



NARAYANA
COLLEGE OF NURSING

Chinthareddypalem, Nellore - 524003, A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

Recognized by Indian Nursing Council and A.P. Nurses & Midwives Council

Affiliated to NTR University of Health Sciences, A.P. Vijayawada.

Accredited by "International Accreditation Organization (IAO)"

website: www.narayanannursingcollege.com || e-mail: narayana_nursing@yahoo.co.in



EXAMINATION GRIEVANCE REDRESSAL POLICY

TITLE	EXAMINATION GRIEVANCE REDRESSAL POLICY		
POLICY NUMBER	34	ISSUE NUMBER	001
NUMBRR OF PAGES	06	DATE	30.12.2021
EFFECTIVE ROOM	30.12.2021	NEXT REVISION	30.12.2025

Dr B. Chinnay

NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003

A. Indu

Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003



Chinthareddypalem, Nellore - 524003. A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

Recognized by Indian Nursing Council and A.P. Nurses & Midwives Council

Affiliated to NTR University of Health Sciences, A.P. Vijayawada.

Accredited by "International Accreditation Organization (IAO)"

website: www.narayananursingcollege.com || e-mail: narayana_nursing@yahoo.co.in

Policy Statement:

The Examination Grievance Redressal Mechanism Policy is designed to provide a systematic, transparent, and equitable framework for addressing and resolving student grievances related to the conduct, evaluation, and outcomes of examinations. The policy ensures that all complaints are handled fairly, promptly, and with due regard to maintaining academic integrity and institutional standards. It reflects the institution's commitment to fostering a supportive and accountable academic environment.

Objectives:

1. Ensure Fairness in Examination Processes:

Guarantee that all examination-related grievances are resolved impartially and consistently while upholding academic integrity.

2. Facilitate Prompt Resolution:

Provide an efficient mechanism for students to voice their concerns and ensure their grievances are addressed in a timely manner.

3. Promote Transparency:

Establish clear procedures and communication channels to enhance trust in the examination and grievance redressal processes.

4. Safeguard Student Rights:

Protect the rights of students to a fair assessment and equitable treatment during examinations.

5. Encourage Accountability:

Hold faculty, examiners, and administrative staff accountable for maintaining the standards and fairness of the examination process.

6. Support Academic Progression:

Minimize disruptions to academic progression by addressing grievances effectively, allowing students to focus on their learning and development.

A. S. Reddy

Principal

NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003

DYBodhany
Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003



Chinthareddypalem, Nellore - 524003. A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

Recognized by Indian Nursing Council and A.P. Nurses & Midwives Council

Affiliated to NTR University of Health Sciences, A.P. Vijayawada.

Accredited by "International Accreditation Organization (IAO)"

website: www.narayanannursingcollege.com || e-mail: narayana_nursing@yahoo.co.in



7. Foster Confidence in Institutional Processes:

Build student confidence in the institution's commitment to fairness, justice, and academic excellence.

Scope of the Policy:

This policy applies to grievances related to:

- Discrepancies in marks or results (including re-evaluation or re-totalling requests).
- Issues during the conduct of theory or practical examinations (e.g., procedural lapses, unfair treatment).
- Misplaced or lost answer scripts or practical records.
- Any unfair practices or misconduct reported during examinations.
- Non-compliance with examination regulations or policies.

Grievance Redressal Process:

1. Submission of Grievance:

- A student must submit a written grievance to the **Examination Grievance Redressal Committee (EGRC)** through the Principal's office.
- The grievance must be filed within **7 days of result declaration or incident occurrence**.
- The grievance should include all relevant details, including exam name, date, subject, and nature of the issue, along with supporting documents (if any).

2. Acknowledgment:

- The Principal's office shall acknowledge the receipt of the grievance within **2 working days** and forward it to the EGRC for review.
-

D.R. Chinnay
Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003

A. S. Indu
Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003



3. Examination Grievance Redressal Committee (EGRC):

The committee will consist of:

- Principal (Chairperson)
- Head of the Department (HOD) of the concerned subject
- Examination Coordinator
- A senior faculty member
- Student Representative (if appropriate, and not related to the grievance)

4. Investigation Process:

- The committee shall thoroughly review the grievance, including examination records, answer scripts, attendance, and invigilator reports.
- If necessary, the committee may interview involved parties (e.g., students, invigilators, examiners).

5. Resolution Mechanisms:

Based on the nature of the grievance, the following actions may be taken:

- **Re-totaling of Marks:** For discrepancies in marks due to calculation errors.
- **Re-evaluation:** For concerns about the fairness or accuracy of marking (if allowed under institutional policy).
- **Re-conducting Examinations:** In cases of procedural lapses that may have unfairly impacted the student(s).
- **Counseling:** For students with concerns arising from personal misunderstandings or non-academic issues.

6. Communication of Decision:

- The EGRC shall communicate its decision in writing to the student within **10 working days** of grievance submission.
- If the grievance is upheld, corrective actions shall be implemented immediately.

D.R. Chinn
Principal

NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003

A. S. Reddy

Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003



7. Appeal Process:

- If the student is dissatisfied with the committee's decision, they may submit an appeal to the **Institutional Grievance Redressal Cell (IGRC)** within **7 days** of receiving the decision.
- The IGRC decision shall be final.

8. Confidentiality and Record-Keeping:

- All grievances and related proceedings shall be treated with strict confidentiality.
- A detailed record of grievances and resolutions shall be maintained for institutional and regulatory review.

Prohibited Grievances:

The following grievances will not be entertained:

- Frivolous or baseless complaints lacking substantial evidence.
- Grievances filed after the prescribed time limit.
- Requests for additional marks without valid justification.

Timeline Summary:

Step	Timeline
Submission of Grievance	Within 7 days of result/incident
Acknowledgment	Within 2 working days
Decision by EGRC	Within 10 working days
Appeal Submission	Within 7 days of EGRC decision
Final Decision by IGRC	Within 10 working days of appeal

D.V.B. Chinnay
Principal

NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003

A. Indu

Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003



NARAYANA COLLEGE OF NURSING

Chinthareddypalem, Nellore - 524003, A.P.

Ph No: 0861-2317969 | Fax: 0861-2311968.

Recognized by Indian Nursing Council and A.P. Nurses & Midwives Council

Affiliated to NTR University of Health Sciences, A.P. Vijayawada.

Accredited by "International Accreditation Organization (IAO)"

website: www.narayanannursingcollege.com || e-mail: narayana_nursing@yahoo.co.in



Expected Outcomes:

- Enhanced student satisfaction with the examination process.
- Greater trust in the institution's academic systems.
- A structured and transparent approach to resolving grievances.

	DESIGNATION	SIGNATURE
PREPARED BY	MRS. ANJANI DEVIN ASSOCIATE PROFESSOR	<i>N. Anjani Devi</i>
REVIEWED BY	MRS. LATHA.A IQAC COORDINATOR	<i>Latha</i>
APPROVED BY	Dr. INDIRA.A PRINCIPAL	<i>A. Indira</i>

Latha
IQAC COORDINATOR
NARAYANA COLLEGE OF NURSING
CHINTHAREDDYPALEM
NELLORE - 524 003

Dr. Indira
Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003

A. Indira
Principal
NARAYANA COLLEGE OF NURSING
Chinthareddypalem,
NELLORE - 524 003