



CRITERION 6 – GOVERNANCE, LEADERSHIP AND MANAGEMENT

6.5 Internal Quality Assurance System

2019-2024

Submitted to



6.5.1 Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and process.

TEACHING LEARNING PROCESS

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Teaching-Learning-Process

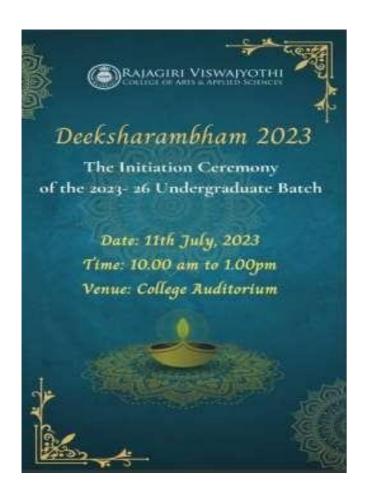
Internal Quality Assurance Cell (IQAC) has contributed significantly for institutionalizing the quality assurance strategies and processes at RVCAS. It reviews **teaching-learning process**, **structures and methodologies of operations** and **learning outcomes**, at periodic intervals.

1.ACADEMIC PLANNING

Induction programs (DEEKSHARAMBHAM) are conducted at the beginning of every academic year, to familiarise first-year students to the curriculum. The IQAC drafts the college's academic calendar, incorporating departmental action plans and the university's academic calendar. The college council reviews and approves the calendar, which is then published as a handbook. A Master Timetable is prepared at the college level, for proper curricular implementation. Department Level Action Plan is prepared at the beginning of the academic year. RVCAS gives due significance to the enrichment of teaching-learning scenario, as evidenced through 57 value added and Certification programmes, MOOCs and Internships, resulting in 120 Placements and 147 progressed to Higher Studies (62 %). 43 capacity building programmes were organized to make the learners industry-ready. Implementation of technology-enabled teaching and learning fuelled the learning ecosystem. The HEI introduced mentoring and remedial coaching, and conducted entry-level tests and remedial exams to brace-up slow learners. Reviewing appraisal and feedback reports from both teachers and students regularly, helped in timely updating, and the Rajagiri Student Happiness Survey served as another pointer of evaluation.







CURRICULAM DELIVERY-STUDENT INDUCTION PROGRAMME

Induction Programme			
Institution	Rajagiri Viswajyothi College of Arts		
	and Applied Sciences		
Name of the Programme	Deeksharambh		
Nature of the Programme	Induction Programme		
Objective of the Programme	• To familiarize new students with the		
	campus, facilities, and resources		
	available to them.		
	• To understand the academic		
	structure and curriculum.		
	• To know each other.		
Number of Beneficiaries	118		
Date & of the Programme	From 11-07-2023 to 15-07-2023		
Venue	College Auditorium		
Programme Coordinator	Ms. Sreekala M.M, Assistant Professor,		
	RVCAS		
Outcome of the Programme	• Students become familiarize with the		
	college campus, facilities, and		
	available resources.		
	• Students gain a clear understanding		
	of the academic structure and		
	curriculum.		



LESSON PLAN

RVCAS -WEEKLY LESSON PLAN

Name: Saritha P N.

Department: Management.

Semester & Class: I,BBA

Batch (Year of Admission):2023-2026

Name of the Paper: Fundamentals Of Business Mathematics

Objectives: * Develop scientific ability

* Critically evaluate mathematical problems

* To know about modern trend in mathematics

* To prepare them for management studies

* To provide students with the necessary skills to solve problems in the business world.

Learning Outcome:

- * The students will be able to interpret and solve business related problems
- * The students will be able to explain the concepts and use equations and formulae.







EXAMINATION CALENDAR

			EMESTEI			
	The second districts of the second	province community	al Examina	PURPOSITION CO.		
Course	JAN.	JAN.	FEB.	FEB.	FEB.	FEB.
S2-BBA	English -II	CMA	BC	MM	SM	4
S2-B.COM	English -II	H/M	FA-II	BRF	BM	PBD
S2-BCA	English -II	DM	DBMS	COA	OOP-	-
82-PSYCHOLOGY	English -II	English -II	H/M	BCP	BBB	ST
Course	DEC.	DEC.	13 DEC.	14 DEC.	15 DEC.	18 DEC.
S4-BA ENGLISH	MF	L&L	BW	TTLP	WR&T	AP 20 CO
S4-BBA	FM	ME	ENTPR.	BIM	CL	
S4-B.COM	English	CA-II	QT-II	EDPM	FS/PLI	*
S6- BBA	OP-I	OP-II	SM	CSPD	MP	
S6-B,COM	CA-II	AUD.	MA	ASM	IT/ SOFLM	
			nal Exam		-	
Course	APRIL	APRII	L APRIL	APRIL.	APRIL	APRI L
S2-BBA	English	CMA	BC	MM	SM	*
S2-B.COM	English	H/M	FA-II	BRF	BM	PBD
S2-BCA	English	DM	DBMS	COA	OOP-C+	-
S2-PSYCHOLOGY	English II	- English	n- H/M	BCP	BBB	ST
Course	26 FEB.	FEB.	28 FEB.	FEB.	1 MARCE	1
S4-BA ENGLISH	MF	L&L	BW	TTLP	WR&T	
S4-BBA	FM	ME	ENTPR		CL	
S4-B.COM	English -II	CA-II	QT-II	EDPM	FS/PLI	
S6- BBA	OP-I	OP-II	SM	CSPD		
S6-B.COM	CA-II	AUD.	MA	ASM	SOFLM	







