



DWARAKA DOSS GOVERDHAN DOSS VAISHNAV COLLEGE
Arumbakkam Chennai 600106
(Autonomous) - Affiliated to University of Madras
Linguistic Minority Institution
COLLEGE FOR POTENTIAL WITH EXCELLENCE

Minutes of the Grievance Redressal Committee Meeting - November 2020 ESE

Due to global pandemic Covid-19, the entire process of conduct of examinations and evaluations were conducted in the virtual mode, platform provided by Faculty Alliance Logistics Ltd.

Technical grievances: Virtual examinations (held from 02.02.2021 to 06.02.2021) led to technical grievances especially with students in remote locations who had unstable internet connectivity, power cuts, and we also received corrupt and invalid answer scripts when candidates had virus-infested gadgets. Issues regarding downloading of question papers and uploading of answer scripts on the vendor portal especially when server was down were monitored by the Class teacher and respective Head of the Department. Discrepancies were routed through the Examinations Committee comprising of Commerce Faculty members and brought to the notice of the Chief and Additional Examination Superintendents, Prof. Seshadrinathan and Dr. Prabha Rajagopalan, on the same day of the examinations and for immediate redressal. The six-member Examinations Committee along with two technical experts were onsite everyday to monitor the online examinations. Daily reports were taken from the vendor's portal to ensure all students uploaded their scripts.

Methodology for registering grievances: Besides bringing any discrepancy to the notice of the respective Class/Subject teachers and Head of the Department, for first year candidates a google link was posted on the college website and a separate email: coeofficial@gmail.com was created for candidates to register their grievances within 7 days after publication of results. These were forwarded to the respective departments for resolving the same.

Geetha. G





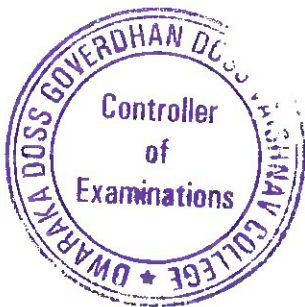
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Minutes of the Grievance Redressal Committee Meeting – April 2021 ESE

Technical grievances: Virtual examinations (held from 25.06.2021 to 09.07.2021) led to technical grievances especially with students in remote locations who had unstable internet connectivity, power cuts, and we also received corrupt and invalid answer scripts when candidates had virus-infested gadgets. Issues regarding downloading of question papers and uploading of answer scripts on the vendor portal especially when server was down were monitored by the Class teacher and respective Head of the Department. Discrepancies were routed through the Examinations Committee comprising of Commerce Faculty members and brought to the notice of the Chief and Additional Examination Superintendents, Dr. J. Satish and Dr. B. Vijayakumar on the same day of the examinations and for immediate redressal. The six-member Examinations Committee were onsite on all examination to monitor the online examinations. Daily reports were taken from the vendor's portal to ensure all students uploaded their scripts.

Methodology for registering grievances: Besides bringing any discrepancy to the notice of the respective Class/Subject teachers and Head of the Department, for first year candidates a google link was posted on the college website and a separate email: coeofficial@gmail.com was created for candidates to register their grievances within 7 days after publication of results. These were forwarded to the respective departments for resolving the same.

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30th December 2019

**Minutes, Grievance Redressal Committee Meeting
November 2019 End Semester Examinations**

Methodology for registering grievances:

Examinations Committee: comprising Chief, Additional and an External Superintendent monitored the distribution of question paper and documented any discrepancy in the question paper(s) that were represented by students or faculty members. The same was reported to the COE office on all the examination days.

Camp Officer, Valuation: Dr. Nandini Sivaraman, Assistant Professor, Department of Economics and Dr. Sulupriya, Head, Department of Social Work, consulted the Chairpersons of the respective Boards, for fixing the anomalies in the question paper during evaluation. The remarks or decisions of the Chairpersons was conveyed to both the External and the Internal examiners and anomalies were addressed mostly during the Valuation. Oversight, if any, in the Answer keys/Scheme of Valuation were also reported by the Camp Officer, whose mediation between the Examiners and the Chairpersons was crucial. The percentage of varied anomalies reported in the question paper was 5 %, out of the 1,216 question papers set by the external examiners.

