



Examination Grievance Redressal Procedure



Vandana
I/C Principal
Shri G.P.M. Degree College of Sci & Comm,
Rajarshi Shahu Maharaj Road,
Telli Galli, Andheri (E), Mumbai-400 069.



2.5.1 Mechanism of Internal / External Assessment is Transparent and the Grievance Redressal System is time – bound and efficient

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2.5.1 A Description related to Criteria

Examination Grievance Redressal Procedure

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute

Function:

The function of the cell is to look into the complaints lodged by any student, and judge its merit.

Composition Examination Grievance Redressal:

- Chairperson of the Exam Committee is the Principal headed by the In-charge of the exam committee, who also looks for Unfair-Means.
- Grievance raised is solved by the In-charge of examination committee.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:

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- Academic Matters: Related to timely issue of duplicate Mark-sheets, Transfer Certificates, Conduct Certificates or other examination related matters. Financial Matters: Related to dues and payments for various items from library, hostels etc.
- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers etc.

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the examination cell.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved in a stipulated time limit provided by the cell.



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Exam Related Grievances:

Help to the students to solve grievances related to university exam form such as not finding objects belonging to back log while filling online exam form, not finding the elective subject as per given choice, overlapping of exam dates, or extension of date due to breakdown of server or interchanging of subjects taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students ii. Guidance to the students about oral and theory exam schedule-and pattern: Specific grievances addressed on a need to know basis.

Guidance to the students about university exam results:

- Guidance to the students about rechecking and re-evaluation process: Faculty members guide the students about the procedure / schedule of rechecking and re-evaluation process. As per its system, the university provides photocopies of the answer papers. Students take this copy to the concerned teacher where he/she goes through the same and guides whether the answers are worthy of re-evaluation, rechecking or redressal.
- Mechanism to deal with examination related grievances is transparent, time bound and efficient.

Guidance to the students about rechecking, copy viewing and re-evaluation process:

Faculty members / Committee members guide the students about the procedure followed or the schedule of rechecking Copy viewing process and re-evaluation process as per University of Mumbai guidelines & procedure.

Hence Exam Committee is also acting as Grievance Redressal system.

Sr. No.	Sample of Greivence	Name of Students	Batch	Greivence Date	Redressal Date	Remarks
1.	Requesting to permit to attend the exam as reached the Centre late due to traffic	Ayesha Khan	13 BMS	10/11/2022	10/11/2022	Allowed
2.	Need Duplicate Hall Ticket of Vth Sem.	Omkar Jadhav	14 B.Sc. IT	02/11/2022	02/11/2022	Resolved
3.	Rude Behaviour of Watchman	Anil Anupriya	14 BMS	14/07/2022	16/07/2022	Action Taken
4.	Name correction on the Marksheet	Shravaan kumar	15 BBI	16/01/2023	21/01/2023	Resolved
5.	Photo Correction on ID-Card	Himanshu Pathak	13 B.Com.	22/07/2022	22/07/2022	Resolved



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STUDENT'S GRIEVANCE FORM

Date: 22/07/2022

1. Full Name: Minamshu Pathak
2. Class: 12th Comm
3. Roll No: 37
4. Academic Year: 2022-23
5. Mobile No: 9075438023
6. Email ID: minamshu.pathak@gmail.com
7. Grievance for Department: Student Grievance
8. Grievance Submission Date: _____
9. Grievance: Photo Correction on Student ID Card

10. Signature of student with Date: Minamshu Pathak 22/07/2022

11. Office Remark - Grievance received Date: 22/07/2022

12. Signature of Grievance Committee: [Signature]

12. Grievance resolved on: 27/07/2022

[Signature]
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STUDENT'S GRIEVANCE FORM

Date: 16/01/2023

1. Full Name: Shravan Kumar Gupta

2. Class: BA IS BBI

3. Roll No: 03

4. Academic Year: 2022-23

5. Mobile No: 8852647100

6. Email ID: shravan.k@gmail.com

7. Grievance to Department: Student Grievance

8. Grievance Submission Date: 16/01/2023

9. Grievance: Name Correction on the Marksheet


10. Signature of students with Date: Shravan Kumar Gupta 16/01/2023

11. Office Remark – Grievance received Date: 16/01/2023

12. Signature of Grievance Committee: [Signature]

12. Grievance resolved on: 21/01/2023

[Signature]
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STUDENT'S GRIEVANCE FORM

Date: 02/11/2022

1. Full Name: Jaathav Dinkar Dinkar
2. Class: 14 B.Sc-IT
3. Roll No: 05
4. Academic Year: 2022-23
5. Mobile No: 9857887048
6. Email ID: dinkar11@ymail.com
7. Grievance for Department: Student Guidance
8. Grievance Submission Date: 02/11/2022
9. Grievance: Need Duplicate Hall Ticket of Vth semester
10. Signature of student with Date: Dinkar 02/11/22
11. Office Remark - Grievance received Date: 02/11/22
12. Signature of Grievance Committee
i) [Signature]
ii) [Signature]
12. Grievance resolved on 02/11/2022

[Signature]

The Clerk, Deptt. - College of Sci & Comm,
Rajarshi Shahu Maharaj Road,
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STUDENT'S GRIEVANCE FORM

Date: 10/11/2022

1. Full Name: Khan Ayesta Khalid

2. Class: 13 BMS

3. Roll No: 06

4. Academic Year: 2022-23

5. Mobile No: 8975951971

6. Email ID: ayestakhan@gmail.com

7. Grievance for Department: Student Grievance

8. Grievance Submission Date: 10 November 2022

9. Grievance:

Requesting to permit to attend the exam as reached the center late due to traffic.

10. Signature of students with Date: [Signature] 10/11/22

11. Office Remark – Grievance received Date: 10/11/2022

12. Signature of Grievance Committee: i) [Signature]

ii) [Signature]

12. Grievance resolved on 10/11/2022

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STUDENT'S GRIEVANCE FORM

Date: 14-07-2022

1. Full Name: Anupriya Anil Kumar

2. Class: 14 BMS/ITM

3. Roll No: 08

4. Academic Year: 2022-23

5. Mobile No: 9619494782

6. Email ID: anupriya0814@gmail.com

7. Grievance for Department: Student Grievance

8. Grievance Submission Date: 14-07-2022

9. Grievance:
Rude behaviour of watchman.


10. Signature of students with Date: Anupriya 14/7/2022

11. Office Remark – Grievance received Date: 14/07/2022

12. Signature of Grievance Committee
i) [Signature]
ii) [Signature]

12. Grievance resolved on: 15-07-2022

Kandam
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