MASTER TIMETABLE FOR ACADEMIC YEAR 2023-2024

	V.	TIME T	ABLE FOR THE	E ACADEMIC Y	EAR 2023-2024		
	11-		M	IONDAY			
	Programme	09:30-10:30	10:45-11:45	11:45-12:45	1:30-2:30	2:30-3:30	3:30 - 4:30
	BCOM(M I)	COMMERCE	SECOND LANG	COMMERCE	COMMERCE	ENGLISH	
T 0.17	BCOM(M II)L	COMMERCE	COMMERCE	SECOND LANG	COMMERCE	ENGLISH	
I &II SEMESTER	BBA	MATHEMATICS	MANAGEMENT	MANAGEMENT	STATISTICS	ENGLISH	
SEVIESTER	BCA	COMPUTER APPL	MATHEMATICS	ENGLISH	COMPUTER APPL	COMPUTER APPL	
	BSC PSYCOLOG	PSYCHOLOGY	PSYCHOLOGY	ENGLISH	ENGLISH	SECOND LANG	
	BCOM(M I)	COMMERCE	COMMERCE	ENGLISH	COMMERCE	COMMERCE	MENTORING/
*** 0 ***	BCOM(M II)	COMMERCE	COMMERCE	ENGLISH	COMMERCE	COMMERCE	REMEDIAL/
III &IV SEMESTER	BCOM(MII)L	COMMERCE	COMMERCE	ENGLISH	COMMERCE	COMMERCE	CERTIFICATE
SEMESTER	BBA	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	COURSE
	BA	ENGLISH	ENGLISH	ENGLISH	ENGLISH	ENGLISH	
	BCOM MI	COMMERCE	COMMERCE	COMMERCE	COMMERCE	COMMERCE	
V&VI	BCOM MII	COMMERCE	COMMERCE	COMMERCE	COMMERCE	COMMERCE	
SEMESTER	BCOM MII L	COMMERCE	COMMERCE	COMMERCE	COMMERCE	COMMERCE	
	BBA	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	
			T	UESDAY			
	BCOM(M I)	COMMERCE	COMMERCE	ENGLISH	COMMERCE	SECOND LANG	
	BCOM(M II)L	COMMERCE	COMMERCE	ENGLISH	SECOND LANG	COMMERCE	
I &II SEMESTER	BBA	MANAGEMENT	MANAGEMENT	ENGLISH	MATHEMATICS	MANAGEMENT	
SEMESTER	BCA	COMPUTER APPL	COMPUTER APPL	COMPUTER APPL	ENGLISH	MATHEMATICS	
	BSC PSYCOLOG	PSYCHOLOGY	PSYCHOLOGY	ENGLISH	ENGLISH	PSYCHOLOGY	
	BCOM(M I)	COMMERCE	COMMERCE	COMMERCE	COMMERCE	ENGLISH	MENTORING/
	BCOM(M II)	COMMERCE	COMMERCE	COMMERCE	COMMERCE	ENGLISH	REMEDIAL/
III &IV	BCOM(MII)L	COMMERCE	COMMERCE	COMMERCE	COMMERCE	ENGLISH	CERTIFICATE
SEMESTER	BBA	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	COURSE
	BA	ENGLISH	ENGLISH	ENGLISH	ENGLISH	ENGLISH	VICION
GE OF	BCOM MI	COMMERCE	COMMERCE	COMMERCE	COMMERCE	COMMERCE	1,40
V&VZ	BCOM MII	COMMERCE	COMMERCE	COMMERCE	COMMERCE	COMMERCE	Joy.P.Josep
EMESTER	BCOM MII L	COMMERCE	COMMERCE	COMMERCE	COMMERCE	COMMERCE	PRINCI
1120 11 12	BBA	MANAGEMENT	MANAGEMENT	MANAGEMENT	MANAGEMENT	LIABRARAY	Jagiri Viswajyol



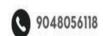




RAJAGIRI VISWAJYOTHI COLLEGE OF ARTS AND APPLIED SCIENCES, VENGOOR TIME TABLE FOR THE ACADEMIC YEAR 2023-2024

WEDNESDAY BCOM(MI) COMMERCE SECOND LANG COMMERCE COMMERCE **ENGLISH** BCOM(MII)L COMMERCE SECOND LANG COMMERCE **ENGLISH** COMMERCE I & II BBA MATHEMATICS MANAGEMENT MANAGEMENT ENGLISH STATSTICS SEMESTER BCA COMPUTER APPL COMPUTER APPL **ENGLISH** COMPUTER APPL COMPUTER APPL BSC PSYCOLO PSYCHOLOGY SECOND LANG ENGLISH ENGLISH STATSTICS BCOM(MI) COMMERCE COMMERCE COMMERCE COMMERCE **ENGLISH** MENTORING/ BCOM(M II) COMMERCE COMMERCE COMMERCE COMMERCE ENGLISH REMEDIAL/ III &IV BCOM(MII)L COMMERCE COMMERCE COMMERCE COMMERCE CERTIFICATE **ENGLISH** SEMESTER COURSE BBA MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT **ENGLISH** ENGLISH ENGLISH ENGLISH **ENGLISH** BCOM MI COMMERCE COMMERCE COMMERCE COMMERCE COMMERCE BCOM MII V&VI COMMERCE COMMERCE COMMERCE COMMERCE COMMERCE SEMESTER BCOM MII L COMMERCE COMMERCE COMMERCE COMMERCE COMMERCE BBA MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT THURSDAY BCOM(M I) COMMERCE COMMERCE COMMERCE SECOND LANG **ENGLISH** BCOM(MII)L COMMERCE COMMERCE SECOND LANG **ENGLISH** COMMERCE 18.11 BBA MATHEMATICS MANAGEMENT STATISTICS MANAGEMENT **ENGLISH** SEMESTER COMPUTER APPL **ENGLISH** COMPUTER APPL COMPUTER APPL MATHEMATICS BSC PSYCOLO PSYCHOLOGY PSYCHOLOGY ENGLISH STATISTICS SECOND LANG BCOM(M I) COMMERCE COMMERCE ENGLISH COMMERCE COMMERCE MENTORING/ BCOM(M II) COMMERCE COMMERCE ENGLISH COMMERCE COMMERCE REMEDIAL/ III &IV BCOM(MII)L COMMERCE COMMERCE CERTIFICATE ENGLISH COMMERCE COMMERCE SEMESTER COURSE BBA MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT BA **ENGLISH** ENGLISH ENGLISH ENGLISH ENGLISH BCOM MI COMMERCE COMMERCE COMMERCE COMMERCE COMMERCE OLLV&VI BCOM MII COMMERCE COMMERCE COMMERCE COMMERCE COMMERCE SEMESTER BOOM MILL y.P.Joseph,Ph.D COMMERCE COMMERCE COMMERCE COMMERCE COMMERCE BANAD PRINCIPAL BBA MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT MANAGEMENT MBAVOOR