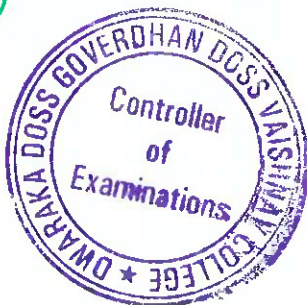
Internal Valuation Monitoring Committee, (IVMC): The Camp and Additional Camp Officer appointed faculty members from the various departments for the Valuation monitoring.

IVMC Rectification: Chairpersons of the respective Boards were called to award marks to the unmarked answers.

Photocopying: of answer scripts was introduced. Candidates applying for Revaluation were encouraged to apply for a photocopy of their answer script for more transparency in the examination system.

Revaluation: 179 answer scripts were revalued by a new set of External Examiners and was coordinated by Additional COE, Dr. S. Narayanan and COE staff, Ms. Manimegalai.

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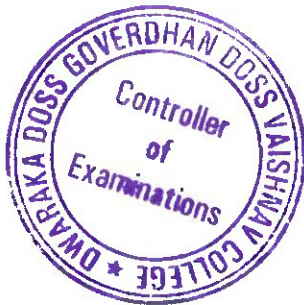
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Outcome of meeting: The Executive Members of the COE met on 30th December 2019, to discuss how the registered grievances were addressed and resolved. The recommendations of the Camp Officer and the IVMC pertaining to the conduct of Valuation were well taken and it was decided to implement all of their suggestions in the ensuing semester examinations.

Camp Officer: Dr. T. Augustine Arul Prasad

Convenor, IVMC: Dr. Prabha Rajagopalan

Controller of Examinations: Dr. G. Geetha





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30th October 2020

**Minutes, Grievance Redressal Committee Meeting
April 2020 Online End Semester Examinations**

Online End Semester Examinations due to Covid-19 pandemic: Due to global pandemic and lockdown, the entire process of examinations and evaluations had to be modified and made online. Duration of examination was reduced to 90 minutes; more choices were given to candidates. Examinations were conducted through the online portal of third-party agency, Shikshayati Edu. April examinations were conducted during late September and as per directions of the higher authorities.

Technical grievances: Online examinations resulted in technical grievances. Examination candidates were asked to do a mock test. Unstable internet connectivity and infrastructural challenges also were other factors and many students faced issues while downloading the question paper or uploading their answer scripts on the vendor portal.

Methodology for registering grievances: Board Chairpersons/Program Nodal Officers, Subject and Class teachers/Course Nodal Officers, Faculty coordinators had to report any technical grievance to the Program Nodal who in turn had to report to the Examination Committee comprising Dr. Prema, Head Department of Economics and Prof. J. P. Jaideep. Examination whatsapp group, Evaluation whatsapp group and each class had a whatsapp group for registering grievances. Technical issues faced by faculty members were posted on the group and routed through Camp Officer, Dr. J. Sathish, Assistant Professor in Commerce and Dr. K. Moneesh Kumar, Assistant Professor in Corporate Secretaryship. Dr. S. Narayanan, Additional COE, mediated between the vendor and the Examinations and Valuation Committee, for resolving all technical issues that arose during the conduct of online examinations and valuation.

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Grievances Committee: The Executive members of the COE Office, along with Chief Controller of Examinations/Principal, Dr. S. Santhosh Baboo, Examinations Committee and the Camp Officers met on 30th October 2020, to ensure grievance redressal was done appropriately.

Camp Officer: Dr. J. Satish

Additional Camp Officer: Dr. K. Moneesh Kumar

Controller of Examinations: Dr. G. Geetha





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28th December 2018

**Minutes, Student Grievance Redressal Committee Meeting
November 2018 End Semester Examinations**

Methodology for registering Grievances:

Examinations Committee: comprising Chief, Additional and an External Superintendent monitored the distribution of question paper and documented any discrepancy in the question paper(s) that were represented by students or faculty members. The same was reported to the COE office on all the examination days.

Camp Officer, Valuation: Dr. R. Kumaran, Assistant Professor, Department of Chemistry, consulted the Chairpersons of the respective Boards, for fixing the anomalies in the question paper during evaluation. The remarks or decisions of the Chairpersons was conveyed to both the External and the Internal examiners and anomalies were addressed mostly during the Valuation. Oversight, if any, in the Answer keys/Scheme of Valuation were also reported by the Camp Officer, whose mediation between the Examiners and the Chairpersons was crucial.

