



NAAC ACCREDITED INSTITUTION
LOURDES MATHA
COLLEGE OF SCIENCE AND TECHNOLOGY

Affiliated to APJ Abdul Kalam Technological University
Approved by AICTE & Managed by the Archdiocese of Changanacherry
Lourdes Hills, Kuttichal P.O, Thiruvananthapuram, Kerala - 695 574

2.5.2. Any Additional information

2.5.2. Mechanism to deal with Examination related Grievances is Transparent, time-bound and Efficient:

The institution has a mechanism to deal with all the Examination related Grievances which are transparent, time-bound and Efficient.

STANDARD OPERATING PROCEDURES (SOP)

LMCST strictly follows the academic calendar published at the beginning of every academic year. A grievance committee is constituted at the institution level with a senior faculty as the convener and teachers from each Department as members to oversee the examination-related grievances, time-bound, and efficient resolution.

Grievance Redressal is done as follows:

The centralized “series exam cell” and “university examination cell” are confidential sections for the smooth conduction of internal and external examinations with proper maintenance of student records. The University Examination cell coordinates with the KTU regarding all matters related to the examination. Periodic regular meetings and discussions with the Principal and exam cell members ensure the efficiency of the examination system. All examination-related queries are sent to the university and are being dealt with by the cell confidentially.



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Departmental Level:

The planning of internal assessments, course/class committee meetings, and university examinations are done well in advance and evaluations are completed on time as per academic calendar. The grievances related to examinations, if any, are reported to the advisor and are forwarded to the Principal by HoD. The absence in series exams with genuine reasons will be considered for retest.

College Level:

The representation of students will be forwarded to the university from the college immediately after the examination. Regarding any grievances related to University question papers such as out of syllabus, repeated questions, marks missed, wrong question number and wrong weightage from modules during semester exams, the Chief Superintendent would take up the matter with the University.

University level:

Student's grievances are addressed by the university promptly and published on the website. Question papers of the concerned course are collected from different colleges and scrutiny of the collected question papers is performed by senior faculty members of different colleges. The verification is made based on the syllabus of the concerned course and regulations of the university and one question paper is finalized by the question paper setting committee. Grievance representations received from students regarding question paper, if any, is considered before valuation to ensure transparency in a time-bound and efficient manner.

If the student is not satisfied with the result they can apply for revaluation/scrutiny of answer sheet. For scrutiny, a copy of the answer scripts will be available in the student's login and updated information will be given to the student within 15 to 30 days. The students can apply for revaluation of answer scripts by remitting the requisite fee. The final mark awarded will be the best of the two marks. If the difference in marks obtained in revaluation and the original valuation is more than 15% of the maximum marks, it will be sent for third valuation. The final mark will then be the average of the two marks obtained in the three valuations to the advantage of the student. If the average mark is less than the original mark, the original mark will be retained. If there is 15% or more improvement in the revaluation marks, the fee collected will be refunded.



The further information is placed in the following link

File Description	Link
Grievances	Click here



R. Shilpi

PRINCIPAL
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