

A.S.D. Government Degree College for Women, Kakinada

An Autonomous institution



EXAMINATIONS CELL

GRIEVANCE AND REDRESSAL POLICY

Revised in 2022-2023

1. Introduction

The Grievance and Redressal Policy of the Examinations Cell at ASD Government Degree College for Women (A), Kakinada, is established to ensure transparency, accountability, and fairness in handling student concerns related to examinations. Recognizing the critical role examinations play in academic progression, this policy aims to provide a structured and time-bound mechanism to address issues such as discrepancies in marks, delays in results or certificates, and other exam-related concerns. The policy reflects the institution's commitment to student welfare by offering accessible channels for grievance submission and ensuring prompt and effective resolution through a well-defined redressal process.

2. Objectives Objective:

To provide a transparent, time-bound, and student-friendly mechanism for addressing grievances related to examination processes, ensuring fair and prompt resolution.

This policy covers grievances related to:

- Errors in hall tickets, internal/external marks
- Delay in result declaration
- Issues with revaluation or recounting
- Non-receipt of certificates (CMM, PC, OD, etc.)
- Discrepancies in question papers or answer scripts

Grievance Submission:

Students can submit grievances through:

1. **Email :** support.exams@asdgdcw.ac.in.
2. **Written Complaint** submitted to the Examinations Cell in person during working hours.

Redressal Process and Timeline:

Nature of Grievance	Acknowledgement	Resolution Time
Correction in hall ticket/marks	Within 1 day	Immediately
Photo/Address/Mobile No	Within 1 day	Within 1 day
Revaluation/Recounting-related issues	Within 2 days	Within 15 days
Delay in results or certificates	Within 2 days	Within 10 days
Any other exam-related grievance	Within 2 days	Within 10 days

Monitoring & Reporting:

- All grievances will be logged and tracked by the Examinations Cell.
- If any Grievances recorded, report will be submitted to the Principal at the end of that month.
- Urgent cases may be escalated to the College Grievance Redressal Committee.

Contact:

For support, visit the Examinations Cell or email: support.exams@asdgdw.ac.in.