



2.5.2 A Examination Grievance Redressal circular by University of Mumbai

Examination Grievance Redressal Procedure

Objective:

The objective of the Grievance Cell is to develop a responsive and accountable attitude among all the stakeholders in order to maintain a harmonious educational atmosphere in the institute

Function:

The function of the cell is to look into the complaints lodged by any student and judge its merit.

Composition of Examination Grievance Redressal.

- The Chairperson of the Exam — Committee is the principal headed by the In-charge of the Exam Committee, who also looks for Unfair-Means.
- Grievance raised is solved by the In-charge of the Examination committee.

Scope:

The cell will deal with Grievances received in writing from the students about any of the following matters:-

- Academic Matters: Related to the timely issue of duplicate Mark-sheets, Transfer
- Certificates, Conduct Certificates, or other examination-related matters.

Financial Matters: Related to dues and payments for various items from the library, hostels, etc.

- Other Matters: Related to certain misgivings about conditions of sanitation, preparation of food, availability of transport, victimization by teachers, etc

Procedure for lodging complaint:

- The students may feel free to put up a grievance in writing/or in the format available in the examination cell dept. and drop it in boxes.
- The Grievance Cell will act upon those cases which have been forwarded along with the necessary documents.
- The Grievance Cell will assure that the grievance has been properly solved within a stipulated time limit provided by the cell.




I/c Principal
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Exam Related Grievances

help the students to solve grievances related to university exam forms: Main grievances such as not finding objects belonging to backlog while filling online exam forms, not finding the elective subject as per the given invoice, overlapping of exam dates, or extension of date due to breakdown of server or interchanging of subjects e taken care by faculty/staff by conveying the same to the university authority and conveying feedback to the students ii. Guidance to the students about oral and theory exam schedules and patterns: Specific grievances Redressed on a need-to-know basis. Guidance to the students about university exam results

- Guidance to the students about the rechecking and re-evaluation process: Faculty members guide the students about the procedure/schedule of rechecking and re-evaluation process. As per its system, the university provides photocopies of the answer papers. Students take this copy to the concerned teacher where he/she goes through the same and guides whether the answers are worthy of re-evaluation, rechecking, or redressal.
- The mechanism to deal with examination-related grievances is transparent, timebound, and efficient.

Guidance to the students about rechecking, copy viewing, and re-evaluation process:

Faculty members/ Committee members guide the students about the procedure followed or the schedule of rechecking the Copy viewing process and re-evaluation process as per University of Mumbai guidelines & procedure. Hence the Exam Committee is also acting as a Grievance Redressal system.




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