

Appeal for 2.5.1

2.5.1 Mechanism of internal/ external assessment is transparent and the grievance redressal system is time- bound and efficient

Response:

Grade Obtained from NAAC: 2

Grade expected by Govt. Hrangbana College: 4

Information Submitted by Govt. Hrangbana College is as follows:

Stage 1: SSR

Mechanism of internal/ external assessment is transparent and the grievance redressal system is time- bound and efficient

Response:

2.5.1 Transparent Assessment and Efficient Grievance Redressal Govt. Hrangbana College is dedicated to ensuring a transparent and efficient continuous assessment process, prioritizing the welfare of its students.

This is achieved through the diligent efforts of the Academic and Examination Committee, the Moderation Committee, Grievance Redressal Committee and a strong mentorship structure.

Academic and Examination Committee: The Academic and Examination Committee holds a central position in upholding transparency and efficiency. This committee plays a pivotal role in maintaining transparency and efficiency. It oversees curriculum planning, internal and external examination coordination, and evaluation.

Disciplinary and Grievance Redressal Committee (DGRC): The DGRC is responsible for addressing students' concerns. Students can easily submit academic and non-academic grievances online and through designated complaint and suggestion boxes or in writing to the Cell. All complaints are promptly investigated and resolved as needed.

Departmental Complaint Submission: Complaints regarding internal marks are also very often submitted directly to the concerned department in which case the matter is solved within the department as quickly as possible. It is, in fact, quite common for students to submit complaints directly to the concerned department regarding their internal marks. When this happens, these matters are resolved swiftly and efficiently right within the department itself. This approach prioritizes the students' concerns, making sure they are addressed as quickly as possible, and maintains simplicity and ease in handling these issues, reflecting our commitment to student welfare and satisfaction.

Communication of Information: Notifications regarding internal assessment are prominently displayed on the college website and notice boards, and also on official WhatsApp groups ensuring that students are well-informed.

Attendance Records: Monthly attendance records are published by teachers, allowing students ample time to identify and report discrepancies. The college also publishes semester-wise overall attendance and provides a window for addressing attendance-related complaints.

Internal Examination Papers: Students receive their examined answer papers for verification. Any concerns regarding awarded marks can be raised with the respective faculty, the department concerned or the DGRC ensuring immediate resolution.

Escalation: In the rare case where student grievances remain unaddressed, they have the option to approach their mentor or Head of Department for resolution. Exceptional cases can be referred to the Academic and Examination Committee or Head of Institution for intervention.

Attendance Requirements: Students are expected to maintain a minimum attendance of 75%. Exceptions are made for students with valid medical grounds or those participating in extracurricular activities.

Moderation Committees: To ensure parity in the marks awarded to students across different subjects, the Moderation Committee reviews marks given by individual teachers.

Transparency: The records of internal exams, assignments, and attendance are posted on the college notice board and class WhatsApp groups for easy access.

The Academic and Examination Committee takes special care to address any complaints related to internal examination results.

Grievance Submission: If students have complaints about their internal marks, they may submit them online or in writing within 2 days of the result declaration. The college diligently reviews these complaints and makes necessary corrections.

Final Assessment: Once all student grievances are resolved, the final Continuous Assessment (CA) is recorded and submitted to the Mizoram University examination portal. External Examination: The Academic and Examination Cell of the college ensures that students submit any complaints related to their external examination results to the affiliating university within a 15-day window following the declaration of results.

Supporting Documents: To support the claim, sufficient documents (as per the SOP of NAAC) were provided by Govt. Hrangbana College and were uploaded during submission of SSR as per the following details:

| File Description | Document |
|---|---|
| Upload Additional information | https://assessmentonline.naac.gov.in/storage/app/hei/SSR/100706/2.5.1_1697044004_12750.pdf |
| Provide Link for Additional information | https://ghbcmz.in/grievance-redressal-cell/ |

Stage 2: DVV

DVV Recommendation / Remarks: No recommendation / remarks were given by DVV.