Internal Valuation Monitoring Committee, (IVMC): Due to the switch from Double Valuation, (evaluation methodology employed since 2009), to Single Valuation for candidates admitted during 2018, the IVMC was constituted for checking section-wise and overall total and to observe any inconsistencies. Dr. Prabha Rajagopalan, along with four Coordinators representing Arts, Sciences, Commerce and Languages streams and faculty members from every department closely monitored the Valuation. The Committee observed that some of the examiners awarded more marks than the stipulated marks, had awarded marks for students who had attempted more questions than the prescribed limit, and a few had missed evaluating answers. Based on IVMC's reports and data, examiners who did not match the standards, were removed from the approved list.

IVMC Rectification: The Chairpersons of the respective Boards were called to award marks to the unmarked answers.

Revaluation: 184 answer scripts were revalued by a new set of External Examiners. Dr. S. Narayanan, Additional COE and Ms. Manimegalai, Confidential Section, COE, coordinated the Revaluation.

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Outcome of meeting: Grievances that were registered during every phase of the examination was brought to the notice of the Chief Controller of Examinations/Principal, Dr. R. Ganesan by the Executive Members of the COE for a discussion held on 28th December 2018, to look into the recommendations of the Camp Officer and the IVMC pertaining to the conduct of Valuation. Their suggestions were well taken and it was decided to implement the same in the ensuing semester examinations.

Camp Officer: Dr. R. Kumaran,

Convenor, IVMC: Dr. Prabha Rajagopalan

Controller of Examinations: Dr. G. Geetha





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3rd June 2019

**Minutes, Grievance Redressal Committee Meeting
April 2019 End Semester Examinations**

Methodology for registering Grievances:

Examinations Committee: comprising Chief, Additional and an External Superintendent monitored the distribution of question paper and documented any discrepancy in the question paper(s) that were represented by students or faculty members. The same was reported to the COE office on all the examination days.

Camp Officer, Valuation: Dr. T. Augustine Arul Prasad, Assistant Professor in Chemistry and Dr. S. Narayanan, Additional COE consulted the Chairpersons of the respective Boards, for fixing the anomalies in the question paper during evaluation. The remarks or decisions of the Chairpersons was conveyed to both the External and the Internal examiners and anomalies were addressed mostly during the Valuation. Oversight, if any, in the Answer keys/Scheme of Valuation were also reported by the Camp Officer, whose mediation between the Examiners and the Chairpersons was crucial.

Internal Valuation Monitoring Committee, (IVMC): Due to the switch from Double Valuation, (evaluation methodology employed since 2009), to Single Valuation for candidates admitted during 2018, the IVMC was constituted for checking section-wise and overall total and to observe any inconsistencies. Dr. Prabha Rajagopalan, along with four Coordinators representing Arts, Sciences, Commerce and Languages streams and faculty members from every department closely monitored the Valuation. The Committee observed that some of the examiners awarded more marks than the stipulated marks, had awarded marks for students who had attempted more questions than the prescribed limit, and a few had missed evaluating answers. Based on IVMC's reports and data, examiners who did not match the standards, were removed from the approved list.

IVMC Rectification: Chairpersons of the respective Boards were called to award marks to the unmarked answers.

Photocopying: Candidates applying for Revaluation were encouraged to apply for a photocopy of their answer script for more transparency in the examination system.

Revaluation: 332 answer scripts were revalued by a new set of External Examiners and was coordinated by Additional COE, Dr. S. Narayanan and COE staff, Ms. Manimegalai.

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Outcome of meeting: The Executive Members of the COE met Chief Controller of Examinations/Principal, Dr. R. Ganesan on 3rd June 2019, to discuss the grievances registered during the course of the examination/valuation. The recommendations of the Camp Officer and the IVMC pertaining to the conduct of Valuation were well taken and it was decided to implement all of their suggestions in the ensuing semester examinations.

Nandini Sivaraman

Camp Officer: Dr. Nandini Sivaraman

Sulupriya

Additional Camp Officer: Dr. B. Sulupriya

Geetha-S

Controller of Examinations: Dr. G. Geetha





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5th January 2018

**Minutes, Grievance Redressal Committee Meeting
November 2017 End Semester Examinations**

The Executive team of the COE comprising Chief Controller of Examinations/Principal, Dr. M. Venkatraman, Controller of Examinations, Dr. S. Selvaraju, Deputy Controller, J. Jaideep and the Additional Controller of Examinations, Dr. Mutezhilan, discussed all the student grievances relating specifically to Valuation on 5th January 2018, and ensured appropriate and necessary action was taken to address these issues. 106 answer scripts were revalued by a fresh set of examiners. The third valuation was coordinated by Deputy and Additional Controller of Examinations and assisted by Mr. Rangan and Ms. Deepa, Confidential section, COE Office.

