



श्री. पुरोगामी शिक्षण सांस्कृतिक व क्रीडा प्रसारक मंडळ सावळद्वारा संचलित

कै. वामनराव पितांबरे कला, वाणिज्य व विज्ञान महाविद्यालय

आर्च आंगण समोर, नाशिक रोड, पडेगाव-भिटमिटा, छत्रपती संभाजीनगर - ४२१००२ (महा.)

संस्थापक अध्यक्ष

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“The Examination Grievance Cell”

Introduction

The Examination Grievance Cell in the College is dedicated to creating a supportive, transparent, and efficient process for addressing all examination-related grievances. Recognizing the importance of ensuring that all students have timely and accurate access to examination-related information, the cell provides a structured system for displaying essential exam notices, schedules, and procedures. This policy establishes a clear, accessible process for raising and resolving examination grievances, thereby reinforcing the college's commitment to academic fairness, integrity, and student welfare. The Examination Grievance Cell aims to promptly address and resolve students' concerns related to exam-related issues, upholding a high standard of academic integrity.

2. Objective:

The objective of this policy is to:

- Provide a clear, structured procedure for addressing examination-related grievances.
- Ensure transparency and accountability in the examination process.
- Maintain a supportive environment for students, facilitating timely resolutions for any exam-related concerns.
- Communicate examination notices effectively and consistently.

3. Scope

This policy applies to:

- All undergraduate and postgraduate students across all departments.

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Faculty members, Examination Cell staff, and other college personnel involved in examination processes and grievance resolution.

4. Roles and Responsibilities

4.1 Examination Grievance Cell Members

- Chairperson: Head of the Institution (Principal)
- Examination Cell Coordinator
- Faculty Representatives from relevant departments

The Examination Grievance Cell members are responsible for ensuring that grievances are handled fairly, transparently, and within a designated timeline. They are also responsible for displaying and updating examination-related notices, guidelines, and schedules regularly.

4.2 Examination Cell Coordinator:

- Oversees the implementation of the policy.
- Acts as the main point of contact for students submitting grievances.
- Maintains accurate records of all grievances and resolutions.

4.3 Faculty and Staff:

- Support the Examination Cell Coordinator in grievance resolution.
- Ensure fair evaluation processes and provide necessary documentation when needed.

5. Grievance Redressal Mechanism


5.1 Types of Grievances Covered

- Discrepancies in exam results, marks, or grade calculations.
- Issues related to exam schedules, timings, or seating arrangements.
- Grievances related to the conduct of exams, including invigilation or examination facility issues.
- Any other exam-related concerns impacting student performance.

5.2 Submission Process for Grievances

- **Mode of Submission:** Grievances can be submitted in person, via email, or through an online form available on the college website.
- **Timeline for Submission:** Grievances must be submitted within seven days of the announcement of results or any examination-related event.
- **Acknowledgment of Receipt:** Upon receiving a grievance, the Examination Grievance Cell will issue an acknowledgment receipt within two working days to the student.

5.3 Grievance Investigation and Resolution Process


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Initial Review: The Examination Grievance Cell will conduct an initial review of each grievance within three working days of receipt to determine its validity.

- **Verification and Evaluation:** The Cell will verify all necessary documents and consult relevant faculty members to ensure accurate and fair assessment.
- **Resolution and Feedback:**
 - If the grievance is valid, appropriate corrective action will be taken, and any necessary updates will be made to the student's records or scores.
 - If the grievance is found invalid, a detailed written explanation will be provided to the student.
- **Timeline for Resolution:** All grievances will be resolved within 10 working days of submission.

5.4 Appeal Process

- **Right to Appeal:** If a student is not satisfied with the resolution, they may submit an appeal to the Head of the Institution (Principal) within five working days of receiving the decision.
- **Final Decision:** The Principal's decision on the appeal will be final and communicated to the student within five working days.

6. Communication and Display of Examination Notices

- **Regular Updates:** All examination-related notices, including schedules, deadlines, and guidelines, will be displayed on the college notice board and uploaded to the official college website or portal.
- **Student Awareness:** The Examination Grievance Cell will conduct informational sessions at the beginning of each academic semester to ensure that students are aware of the examination process and grievance redressal system.
- **Continuous Monitoring:** The Examination Cell Coordinator will ensure that examination notices are promptly updated and accessible to students, reducing potential grievances related to lack of information.

7. Record Keeping and Confidentiality

- **Grievance Records:** The Examination Grievance Cell will maintain confidential records of all grievances and their resolutions. These records will be accessible only to authorized personnel.
- **Data Protection:** All information submitted during the grievance process will be handled confidentially and in compliance with relevant privacy regulations.
- **Review of Policy:** This policy will be reviewed annually by the Examination Grievance Cell to incorporate improvements based on student feedback and to address any evolving examination or grievance processes.

8. Review and Feedback Mechanism


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The policy will be reviewed at the end of each academic year to ensure its effectiveness and relevance.

- Student feedback will be collected to assess satisfaction with the grievance resolution process, and necessary changes will be made to improve efficiency and transparency.

9. Conclusion

The College is committed to providing a fair, transparent, and efficient mechanism for handling all examination-related grievances. The Examination Grievance Cell aims to create a supportive environment where students feel assured of prompt and objective resolutions, ensuring that assessments are conducted with integrity and fairness. This policy supports the college's mission to maintain high academic standards and student welfare.

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