Arts and Applied Sciences Ernakulam (Dt) 882946



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MCES





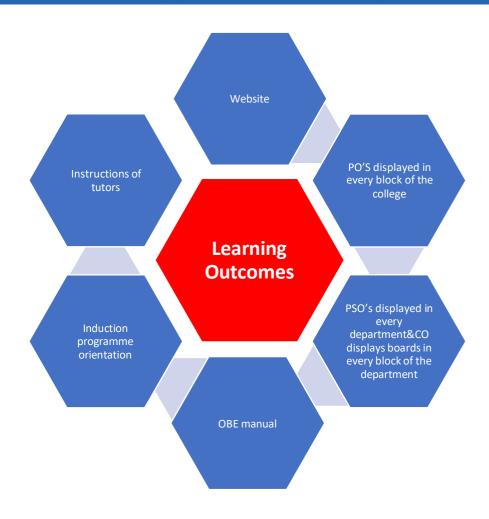
2. OBE IMPLEMENTATION

Diverse Pathways for Communicating Learning Outcomes to Student

The learning outcomes are communicated to students through various channels as follows:

- Induction Programme orientation sessions
- Website
- Obe manual
- Instructions of tutors in class
- PO display boards in every block of the college
- PSO display boards in every department
- CO displays in each department notice board



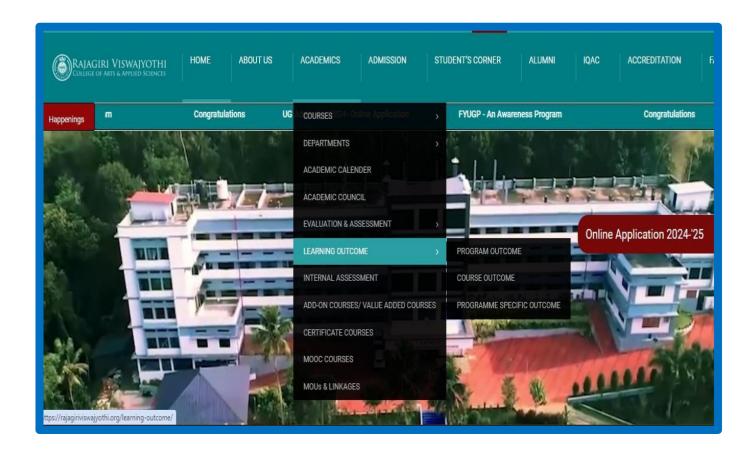


Diverse Pathways for Communicating Learning Outcomes to Student





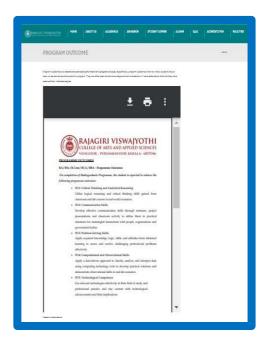
POs, PSOs, COs published in college website



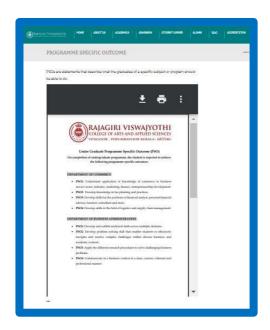
POs, PSOs, COs published in RVCAS website





