

# **New Arts, Commerce and Science College, Shevgaon**

## **Examination Grievance Redressal Mechanism**

Any student, with a genuine grievance may approach the exam office in person or may drop the grievance in writing in the suggestion box at the Examination Office.

### **Mechanism to deal with examination related grievances is transparent, timebound and efficient:**

There is complete transparency in the internal assessment, as stated in the Continuous Internal Evaluation (CIE) Policy. The criterion adopted is as directed by the university. The College conducts university examinations as per the ordinance of SPPU. The College Examination Committee, College Examination Officer along with Principal and other faculty, administrative staff ensure smooth conduct of the examination and internal assessment. If any grievance occurs, it is immediately considered and redressed. Following mechanism is in place to deal with examination related different grievances.

- At the beginning of the semester, faculty members inform the students about the various components in the assessment process during the semester.
- The internal assessment test schedules are prepared as per the university and communicated to the students well in advance.
- Evaluation is done by the course handling faculty members within a week from the date of examination.
- The corrected answer scripts at random are verified by HoD to ensure the standard evaluation process.
- The corrected answer papers of the students are distributed to them for the verification by the students and in case of any grievance, it is redressed immediately. The marks obtained by the students in internal assessment tests are displayed on the department notice board.
- Day to day performance of the students is assessed for every experiment which includes punctuality, performance, viva-voce and the promptness in journal completion.
- The end examination for the laboratory and projects shall be conducted with internal and external examiner appointed from the other colleges as decided by the University.

### **Redressal of grievances at the college:**

#### **Departmental Level:**

The continuous evaluation of students is carried out by faculty regarding theory lectures, labs, assignments, unit tests. Query if any is discussed with faculty and HoD.

#### **College Level:**

There is a complete transparency in the internal assessment. Academic calendar for internal examination is prepared by College Examination Committee. College Examination Officer (CEO) monitors internal evaluation process. The students' grievances related to internal examination are solved by college examination committee.

The examination department forward students' applications to the Principal. The Principal solves the grievances, and make the remark on the application which then comes back to the examination office for further action. The process is completely transparent. Almost, all of the student-issues regarding internal marks, extra credits are being resolved at the department level, by approaching the student to teacher and respective HOD.

The Institute appoints a Senior Supervisor for smooth conduct of the university examinations. If students face any problems, they are solved by the College Examination Officer with the help of examination office staff. The grievances during the conduction of theory examinations are considered and discussed in consultation with the Principal and if necessary, forwarded to the university by examination office.

### University level:

The queries related to results, corrections in student name, subject name, hall ticket, mark sheets, other certificates issued by university are handled at SPPU examination section once these issues are forwarded by the college. Students are allowed to apply for revaluation and photo / scan copy, if they are not satisfied. Student is supposed to fill online revaluation form on university website by paying necessary processing fees. Student gets photocopy of answer sheets of the concerned paper. After studying answer sheets, student can apply for verification and revaluation of answer sheet. The result of revaluation is announced by the university within 30 days of the application.



**Principal**  
New Arts, Com. & Science College  
Shevgaon, Dist. Ahmednagar