(Dr. H. LALZIDINGA)
Principal
Govt. Hrangbana College
Aizawl, Mizoram

Stage 3: Appeal

Reasons for Appeal:

Metric 2.5.1, which evaluates our internal and external assessment practices, has been awarded 2 points, which is a lower score than anticipated. Despite our institution's commitment to transparency and accountability in assessment practices, the current point allocation does not accurately reflect our performance in this area. Therefore, we respectfully request a reconsideration of the points allotted for Metric 2.5.1, taking into account the evidence provided in the supporting documents.

2.5.1 MECHANISM OF INTERNAL / EXTERNAL ASSESSMENT IS TRANSPARENT AND THE GRIEVANCE REDRESSAL SYSTEM IS TIME BOUND AND EFFICIENT

| <u>S.NO</u> | <u>DESCRIPTION</u> | <u>LINK TO THE RELEVANT DOCUMENT</u> |
|--------------------|--|---|
| 1. | <u>Description</u> | https://ghbcmz.in/wp-content/uploads/2024/05/2.5.1-Forwarding.pdf |
| 2. | <u>Manual on Internal Assessment and Evaluation</u> | https://ghbcmz.in/wp-content/uploads/2024/05/2.5.1 Manual.pdf |
| 3. | <u>Action Taken Report on Students' Complaints</u> | https://ghbc.edu.in/uploads/attachments/2024/05/b81af7c7f3c4c3831d414918fb816d63/251-doc-proof-1-8-15.pdf |
| 4. | <u>Annual Report of Disciplinary and Grievance Redressal Cell.</u> | https://ghbc.edu.in/uploads/attachments/2024/05/5d1747f796bad7092f69732c7370abcc/251-doc-proof-1-16-17.pdf |
| 5. | <u>Meeting Minutes of Disciplinary and Grievance Redressal Cell.</u> | https://ghbc.edu.in/uploads/attachments/2024/05/174c42269e54b3cbd0eb9dc4c9f9c2a1/251-doc-proof-1-18-20.pdf |
| 6. | <u>Mizoram University Regulation on Semester System</u> | https://ghbc.edu.in/uploads/attachments/2024/05/412ed6cdc59a30dfe08e41526cb17346/251-doc-proof-1-21-25.pdf |

| | | |
|----|---|---|
| 7. | <u>Complaints Submitted to Mizoram University</u> | https://ghbc.edu.in/uploads/attachments/2024/05/5512c944684e786ddccac88dee9bcb55/251-doc-proof-1-26-37.pdf |
| 8. | <u>Complaints and Suggestion Box</u> | https://ghbc.edu.in/uploads/attachments/2024/05/a320c76e49e807238ad199e8da059045/251-doc-proof-1-38-40.pdf |




(Dr.H.LALZIDINGA)
Principal
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Appeal:

Metric 2.5.1 is fundamental in evaluating the efficacy of our internal and external assessment practices, serving as a basis in ensuring the quality and integrity of our educational processes. However, the points awarded for this metric fall short of our expectations and fail to accurately reflect the depth of our institution's commitment to transparency and accountability in assessment practices. Despite implementing strong internal and external assessment mechanisms, methodically designed to uphold the highest standards of quality and fairness, the current point allocation fails to capture the true essence of our efforts.

Our institution has invested considerable resources and effort in developing comprehensive assessment frameworks, fostering a culture of continuous improvement and excellence. The gap between the awarded points and our institution's performance in this area highlights the necessity for a review of the points allotted. We firmly believe that a reassessment of Metric 2.5.1, considering the evidence presented in the supporting documents, will provide a more accurate reflection of our institution's achievements and contributions in teaching, learning, and evaluation.

We respectfully reiterate that only 2 points were allotted for Metric 2.5.1, whereas we firmly believe that our institution deserves 4 points based on our performance, as supported by the documents provided. Therefore, we humbly urge NAAC to reconsider the points allotted for these metrics, acknowledging the comprehensive nature of our assessment practices and the unwavering commitment of our institution to excellence in education

In view of the above points, HEI appeals that it deserves to be graded up for this metric to 4.




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