



# IMS ENGINEERING COLLEGE, GHAZIABAD

(Affiliated to Dr. A.P.J. Abdul Kalam Technical University, Lucknow, Uttar Pradesh & Approved by AICTE, New Delhi)

NH-09, Adhyatik Nagar, Near Dasna, Distt: Ghaziabad, Uttar Pradesh Website: <https://www.imsec.ac.in>

## SUPPORTING DOCUMENTS

AQAR: 2022-23

2.5.2

*Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient.*

**Attachment: Supporting Documents**

### **2.5.2 - Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient.**

The institute have designed an efficient mechanism to deal with internal examination related grievances such as mistakes in question paper, mark allocation etc. The process is transparent in nature and time bounded. The college strictly follows the guidelines and rules issued by the AKTU.

Student shall contact concern subject teacher and subject In-charge to discuss the grievance by filling grievance redressal form. If student satisfy then grievance closed with student and subject teacher remark on grievance on the form. The form is submitted to concern Head of Department (HOD) office. If student does not satisfy student shall contact concern Head of Department and submit the grievance form in HOD office. The HOD will discuss the grievance with concern subject teacher and subject In-charge in presence of student and resolve it within 3 working days. If student student still not satisfy, the student should contact Dean Academic, and submit the grievance form to Dean Academic office. The Dean Academic decision will be final and grievances will be closed automatically.

**IMS Engineering College, Ghaziabad**  
**Examination Cell**  
**Examination Grievance Redressal**

Students having any Grievance related to Internal Examination (Theory / Practical) may follow the following process to resolve their grievance.

1. Student shall contact concern Subject Teacher & Subject Incharge to discuss the grievance by filling grievance redressal form.
  - If students satisfy then grievance closed with student and subject teacher remark on grievance redressal form & submission to concern HOD office.
  - If student not satisfy
2. Student shall contact concern Head of Department (HOD) and submit grievance form in HOD office.
3. HOD will discuss the grievance with concern Subject Teacher & Subject Incharge in presence of student and resolve it within 3 working days.
  - If student satisfy then grievance closed with closing remark of HOD, subject teacher and student in grievance register available in HOD Office.
  - If student still not satisfy,
4. Student shall contact Dean Academic, submit grievance form and mention their issue in grievance register available in Dean Academic Office.
5. Dean Academic will discuss student grievance with concern HOD in presence of subject teacher and subject incharge and inform the final decision to students.
6. Dean Academic decision will be final and grievance will be closed automatically.

  
Dr. Vijay Kumar

(COE)

Controller of Examinations  
IMS Engineering College  
Ghaziabad

# IMS Engineering College , Ghaziabad

## Student Grievance Redressal Form

Student Name	Roll No.	Department	Year	Section	Grievance Filling Date	Sig. with Date
Grievance Discription by Student						
Grievance Redressal Remark by Subject Teacher						
Grievance Redressal Remark by Subject Incharge						
Student Remark & Status of Grievance	Satisfy	Not Satisfy	Grievance Closed	Grievance Not Closed		
Grievance Redressal Remark by HOD (If not closed)						
Student Remark & Status of Grievance	Satisfy	Not Satisfy	Grievance Closed	Grievance Not Closed		
Grievance Redressal Remark by Dean Academic (If not closed)						
Grievance Status Closed with Final Remark of Dean Academic						
Sig. with Date ( Dean Academic)	Sig. with Date ( HOD)		Sig. with Date ( Student )			