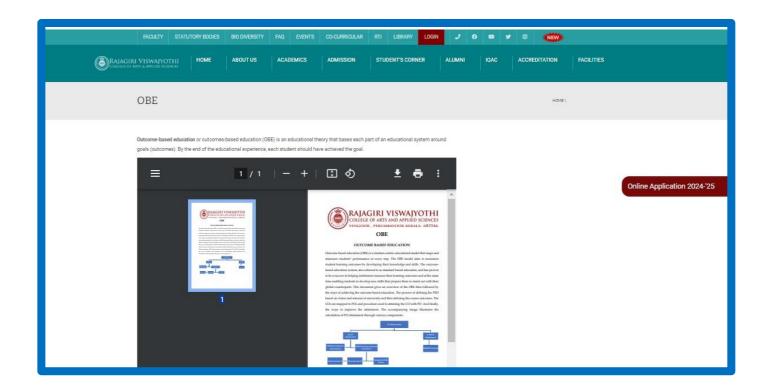






POs, PSOs, COs published in RVCAS website





OBE in college website







PO display board in every block of the College - Specimen copy

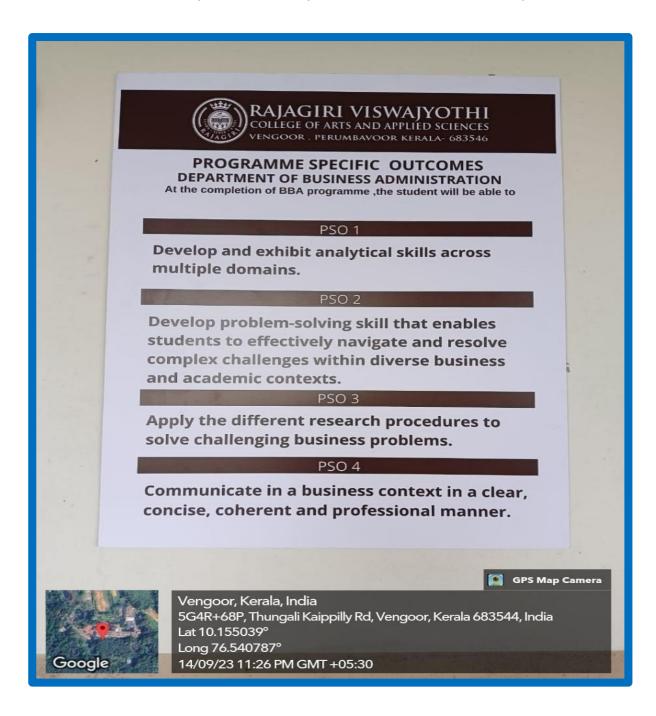


PO display board





PSO display board in every department - Specimen copy



PSO display board





Comprehend, evaluate mental health research.

Comprehend, evaluate m

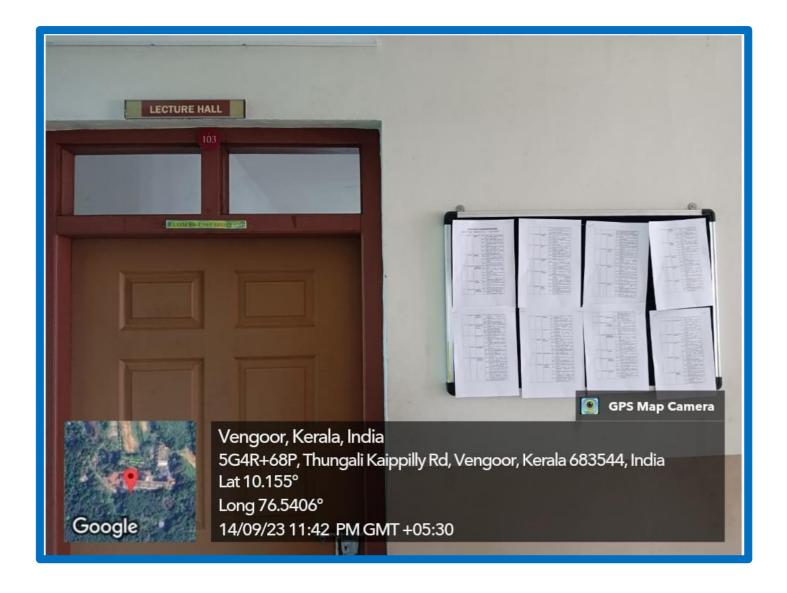
PSO display board







COs displayed on department notice board - Specimen

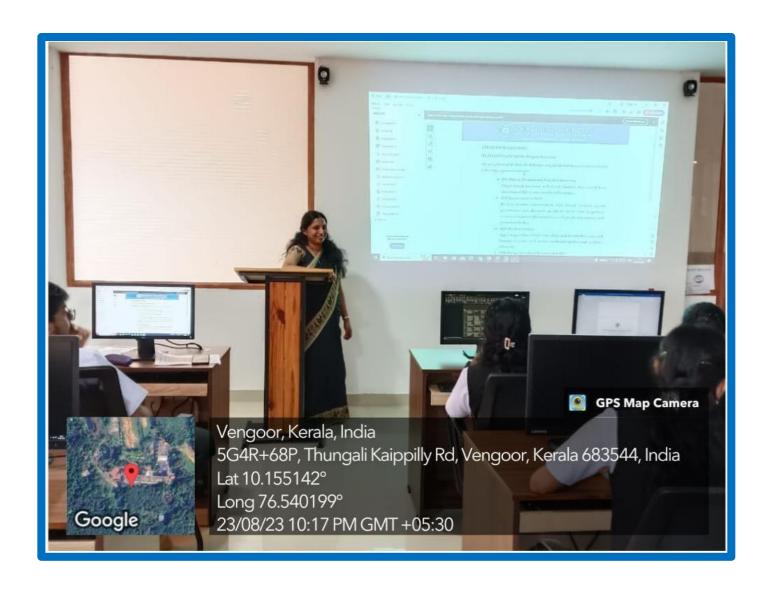


COs displayed on notice board





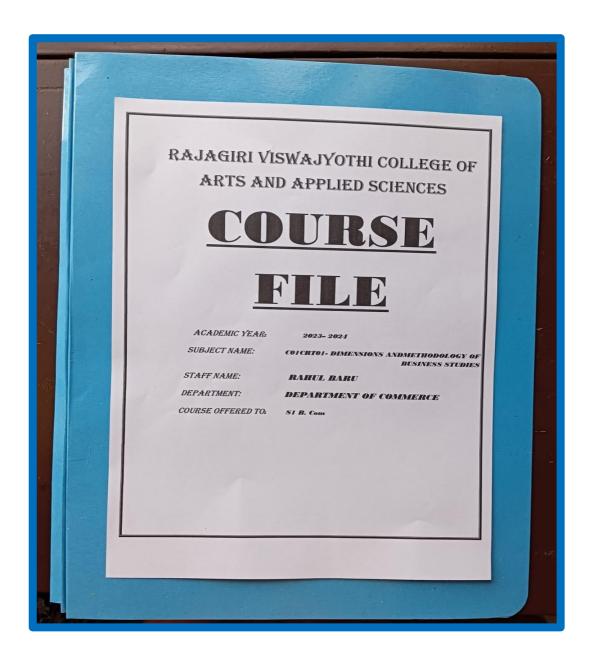
Familiarization of PO, PSO, COs to students



Familiarization of PO, PSO, COs to students



Course file-Specimen copy



Course file specimen copy-Dimensions and methodology of business studies









OUTCOME-BASED EDUCATION MANUAL

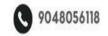
Introduction

Outcome-Based Education (OBE) is an educational paradigm that brings clarity to the learning process by articulating specific and measurable learning outcomes, providing educators and students with a clear understanding of what is expected. Outcome-Based Education (OBE) is a student-centric teaching and learning methodology in which the course delivery, assessment are planned to achieve stated objectives and outcomes. It focuses on measuring student performance i.e. outcomes at different levels. By aligning educational objectives with real world skills and competencies, OBE ensures that students acquire practical knowledge that is relevant to their future careers.