Grievances relating to the question paper anomalies; typographical/ numerical errors/ out of syllabus questions, uneven distribution of units, if any, during the November 2017 End Semester Examinations represented by students and faculty were routed through Dr. T. Velmurugan. Resolutions for grievance redressal were taken in consultation with the respective Board Chairpersons. These decisions were also conveyed to both the External and Internal Examiners and fixed during the Valuation to ensure students were not affected in any way possible.

Controller of Examinations





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30 June 2018

**Minutes, Grievance Redressal Committee Meeting
April 2018 End Semester Examinations**

The Executive team of the COE comprising Chief Controller of Examinations/Principal, Dr. M. Venkatraman, Controller of Examinations, Dr. S. Selvaraju, Deputy Controller, J. Jaideep and the Additional Controller of Examinations. Dr. Muthezhilan, discussed all the student grievances relating specifically to Valuation on 30th June 2018, and ensured appropriate and necessary action was taken to address these issues. **223 answer scripts were revalued** by a fresh set of examiners. The third valuation was coordinated by Deputy and Additional Controller of Examinations and assisted by Mr. Rangan and Ms. Deepa, Confidential section, COE Office.

Grievances relating to the question paper anomalies; typographical/ numerical errors/ out of syllabus questions, uneven distribution of units, if any, during the April 2018 End Semester Examinations represented by students and faculty were routed through Dr. T. S. Prema, Associate Professor in Economics. Resolutions for grievance redressal were taken in consultation with the respective Board Chairpersons. These decisions were also conveyed to both the External and Internal Examiners and fixed during the Valuation to ensure students were not affected in any way possible.


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30 January 2017

**Minutes, Grievance Redressal Committee Meeting
November 2016 End Semester Examinations**

The Executive team of the COE comprising Chief Controller of Examinations/Principal, Dr. M. Venkatraman, Controller of Examinations, Dr. S. Selvaraju, Deputy Controller, J. Jaideep and the Additional Controller of Examinations. Dr. Mutheszilan, discussed all the student grievances relating specifically to Valuation on 30th January 2017, and ensured appropriate and necessary action was taken to address these issues. **90 answer scripts were revalued** by a fresh set of examiners. The third valuation was coordinated by Deputy and Additional Controller of Examinations and assisted by Mr. Rangan and Ms. Deepa, Confidential section, COE Office.

Grievances relating to the question paper anomalies; typographical/ numerical errors/ out of syllabus questions, uneven distribution of units, if any, during the November 2016 End Semester Examinations represented by students and faculty were routed through Prof. J. Jaideep, Associate Professor in Economics. Resolutions for grievance redressal were taken in consultation with the respective Board Chairpersons. These decisions were also conveyed to both the External and Internal Examiners and fixed during the Valuation to ensure students were not affected in any way possible.


Controller of Examinations





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10th June 2017

**Minutes, Grievance Redressal Committee Meeting
April 2017 End Semester Examinations**

The Executive team of the COE comprising Chief Controller of Examinations/Principal, Dr. M. Venkatraman, Controller of Examinations, Dr. S. Selvaraju, Deputy Controller, J. Jaideep and the Additional Controller of Examinations, Dr. Mutheszilan, discussed all the student grievances relating specifically to Valuation on 10th June 2017, and ensured appropriate and necessary action was taken to address these issues. **188 answer scripts were revalued** by a fresh set of examiners. The third valuation was coordinated by Deputy and Additional Controller of Examinations and assisted by Mr. Rangan and Ms. Deepa, Confidential section, COE Office.

Grievances relating to the question paper anomalies; typographical/ numerical errors/ out of syllabus questions, uneven distribution of units, if any, during the April 2017 End Semester Examinations represented by students and faculty were routed through Prof. J. Jaideep, Associate Professor in Economics. Resolutions for grievance redressal were taken in consultation with the respective Board Chairpersons. These decisions were also conveyed to both the External and Internal Examiners and fixed during the Valuation to ensure students were not affected in any way possible.

Controller of Examinations

