



BUNTS SANGHA'S

S.M.SHETTY COLLEGE OF SCIENCE, COMMERCE & MANAGEMENT STUDIES

PERMANENTLY AFFILIATED TO UNIVERSITY OF MUMBAI

IMC RBNQ Certificate of Merit

ISO 21001 : 2018 Certified

OVERVIEW OF EXAMINATION GRIEVANCE REDRESSAL MECHANISM

The Examination Grievance Redressal Mechanism ensures that the grievances arising on account of internal and external assessments are dealt with in an orderly, timely and efficient manner. The Examination Committee is entrusted with the smooth, timely and efficient handling of grievances arising during the course of the examinations. The Grievance Redressal Cell addresses grievances related to the evaluation process and related issues. The Unfair Means Committee handles grievances arising on account of learners using unfair means or malpractices during the examination.

The objective of the Grievance Redressal Mechanism is to ensure a time bound and efficient approach in addressing the grievances arising on account of internal and external assessments.

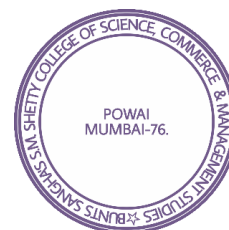
The aim of this is: -

- To take preemptive measures in mitigating grievances arising on account of internal / external assessments
- To inform students about the mechanism to express their grievances related to internal / external assessments
- To give due notice for revaluation, reverification and photocopy for grievances related to internal / external assessments
- To address each case of grievance promptly in the manner set forth by the University of Mumbai
- To intimate the students of the redressal for their grievances raised and issue of new mark sheet, photocopy of answer scripts, etc wherever necessary.
- To assure that the grievances have been properly addressed in a transparent, time bound and efficient manner

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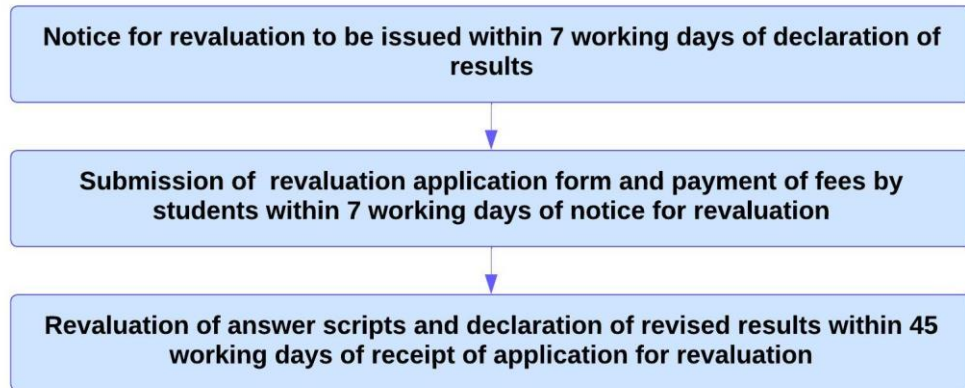
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EXAMINATIONS GRIEVANCE REDRESSAL FLOWCHART

TIME LINE FOR GRIEVANCE REDRESSAL TWICE A YEAR IN ODD AND EVEN SEMESTER



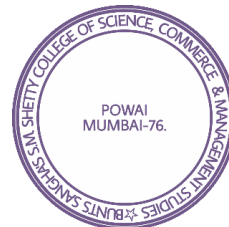
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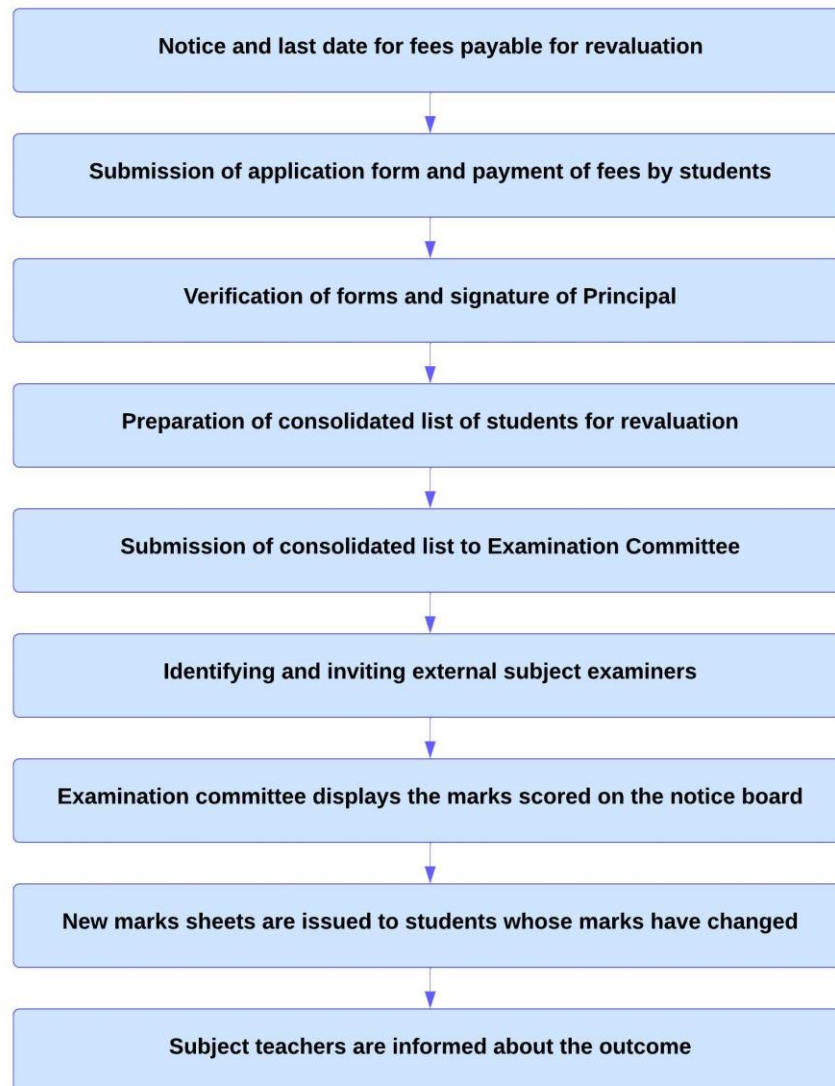
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EXAMINATIONS GRIEVANCE REDRESSAL FLOWCHART

