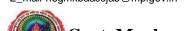
Phone- 0761-2401300



Office-Principal

Govt. Mankunwar Bai Arts and Commerce Autonomous College for Women Napier Town, Jabalpur, M.P.

2.5.2: Average percentage of student complaints/grievances about evaluation against total number appeared in the examinations during the last five years

Number of complaints and total number of students appeared year wise

- 2.5.2 Q_nM Average percentage of student complaints/grievances about evaluation against total number appeared in the examinations during the last five years
- **2.5.2.1:** Number of complaints/grievances about evaluation year wise during last five years

RETOTALLING								
Year	2015-16	2016-17	2017-18	2018-19	2019-20			
Number	26	36	15	05	-			

Generally the results prove that answer sheets have been corrected and marked carefully, and no discrepancy in re-totalling is found, proving correction, totalling and tabulation is done very carefully to apply for re-totalling 15 days after the result declaration is stipulated time. Student may apply for re-totalling of 02 copies at a time. Rs. 100/- is the fees per copy. Students are present for re-totalling, hence they may discuss their dissatisfaction.

ANSWERSHEET OBSERVATION								
Year	2015-16	2016-17	2017-18	2018-19	2019-20			
Number	52	54	49	52	20			

A committee is formed comprising of concerned Head of Teaching Department and one expert member for observation of copies by the students. Students have to fill a form within 15 days of result declaration. Only 02 answer copies are allowed for observation. The collected fees which is Rs. 250/- per paper goes to the college fund.

Data Requirement for last five years:

YEAR	2015-16	2016-17	2017-18	2018-19	2019-20
NUMBER OF STUDENTS APPEARED	2331	2454	2801	2855	3101
NO OF COMPLAINTS	78	90	64	57	20

Number of complaints/grievances about evaluation

• Total number of students appeared in the examinations

Formula:

Percentage per year
$$= \frac{\text{about evaluation}}{\text{Total number of students appeared}} \times 100$$

$$\text{in the examinations}$$

$$\bullet \quad 309/13542 \times 100 = 2.28\%$$

$$\text{Average percentage} = \frac{\sum \text{Percentage per year}}{5}$$

$$\bullet \quad 2.28/5 = 0.456\%$$