

Shirur Shikshan Prasarak Mandal's
Chandmal Tarachand Bora College, Shirur Dist. Pune

Examination Grievances Redressal Mechanism

There is a committee of examination which looks after the grievances related to examination in the college. The committee consists of the college examination officer and selected members from among the faculty and is headed by the principal. Any grievance coming from any stakeholder is placed before this committee and they are resolved in a transparent, time-bound and efficient way and the same is communicated to him/her at the earliest. There are two types of examinations conducted in the college. The annual/semester examinations are conducted by the college on behalf of the university. In addition to this there are college conducted internal examinations. The procedures for grievance redressal for the university examinations are the same standard procedures, policies and practices prescribed by the university authorities. The college follows these time-tested prescriptions very meticulously. Grievances pertaining to the following areas are resolved using the following mechanisms:

A. Grievances regarding university examinations:

1. Students are sensitized about the fact that they have every right to approach the authorities regarding any grievances they might have about any aspect of the conduct of the examination and evaluation.
2. Complaints about errors in personal details of the student, subject chosen etc. as they appear in the university documents are resolved by taking up them with the university after verifying the details and providing supporting documents.
3. Rarely though there are complaints about mistakes in question papers supplied by the university. In such cases the matter is immediately taken up with the university and the issues are clarified and settled.
4. The college provides the necessary support to students who suspect that there was lack of fairness in evaluation of their answer books. In such cases the college supports the students in applying for verification of marks, revaluation of answer scripts and obtaining photo copies of their answer scripts.
5. In any case the college tries to make sure that no student is victimized and the grievances of the students are addressed and settled amicably.

B. Grievances related to college conducted examinations including internal assessment:

1. There are sometimes complaints about fairness in evaluation. Such complaints are placed before the examination grievance committee. The concerned examiner is called upon to present his/her version of the matter and if necessary, the answer sheets are re-examined by another examiner and an amicable solution is found after a careful scrutiny in such a way the aggrieved students is not denied a fair sense of justice. An aggrieved student can also apply and get a copy of his/her answer book.
2. Complaints if any about the lack of adequate physical infrastructure or any kind of discomfort in the conduct of examination is immediately resolved by the college authorities
3. The individual evaluation reports are further moderated by a committee of experts to guarantee greater objectivity in evaluation.
4. Any complaint about any aspect of examination is treated as a matter of top priority and such issues are resolved at the earliest possibility.