OBE places a strong emphasis on continuous assessment and feedback, allowing for the measurement of progress towards achieving the specified learning outcomes. This ongoing assessment not only provides valuable insights into individual student performance but also allows for timely intervention and adjustments in teaching strategies. The flexibility inherent in OBE accommodates diverse learning styles and paces, acknowledging the individuality of students and promoting a more personalized learning experience.

Furthermore, OBE establishes a framework for quality assurance within educational institutions. By defining clear outcomes, institutions can assess the effectiveness of their programs and make informed decisions to enhance the overall quality of education. This accountability extends to educators who are held responsible for guiding students towards the achievement of specific learning objectives. Additionally, OBE cultivates a mindset of lifelong learning by not only 3 imparting content knowledge but also fostering critical thinking, problem-solving, and other transferable skills.

OBE Manual









OBE question paper stating COs - Specimen copy



RAJAGIRI VISWAJYOTHI COLLEGE OF ARTS AND APPLIED SCIENCES

Vengoor, Perumbavoor DEPARTMENT OF COMMERCE FIRST SERIES EXAMINATION 2023-2024(FIRST SEMESTER) COICRT01- DIMENSIONS AND METHODOLOGY OF BUSINESS STUDIES

Faculty Name: Rahul Babu Date:19-09-2023 Year&semester:1&S1 Max.Marks:30

olagiri Viswajyoth, Coller Arls and Applied Scient Vengoor, Perumbayo Ernakulam (Dt) 68888

19-09-2025		Max.Marks:	30
Course Outcomes	Blooms Level	Que No	Total Mark s (Inclu ding choic e)
CO1: Infer an idea business and its role in society.	K2(understanding)	1,6,7,8	27
CO3: Illustrate the business environment and various dimensions	K3 (apply)	2,3,4,5,9	23

PART –A (Answer all Questions)

Q. No	Questions	Marks	CO	Blooms Level
1.	What do you mean by Marketing Co-operatives?	2	CO1	K2
2.	Write the two elements of external environment?	2	CO3	K2
3.	Define business environment?	2	CO3	К1
4.	Explain the importance of Environment in business?	2	CO3	К2
5.	Distinguish between SWOT and TOWS models of environment analysis	2	CO3	K2

PARTB (Answer Any 1 Question)

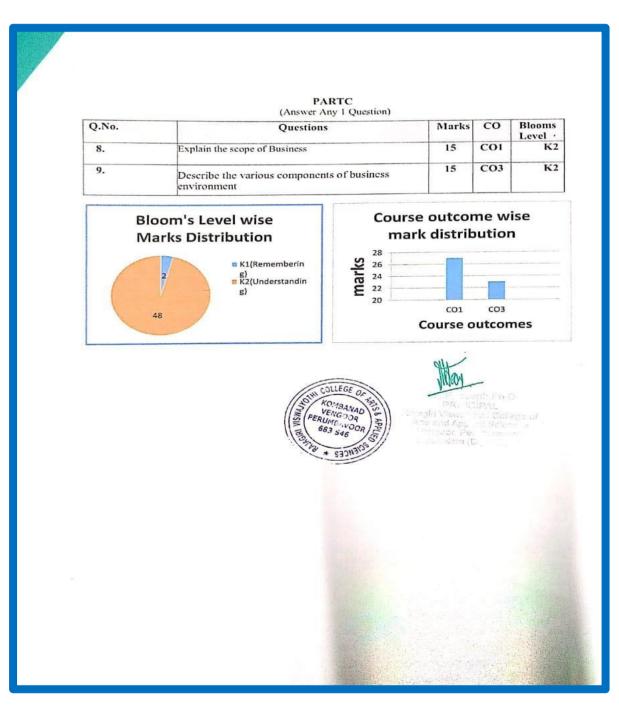
Q.No.	Questions	Marks	со	Blooms Level
6.	What is Joint Stock Company? Explain the features of Joint stock company?	5	CO1	К2
7.	Explain the external stakeholders of Business	5	CO1	. K2

Mapped Question Paper









Mapped Question Pa

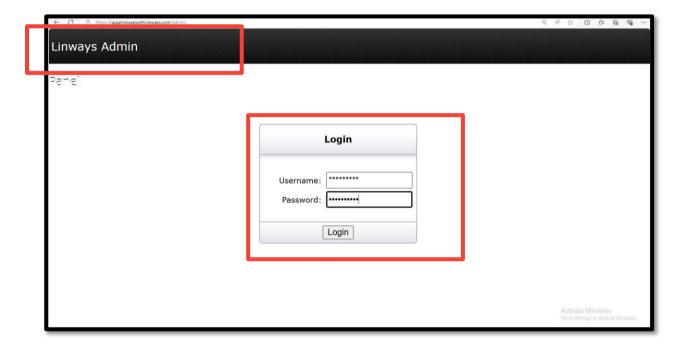






3. ENHANCING DIGITAL SUPPORT

At Rajagiri Viswajyothi College of Arts and Applied Science, the ERP Linways system is designed to make college operations smoother and more efficient. It includes key modules for Administration, Admission, Examination, and Finance and Accounts. Each group in the college—such as the Associate Director, Principal, Administrator, HODs, Teaching Staff, Librarian, Students, and Parents—has its own set of login credentials and tailored interface. This means that everyone has access to the specific features they need, from managing exams and finances to handling administrative tasks, all through their own personalized pages.



