that the evaluation practices are consistent, fair, and maintain the highest standards of integrity. The committee also communicates examination schedules, policies, and procedures to all stakeholders, thereby promoting transparency.
- 4. Transparency in Mark Publication:** To maintain transparency, internal assessment marks are published on the college notice board. This practice ensures that students, faculty, and staff can access the results promptly, fostering a culture of openness. The availability of marks encourages

  
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stakeholders to engage actively with the assessment outcomes and address any concerns proactively.

5. Departmental Involvement in Grievance Redressal: Department heads play a crucial role in the grievance redressal process, ensuring that all student concerns are addressed equitably. The college has established a time-bound grievance redressal system, allowing for the swift resolution of issues related to both internal and external assessments. This approach reflects the institution's dedication to maintaining student satisfaction and upholding academic standards.

6. Clear Communication of Assessment Criteria: The effectiveness of the internal assessment process is enhanced by the clear communication of assessment criteria to students. By providing detailed information on objectives, methods, and timelines, the college empowers students to take an active role in their learning and assessment processes.

7. Continuous Evaluation and Feedback: Continuous evaluation through group discussions, assignments, field visits, and seminar presentations provides students with ongoing feedback. This system not only helps students improve their academic performance but also prepares them for future challenges.

8. Grievance Redressal Efficiency: The college's grievance redressal system is designed to be efficient and time-sensitive. It ensures that any grievances related to internal or external assessments are addressed promptly, maintaining student trust in the institution's academic processes.

  
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## Grievance Redressal Overview (2018-2023)

### 1. Academic Session 2018-19-

- Date: 15th May 2019
- Grievances related to internal assessments addressed within two weeks.
- External assessment grievances resolved within one month, following university guidelines.

### 2. Academic Session 2019-20-

- Date: 12th May 2020
- Internal assessment grievances handled efficiently despite disruptions due to the COVID-19 pandemic.
- External examination grievances were minimal, with resolutions provided in a timely manner.

### Academic Session 2020-21-


- Date: 10th May 2021
- Increased focus on online grievance redressal mechanisms due to remote learning.
- Internal assessments adapted to online formats; grievances addressed within a week.

### Academic Session 2021-22-

- Date: 16th May 2022
- Return to in-person assessments led to a reduction in grievances.
- Continued efficiency in resolving both internal and external assessment concerns.

### Academic Session 2022-23-

- Date: 18th May 2023
- Enhanced focus on student feedback and continuous improvement of assessment practices.
- Grievances related to assessments were resolved swiftly, maintaining high academic standards.

  
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