

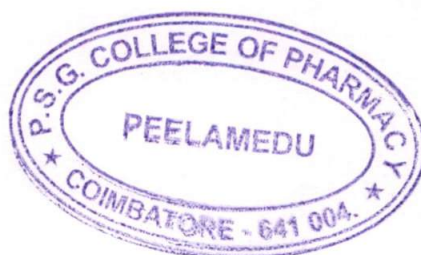
PSG College of Pharmacy, Coimbatore - 4
NAAC Criteria 2.5.2

Mechanism to deal with exam related grievances is transparent, time bound and efficient

Sample data & Action plan of grievances - Internal Assessment

S.No	Year	Particulars of Grievances	Action plan	Remarks & Outcome
1.	2017	Answering a different question paper	Student warned for negligence. Informed invigilators to hand over question papers in person	No marks were awarded in that case.
2.	2019	Late entry into the exam hall	Enquiry made. Students expressed apology through class coordinators. 2 nd Sessional exam was not conducted for these subjects.	Improvement Sessional was conducted at a later date.
3.	2019	Conduct of separate IA exam due to supplementary exam	Request was obtained and subject in charges were advised to conduct another exam.	Another exam was conducted with a different question paper by subject in-charge.
4.	2020	Non-submission of answer booklet of I Sessional Exam	The enquiry was made and punishment is that no marks shall be awarded for that subject and retest shall not be conducted for that student.	Committee warned the student that such activities should not be indulged in future & only zero mark will be awarded.
5	2020	Request for Re-exam (Practical) due to an intercollegiate event	Permitted for participation in a mega event.	Re-exam conducted.
6	2020	Online Exam issues Due to corona & other illnesses	Due consideration provided.	Re-exams conducted on a different date.

(Above details enclosed)

Sample data & Action plan of grievances - University examinations

S.No	Year	Particulars of Grievances	Action	Remarks & Outcome
1.	2016	Re totaling Requests	Request sent to university and Photocopies of papers obtained	Checked by the subject in charge & HOD of the Department. (Report enclosed).
2.	2017	Sequel – Question Paper downloading – Late by 10 mins	Invigilators were informed by CS to provide extra 10 min time	Extra 10 min time allotted for that Exam.
3.	2018	Losing Hall Ticket – Request	Penalty levied and Hall ticket issued	Students should be permitted only with Hall ticket.
4.	2019	Booklets found to have numbering of page numbers in the reverse order	Informed over phone & mailed to DCOE, The TN MGR MU	Necessary correction made by CS.
5.	2018	Request for appearing after 7 years	Request sent, condonation fee informed, made to appear with instructions of affiliating university	Passed and received provisional certificate.

(Above details enclosed)