Login Page for Admin





RAIAGIRI VISWAYOTHI
COLLEG OF ARTS AND APPLIED SCIENCES
VINGOOR, PERLIMANANGOR KERALA- 683546

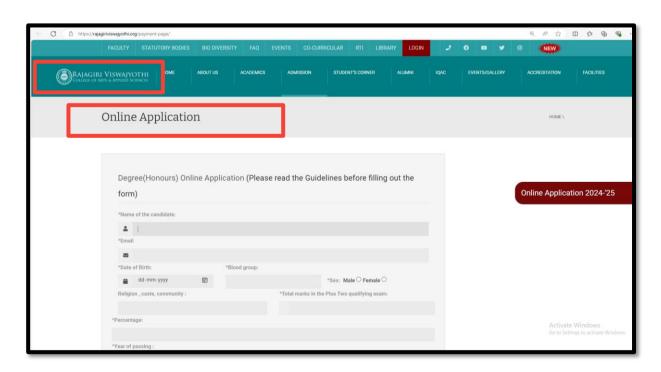
Faculty Login

Parent Login

Parent Login

Parent Login

Login Page for Student/Faculty



Online Application Form on website



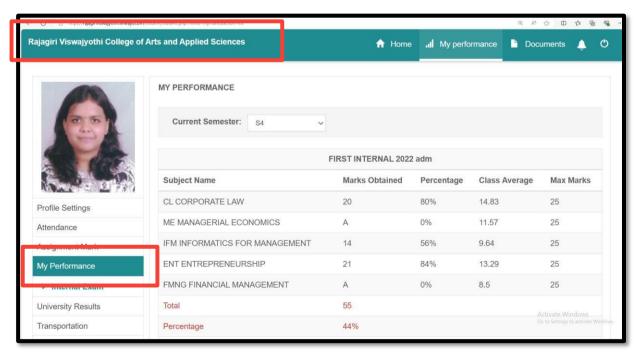






Rajagiri Viswaiyothi College of Arts and Applied Sciences UNIVERSITY RESULTS Select Semester: SINO Subject Subject Name Internal External Total Percentage Chance Туре Status Marks Marks Marks Code FUNDAMENTALS OF 52 / 80 70 / 100 18/20 Rg **BUSINESS MATHEMATICS** FUNDAMENTALS OF 45 / 80 FBS 15 / 20 60 / 100 60% Rg Passed Profile Settings Attendance 3 BACC BUSINESS ACCOUNTING 14 / 20 40 / 80 54 / 100 54% Rg Passed Assignment Mark PRINCIPLE AND PMAM 18 / 20 60 / 80 78 / 100 78% Ra Passed METHODOLOGY OF MANAGEMENT EFE English - Fine - tune Your 19 / 20 53 / 80 72 / 100 72% Passed English Message box (0) 250 / 400 334 / 500

University result Page of Student



My Performance Page of Student

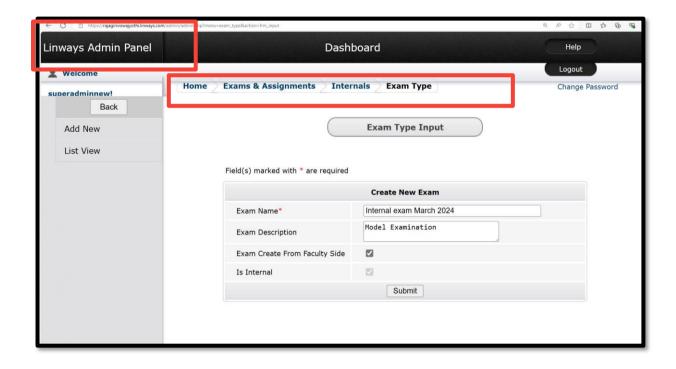




Rules and Regulations







Assign exam for batches at admin level





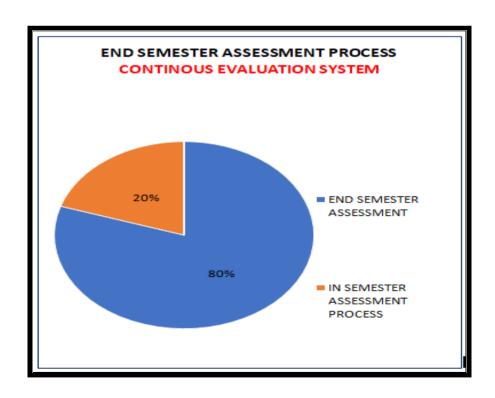


4. EXAMINATION MANAGEMENT

The continuous evaluation system at RVCAS an affiliated institution under Mahatma Gandhi University, is designed to ensure a thorough and well-structured assessment of students' progress. This system includes all academic programs and courses offered by the college, adhering to Mahatma Gandhi University's rules and regulations. It uses various evaluation methods conducted regularly throughout the academic year to effectively measure students' progress. The main objectives of this continuous evaluation system are to encourage active learning, provide timely feedback to students, and ensure a fair and accurate assessment of their knowledge and skills. Specifically, the system is comprised of two key components:

External Evaluation and Continuous Internal Evaluation.

In the external evaluation component, the End Semester Assessment (ESA) holds significant weight, contributing 80% to the continuous internal evaluation system.



Schematic presentation of end semester assessment process









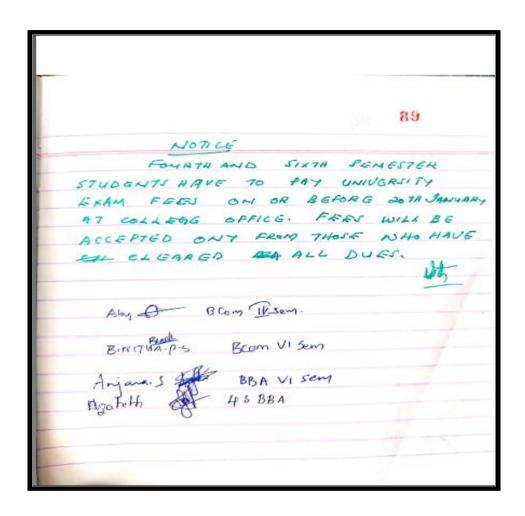
The following brief outline of the end-semester examination process.

