

## Exam Grievance Redressal Mechanism

### **Introduction:**

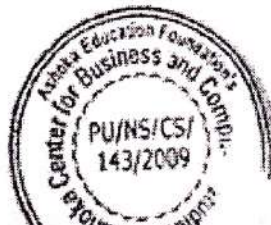
ACBCS conducts university exam as per the ordinance of SPPU. College Exam Committee, Chief Examination Officer along with principal and other teaching, administrative faculty ensure smooth conduct of the examination and internal assessment. If any grievance occurs it is immediately considered and redressed. Following mechanism is set to deal with examination related different grievances.

### **Transparency in Internal Evaluation:**

There is complete Transparency in the internal assessment. The criteria's and Evaluation methods for each subject are communicated with students in the beginning of semester in the orientation program. Based on nature of subject and outcome of the subject different concurrent evaluation methods like unit tests, Google quiz, presentation, dissertation, projects, research reports, assignments etc are used to assess the performance of the student in particular subject. Internal Examination dates are mentioned in academic calendar. Academic calendar is oriented to students in the induction program and it is also published on college website and notice boards. A dedicated and separate committee named as Concurrent Internal Evaluation (CIE) is looking after the internal evaluation. All internal evaluations are conducted in fair and transparent way. Internal Evaluation marks are displayed on college notice board. Students can raise their grievance related to internal evaluation through a google form issued by the grievance committee in formal way or they can inform it to their subject teacher or mentor in informal way. Exam Grievance committee consists of Principal, CIE members, College exam officer and all HODs. Exam grievance committee resolves grievances ( if any ) in prescribed time limit in transparent and fair manner.

### **Grievances related to university examination**

For grievance related to University examination, students enroll their grievance with Departmental Exam coordinator. If grievance is of routine nature it is resolved by department exam coordinator or else it is forwarded to College Examination Officer (CEO). for further process. CEO or Asst to CEO try to resolve grievance at their level but if grievance is new type & not occurred in past then CEO will mail the issue to SPPU exam department and SPPU responds to query mail with solution. CEO or Clerk executes solution and grievance gets resolve. In this whole process Principal is in loop and He is always informed time to time about grievance status.