FIRST YEAR & SECOND YEAR COLLEGE LEVEL EXAMINATIONS TWICE A YEAR IN ODD AND EVEN SEMESTER



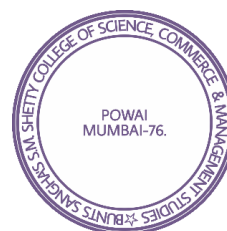
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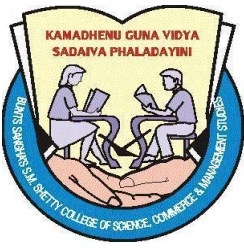
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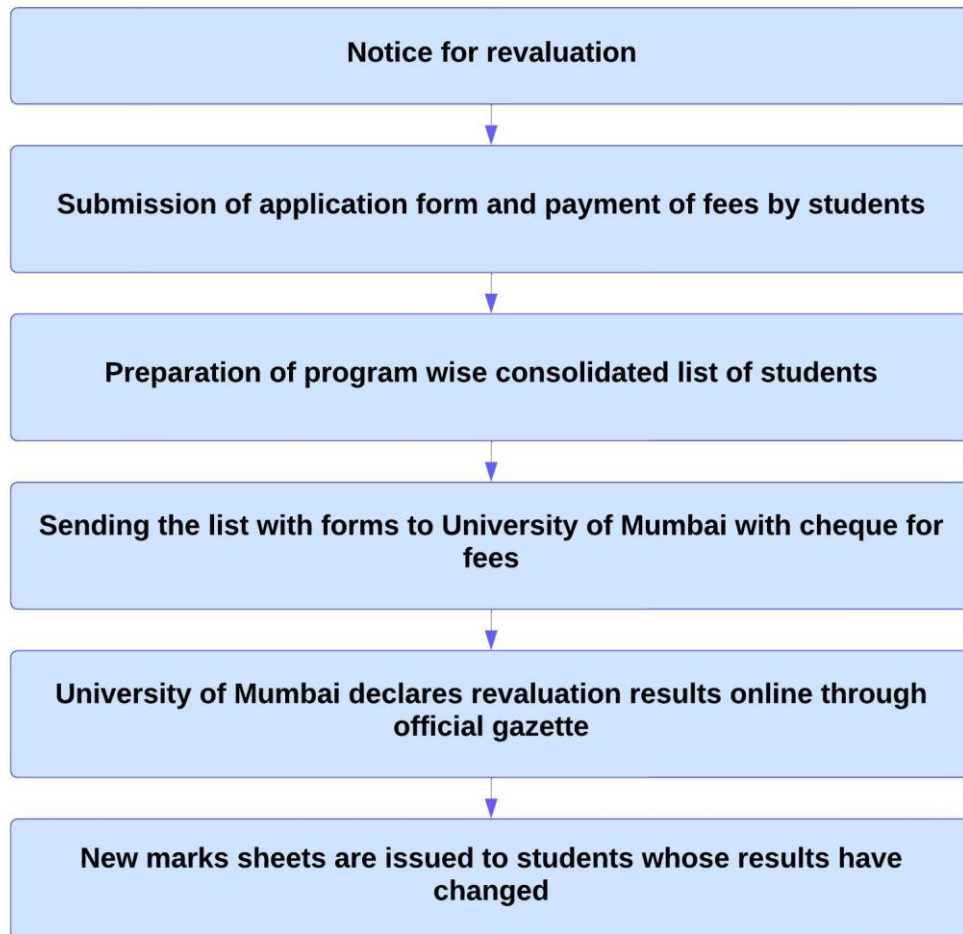
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EXAMINATIONS GRIEVANCE REDRESSAL FLOWCHART

THIRD YEAR UNIVERSITY LEVEL EXAMINATIONS TWICE A YEAR IN ODD AND EVEN SEMESTER



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