No.	Item
1	Share fee notification with students
2	Arrange e- Payment
3	Manage condonation requests for low attendance
4	Distribute exam registration forms by class
5	Verify application forms by tutor and HOD
6	Enter and verify application data in the university portal
7	Share seating arrangements via WhatsApp and notice board
8	Communicate invigilation duty list to faculty
9	Issue Hall tickets on exam day in the department
10	Open and print question papers at the exam office
11	Monitor strict exam invigilation
12	Pack answer scripts in the exam office immediately
13	Faculty participation in practical's, project viva-voce and
	answer script valuation at university centers
14	Result published by the university
15	Result analysis





1. Share fee notification with students: Informing students about the fees they need to pay at the University furthered semester examinations.

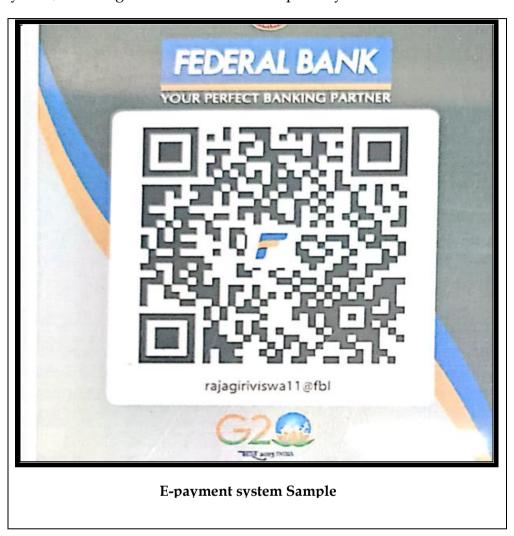


Fee notice to students' sample





2. Arrange e-payment for fee payment: Facilitating the payment process for students to make their required payments through the college's payment system, ensuring convenience and transparency





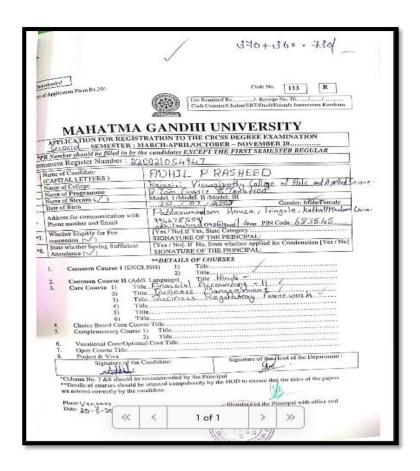
3. Manage condonation requests for low attendance: Handling requests from students who have insufficient attendance and are seeking special permission (condonation) to appear for end semester examinations.



- **4. Distribute exam registration forms in the class:** Organizing and distributing registration forms to students in the classrooms.
- **5. Verify application forms by tutor and HOD:** Involving the review and approval of application forms submitted by students by their respective tutors (teachers) and Head of Departments (HOD).





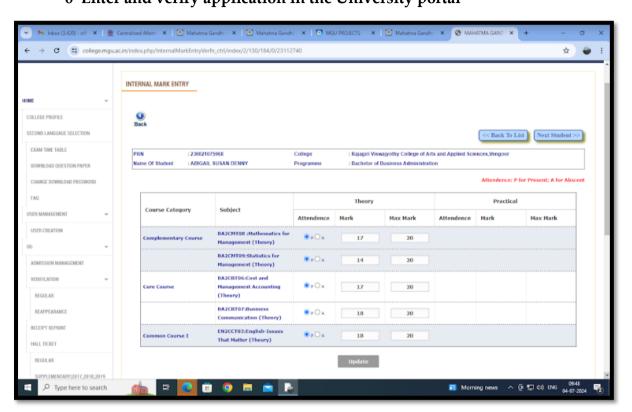


Sample registration form filled by a student





6 Enter and verify application in the University portal



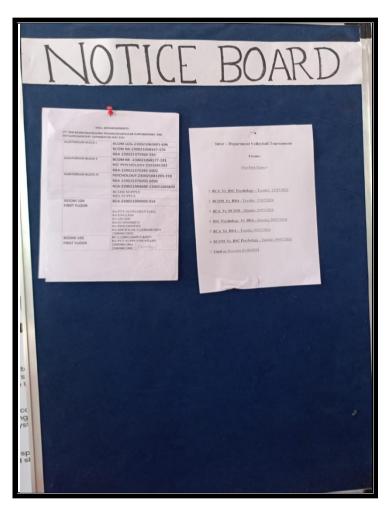
University portal internal mark entry screen view







7.Share arrangements via WhatsApp and notice seating board: Communicating the seating arrangements for exams to students through WhatsApp messages and posting them on the notice board for easy access.

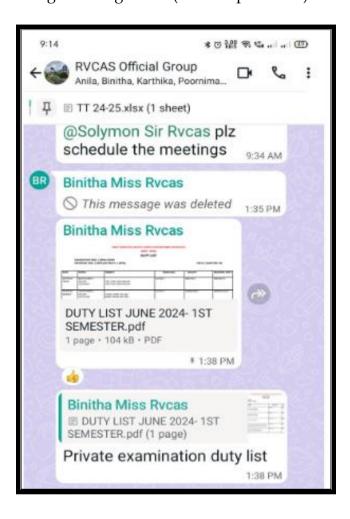


Seating arrangements displayed on the Notice Board





6. Communicate invigilation duty list to faculty: Notifying faculty members about their assigned invigilation (exam supervision) duties.



WhatsApp communication invigilation duty list to faculty

7. Issue Hall tickets on exam day in the department: The distribution of examination Hall tickets to students on the day of the exam, done at department levels.



