

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

Dated - 20 July 2021

Student Roll No - 181121

Issue - uploading of final Answer sheet.

Issue Resolved - By suggesting student to mail to official id & ~~send~~ also use different phone.

Dated - 1 Dec 2020

Student Roll No - 191153

Issue - paper uploading orientation.

Issue Resolved - By guiding them to upload in proper rotated orientation

Dated - 18 June 2021.

Roll No → (191149 to 191157)

Issue - Queries regarding Practical Exam

Issue Resolved - By taking google meet of students & guiding them.

Jyoti Gaur
07/01/2022

B.com-III
Session 2020-21
(Roll Nos:- 180532-180564)

1) Date: September, 2020

Issue Raised:- Availability of study material

Issue Resolved:- During online classes, students have no access to library for reference books. Study material was provided by all subject teachers from the reference books through whatsapp groups, PPTs and library blog etc. In this difficult times

Some students and their families were Covid positive due to which they could not attend regular ^{online} classes and students from remote areas have faced poor network connection issue too. So ~~recorded~~ videos of live recorded classes and link for youtube channels were also shared with them so they can listen these videos at their convenient time.

2) Date:- Feb, 2021

Issue Raised:- Queries regarding online examinations

Issue Resolved:- Many students have queries regarding exams. So one mentoring session was conducted for the discussion of instructions issued by Panjab university in detail. Technical issues regarding submission of answersheets were solved by technical team. However, some students have faced difficulty in submission of answer sheet on the day of exam. which was immediately resolved in coordination with examiner team during the ~~time~~ allotted time period.

DR. SONIA SHARMA
Sonia Sharma

SESSION - 2020 - 21

MENTOR - Ms. Mandeep Kaur (Roll No. - 200733 to 200774)
(B.10M-I)

- 1) Issue raised - Difficulty in downloading 'carbon watch App' for I-phone users. (Date: March 1, 2021)

Solution :- Helped students in understanding the uses of 'carbon watch App' and provided separate links to download the App for both Android users and Apple users.

- 2) Issue raised :- Difficulty faced by students in understanding the modes of submission of answer sheets during online examination (Date :- March 4, 2021)

Solution :- A google meet was held to explain modes of submission of answer sheets during online examination. Other queries of students were also taken up during the same session such as queries regarding 'Admit cards', 'hard copies of answer sheets', etc.

- 3) Issue raised :- Roll Number 20065050 faced difficulty in submission of answer sheet through Google form. (March 9, 2021)

Solution :- I helped her in submitting the answer sheet in time by immediately discussing the issue with the 'Controller of examination'.

Mandeep Kaur

MENTOR NAME: DR. HARDEEP KAUR

SESSION : 2020-21

CLASS : B.Com-I

ROLL NUMBERS : 200820 - 200865

WhatsApp Group was created for the students to help them regarding their queries/problems

Usually the queries were regarding the following:

(1) How to access their College G-Suite ID's as the session was through Online mode
(200862: Kawleen)

Resolved that the students who were facing this issue to change their access points/ email address and change their passwords.

(2) Regarding Online examination and upload of answer sheets on the portal

(200853: Brahmika Kaur; 200822: Tamanna; 200845: Gagandeep Kaur)

Resolved that notice and instruction were shared with the students. Moreover, I made a simplified instructions (with all the relevant links for downloading Admit Cards, Question paper and upload of answer sheet & how to do them) was shared for all the students.

(3) Regarding download of Carbon Watch App and its usage.

(200857: Shalini; 200846: Priyanka)

Resolved that few students who were using iPhone were not able to download. They were properly instructed to use Android phones for the purpose.

Hardeep Kaur
11-01-2022