



# C.B.BHANDARI JAIN COLLEGE

#84, K.R.ROAD, SHANKARPURAM, BANGALORE – 560004.  
(Affiliated to Bengaluru City University & Recognized by the Government of Karnataka)

## 2.5.2

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

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## Examination Committee

Exam committee is a body to oversee the College examinations which includes scheduling of the internal test timetables and conduct of exams. The committee advises on all matters relevant to internal and final examinations and ensures that the students meet the requirements with regard to Programme and examination regulations as per the guidelines of Bengaluru City University.

The Examination committee is headed by the Principal, (the Chief Superintendent of Examinations). It also comprises of Deputy Chief Superintendent of Examination, office assistants and administrative staff. The Examination Unit is ever vigilant, evaluates its functioning periodically and modifies the norms regularly in alignment with those proposed by the University.

### Committee Composition

Sl.No.	Name	Designation	Position
1.	Dr. Asha Ganesh	Principal	Chief Superintendent, Examination
2.	Ms. Swapna.S	Asst. Professor	Deputy Chief Superintendent Examination
3.	Ms. Lakshmi	Office superintendent	Office superintendent

*Lakshmi*

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## Standard Operating Procedure (SOP) for Examination Committee

### 1. Purpose

- To ensure the smooth conduct of examinations, maintain academic integrity, and adhere to university regulations.

### 2. Scope

- This SOP applies to all members of the examination committee, faculty, and administrative staff involved in the examination process.

### 3. Roles and Responsibilities

The examination committee performs the following duties:

#### Internal Assessment:

- The committee meets the Principal and plans for the internal exams.
- A Circular to all staff members is sent mentioning the dates and subjects with time and session.
- The circular requests for preparation of Question Paper as per university regulations.
- The respective subject teachers set their Question Papers and will submit the same
- Arrangements are made demanding to the number of required copies of question paper.
- All the necessary steps are taken to print the question paper.
- Arrangements of answer scripts, graph sheet, thread were made.
- Preparation of consolidated seating plan and attendance sheets.
- Students will be intimated the same on the previous day of the examinations through different notice boards.
- Invigilators are selected based on the need and are intimated.
- University Internal assessment marks is evaluated based on the internal examinations

#### Semester End Exams:

Semester end exams are conducted according to University schedule.

#### Conducting Examinations

- **Before the Exam:**
  - Set up examination halls and verify seating arrangements.
  - Distribute examination materials securely.

*Be Rao*

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- **During the Exam:**

- Monitor the-examination process to prevent cheating and maintain discipline.
- Address any issues or emergencies that arise.
- Request for security persons to control the flow and to support the examination system.

- **After the Exam:**

- Collect answer sheets and other materials.
- Ensure secure transportation to the evaluation office.

## 4. Grievance Handling

Grievances related to examinations are generally handled by an exam committee through a formalized process to ensure fairness and transparency.

- The student submits a formal grievance regarding the exam, usually in writing. This could relate to issues like incorrect marking, procedural errors, unfair treatment, or exam malpractices.
- The committee performs an initial review to ensure the grievance is legitimate. If the complaint is unclear, incomplete, or irrelevant, it may be rejected at this stage.
- If the grievance is accepted, the committee begins its investigation, which may include:
  - **Re-evaluation:** The exam papers might be reviewed or rechecked for any miscalculation or marking errors.
  - **Consultation:** Exam Committee may consult the faculty who set or marked the exam or the invigilators who supervised the exam.
  - **Procedural Review:** If the issue involves exam conduct (e.g., rules not followed), the committee CCTV footage (if available).
- The student may be called for an in-person meeting to explain the issue further, or the committee may question other relevant parties, such as teachers or exam coordinators
- Once the investigation is completed and the grievance is resolved the decision is communicated to the student.

## 5. Record Keeping

- Maintain accurate records of examination results, attendance, and any incidents that occur during exams.
- Ensure confidentiality and security of all examination-related documents.

## 6. Compliance

- Adhere to all relevant university policies and guidelines.
- Stay updated on any changes in examination regulations or procedures.



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- The grievance handling procedure for internal exams involves a structured process to address student concerns regarding exam-related issues. Initially, students should attempt to resolve grievances informally by approaching the course instructor or invigilator. If unresolved, a formal written complaint should be submitted to the designated grievance authority (e.g., Exam Controller or Grievance Redressal Committee) within a specified timeframe, typically 7-10 days. The authority will acknowledge receipt and investigate the complaint, reviewing relevant materials and gathering necessary evidence. Based on the findings, a decision will be made, which could involve correcting errors in evaluation, adjusting results, or addressing procedural lapses. If the student is dissatisfied with the resolution, they may appeal the decision to a higher authority. Throughout the process, the institution ensures transparency, fairness, and timely communication, maintaining records for future reference and continually improving the grievance handling system.

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