



**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<sub>n</sub>M** *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

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

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.

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

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:

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

Number of complaints/grievances about evaluation

- Total number of students appeared in the examinations

Formula:

$$\text{Percentage per year} = \frac{\text{Number of complaints or grievanves about evaluation}}{\text{Total number of students appeared in the examinations}} \times 100$$

- $309/13542 \times 100 = 2.28\%$

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

- $2.28/5 = 0.456\%$