**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.