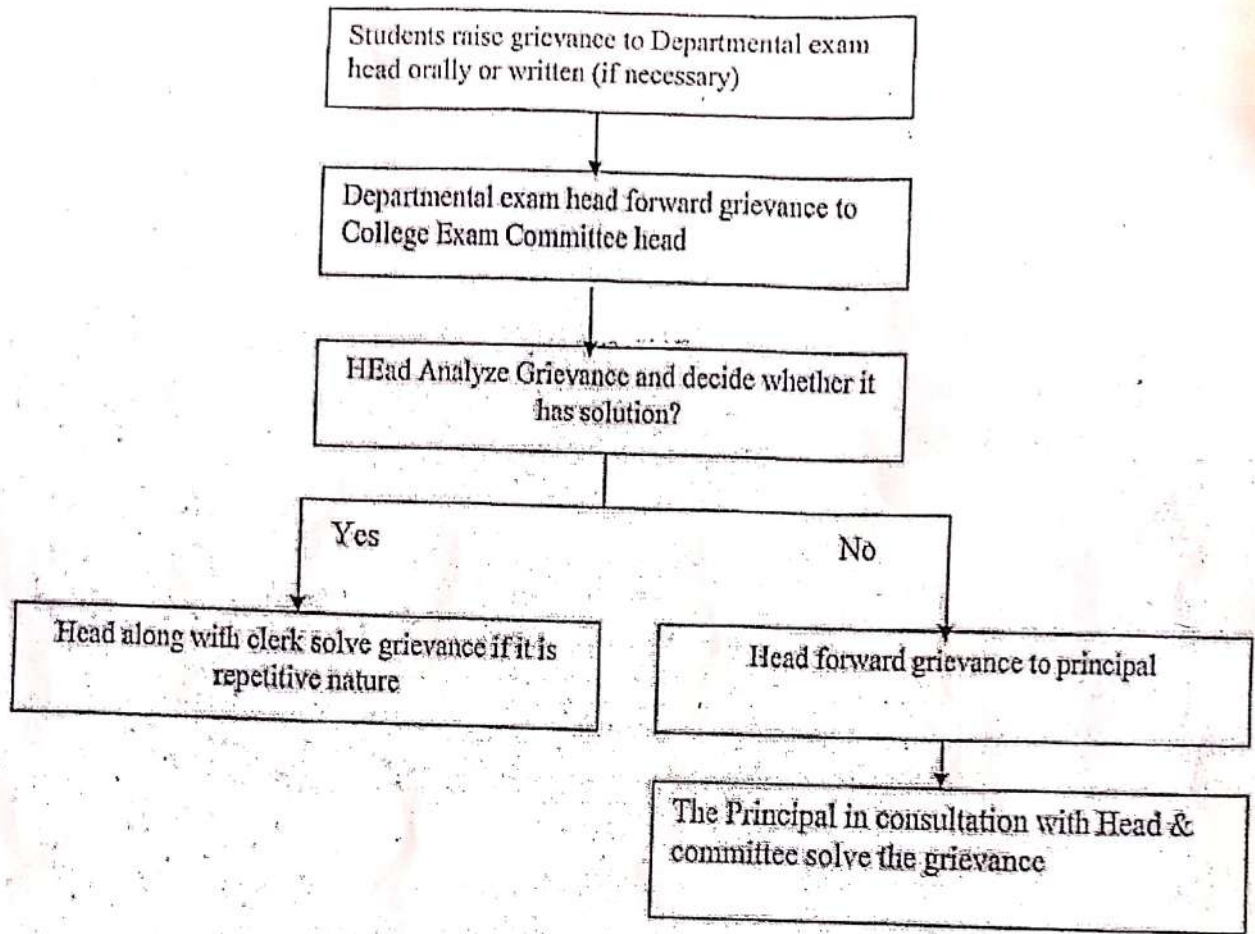


Following are Common grievances:

Sr. No.	Nature of Grievance	Types	Responsibility	Time frame
1	Related to university exam form	Backlog subjects not reflecting in form	CEO	Communication to SPPU within two days of receipt of complaint.
		Change of pattern	CEO	
		Missing of regular subject	CEO	
2	Related Hall tickets	Not receiving hall ticket for exam	CEO	Rectification before at least two days of exam
		Mistakes in hall tickets and mark sheets regarding name, course name etc	CEO	
3	Photo copy Rechecking, and re-evaluation	Photo copy not received on time	CEO	Communication to SPPU within two working days of receipt of complaint.
		Query in Rechecking result	CEO	
4	Result	Absentee of student even when appeared for exam	CEO and Exam Sr. Supervisor	
		Wrong result	CEO	
		Mistakes in mark sheet like name etc	CEO	
5	Internal Evaluation	Less marks to students	CIE Head and Dept HOD	Within 15 days of receipt of complaint



**Flow chart for College exam related Grievance resolves process**



Exam-Grievance committee consists of Principal, CIE members, College Exam Officer and all HODs'. Exam grievance committee resolves grievance in prescribed time limit i.e. within 15 days from the date of application by students in the format which is in Annexure B in transparent and fair manner.

*Shubhangi Phade*  
**CIE Head**  
**Mrs. Shubhangi Phade**

*P. Biradar*  
**CEO**  
**Dr. P. Biradar**  
**COLLEGE EXAM OFFICER**  
 Ashoka Center For Business & Computer Studies Nashik



*Pratima Bhalekar*  
**IQAC Head**  
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**Dr. P. Biradar**

*Harsha Patil*  
**Vice Principal**  
**Dr. Harsha Patil**

*P.A. Ghosh*  
**Principal**  
**Dr. P.A. Ghosh**  
**PRINCIPAL**  
 Ashoka Education Foundation's  
 Ashoka Center for Business and Computer Studies, Nashik

Internal Quality Assurance Cell (IQAC)  
 Ashoka Center for Business & Computer Studies, Nashik-422 003.

## ANNEXURE A

EXAM GRIEVANCE CLOSURE REPORT

Date:

Sr. No.	Particular	Remark
1	Date of registration	
2	Complainant	
3	Nature of grievance	
4	Grievance Verification / Fact finding	
5	Final decision	
6	Closure remark of Complainant	

Complainant

Concern staff

CEO

Principal

## Annexure B

### Ashoka Center for Business & Computer Studies

#### Grievance Redressal form for CIE

Name of the Student:	
Class	
Subject code & Name	
Subject Teacher	
Contact No.	
Email ID	

Grievance: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

DATE: \_\_\_\_\_ (Signature of the student)

#### FOR OFFICE USE ONLY

Action taken by the CIE member department:

\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ (Signature)

CIE Head Remarks:

\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ (Signature of CIE Head)

Principal's remarks:

\_\_\_\_\_  
\_\_\_\_\_

Date: \_\_\_\_\_ (Signature of the Principal)