Mahatma Gandhi University

Mahatma Gandhi University

Mall Ticker of Fourth State Legislature by Notification No. 3431/Leg CLUBSLAW, dated 17th April 1985)

MALL TICKER OF FOURTH STATE CBCS EXAMINATION APRIL 2024

Name Of the Candidate

Register Number : AISWARYA LAKSIMI R
: 22-00-2107-3102

3-4-00-2004

Nonester : 4

Centre Of Examination

Sirvain : Bajogirl Viswajyothy College of Arts and Applied Sciences, Vengoor

Examination : Bajogirl Viswajyothy College of Arts and Applied Sciences, Vengoor

Examination : Bajogirl Viswajyothy College of Arts and Applied Sciences, Vengoor

Examination : Bajogirl Viswajyothy College of Arts and Applied Sciences, Vengoor

Examination : Bajogirl Viswajyothy College of Arts and Applied Sciences, Vengoor

Course Course : COOCRTII : - Corporate Accounting it e?

Course Course : COOCRTII : - Enterpreneurship becomes the consideration of the Course of C

Sample Hall ticket of a student

8. Open and print question papers at the exam office: Accessing the website link of the question and printing the exam question papers at the designated exam office before the examination.





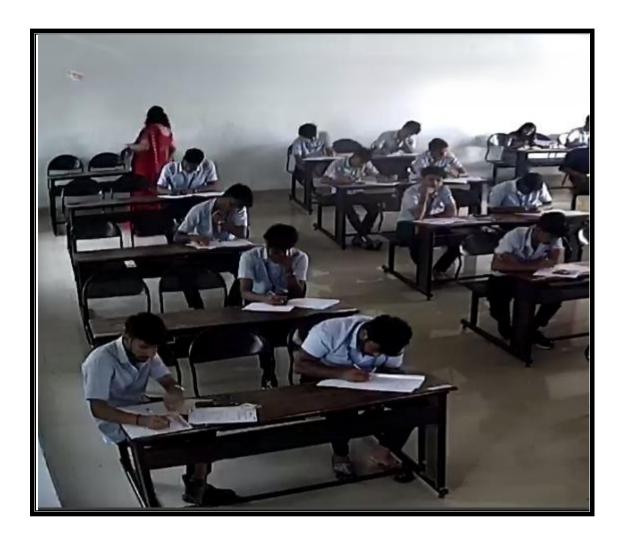


Examination server





9.Monitor strict exam invigilation: It means ensuring that the examination is supervised with vigilance and adherence to all examination rules and regulations.



CCTV Exam hall view

10. Pack answer scripts in the exam office immediately: After the exams, answer scripts are gathered and securely packed in the exam office for later evaluation and record-keeping.



Answer sheet collection at Exam Office

11. Faculty participation in project viva-voce and answer script valuation at university centers: This task involves the faculty members traveling to designate Centralized University valuation camps to participate in the evaluation and grading of examination papers. According to the university orders, faculty actively participate in the project evaluation at various colleges under MGU University.





Duty Certificate of a faculty attended valuation camp









MAHATMA GANDHI UNIVERSITY, KERALA

Abstract

Conduct of University Examinations - Appointment of Senior Assistant Superintendents for the period from 01.06.2023 to 31.05.2024 - Sanctioned - Orders Issued.

EXAMINATION A 2 SECTION

No. 6678/EA 2/2023/MGU

Priyadarsini Hills, Dated: 14.06.2023

Read:-Appointment orders of teachers as Senior Assistant Superintendents forwarded by the Principals of various colleges.

ORDER

Sanction has been accorded by the Controller of Examinations for the appointment of the following teachers as Senior Assistant Superintendents for the conduct of the University Examinations for the period from 01.06.2023 to 31.05.2024, in their respective Colleges as specified below.

			(5)	Activate '	Wind
SI. No	. Name	Designation	College	Go to Settin	gs to a

117	Dr. Chandralal V S	Assistant Professor	Rajagiri College Of Management & Applied Sciences, Rajagiri Valley P O, Kakkanad, Kochi - 682039
118	Binitha P.S.	Assistant Professor	Rajagiri Viswajyothi College Of Arts And Applied Sciences, Vengoor P.O., Perumbavoor, Ernakulam Dist, Pin - 683546
119	Rakhi R.	Assistant Professor	Rawther Academy Of Arts And Science, Vallana, Erumakkad P.O,Kozhencherry, Pin Code:689532

Order of approval of appointment of a faculty from university as Senior Assistant Superintendents for the conduct of University Examinations







Feedback and three tire Grievance system: At Rajagiri Viswajyothi College, a three-tier grievance system for external examinations could be structured as follows:

- **1. Department Level:** Students initially address grievances with their respective departments, where issues can be resolved informally and promptly with the assistance of department heads or designated grievance officers.
- **2. College Level:** If unresolved at the departmental level, grievances are escalated to a college-level committee, consisting of representatives from various departments, to ensure a fair and comprehensive review.
- **3. University Level:** For grievances that remain unresolved or involve serious concerns, students can appeal to the university administration or an external body for further review and resolution, ensuring an impartial and higher-level examination of the issue. This tiered approach helps address concerns effectively while providing multiple opportunities for resolution.

At Rajagiri Viswajyothi College, transparency in the External Evaluation System, particularly during the End Semester Evaluation Process, is crucial for ensuring fairness and accountability in assessing students' academic performance. The process, which includes clear communication of fee notifications and active faculty involvement in paper valuation, ensures a well-organized and transparent evaluation system. The implementation of a three-tier complaint system—covering departmental, college, and university levels—provides a robust feedback mechanism that supports continuous improvement and responsiveness to student concerns. This transparent and efficient External Evaluation System, backed by dedicated faculty and the Exam Office, upholds academic standards and fosters trust and integrity within the institution, demonstrating a strong commitment to excellence and fairness in higher education.

