



**DWARAKA DOSS GOVERDHAN DOSS VAISHNAV COLLEGE**  
Arumbakkam Chennai 600106  
(Autonomous) - Affiliated to University of Madras  
Linguistic Minority Institution  
COLLEGE FOR POTENTIAL WITH EXCELLENCE

**Minutes of the Grievance Redressal Committee Meeting - November 2020 ESE**

Due to global pandemic Covid-19, the entire process of conduct of examinations and evaluations were conducted in the virtual mode, platform provided by Faculty Alliance Logistics Ltd.

**Technical grievances:** Virtual examinations (held from 02.02.2021 to 06.02.2021) led to technical grievances especially with students in remote locations who had unstable internet connectivity, power cuts, and we also received corrupt and invalid answer scripts when candidates had virus-infested gadgets. Issues regarding downloading of question papers and uploading of answer scripts on the vendor portal especially when server was down were monitored by the Class teacher and respective Head of the Department. Discrepancies were routed through the Examinations Committee comprising of Commerce Faculty members and brought to the notice of the Chief and Additional Examination Superintendents, Prof. Seshadrinathan and Dr. Prabha Rajagopalan, on the same day of the examinations and for immediate redressal. The six-member Examinations Committee along with two technical experts were onsite everyday to monitor the online examinations. Daily reports were taken from the vendor's portal to ensure all students uploaded their scripts.

**Methodology for registering grievances:** Besides bringing any discrepancy to the notice of the respective Class/Subject teachers and Head of the Department, for first year candidates a google link was posted on the college website and a separate email: [coeofficial@gmail.com](mailto:coeofficial@gmail.com) was created for candidates to register their grievances within 7 days after publication of results. These were forwarded to the respective departments for resolving the same.

*Geetha. G*





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**Minutes of the Grievance Redressal Committee Meeting – April 2021 ESE**

**Technical grievances:** Virtual examinations (held from 25.06.2021 to 09.07.2021) led to technical grievances especially with students in remote locations who had unstable internet connectivity, power cuts, and we also received corrupt and invalid answer scripts when candidates had virus-infested gadgets. Issues regarding downloading of question papers and uploading of answer scripts on the vendor portal especially when server was down were monitored by the Class teacher and respective Head of the Department. Discrepancies were routed through the Examinations Committee comprising of Commerce Faculty members and brought to the notice of the Chief and Additional Examination Superintendents, Dr. J. Satish and Dr. B. Vijayakumar on the same day of the examinations and for immediate redressal. The six-member Examinations Committee were onsite on all examination to monitor the online examinations. Daily reports were taken from the vendor's portal to ensure all students uploaded their scripts.

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