



सरस्वती शिक्षक प्रशिक्षण महाविद्यालय

(राष्ट्रीय अध्यापक शिक्षा परिषद् से मान्यता प्राप्त)

सरदारशहर-331403, जिला-चूरु (राजस्थान)

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2.6.3: Mechanism for grievance redressal related to examination is operationally effective

RESPONSE :

The institution has a well-organized mechanism in place for addressing grievances related to internal evaluation. At the beginning of the B.Ed program, students are informed about the evaluation process and components by the faculty. They are given the flexibility to approach the faculty, internship in charge, examination in-charge, or the Principal to address any examination-related grievances.

The grievance redressal committee plays a vital role in this process. Its functions include receiving representations, examining grievances, making recommendations to the Principal, and taking suitable action to resolve the grievances. The committee ensures that all examination and evaluation grievances are handled efficiently and effectively.

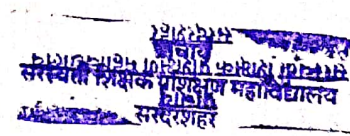
For grievances related to internal assessment and examination, the college conducts an orientation program to educate students about the evaluation system and the attainment of Course Learning Outcomes (CLOs) and Program Learning Outcomes (PLOs). Various assessment methods such as tutorials, home assignments, tests, presentations, and group discussions are used to assess student performance. The internal examination process is conducted meticulously, including the preparation of question papers, weightage tables, blueprints, and evaluation schemes for each course. After students receive their answer papers, they can discuss any grievances or queries with the concerned staff. Remedial teaching is provided to students who have not achieved satisfactory results, followed by a reexamination and evaluation system.

Grievances related to assignment works are also addressed. Students are given assignments, assessed based on specific criteria, and given an opportunity for individual presentations. If students have any doubts or grievances regarding the marks allotted, they can approach the examination in-charge, faculty, or the




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सा विद्या या विमुक्तये

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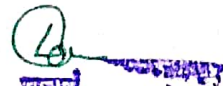
Principal. The institution also provides a suggestion box for students to express any genuine academic grievances or dissatisfaction.

The grievance redressal mechanism for the internship program is equally important. Students are assigned internship sessions in primary and secondary schools based on their convenience. The internship in-charge and Principal provide detailed explanations about the program. In case students face difficulties in adjusting to the school system or with their peers, mentor teachers and the Principal supervise the resolution process. The institution aims to provide a rich experience for students, supporting their professional journey.

The grievance redressal mechanism for any other types of dissatisfaction if any is also important for us. For this the students have the freedom to use the suggestion box regarding the reason of their dissatisfaction. The Principal and the concern nodal officer keep an eye on the overall procedure by conducting the periodical meeting.

Overall, the grievance redressal system in the institution is transparent, time-bound, and aims to address students' concerns related to internal evaluation, assignments, the internship program and any others. It ensures that students' grievances are heard and appropriate actions are taken to resolve them, fostering a conducive learning environment.




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