

# Marathwada Mitra Mandal's College of Architecture

ID No. : PU/PN/ARCH/065/(1985)  
Affiliated to Savitribai Phule Pune University  
Recognised by COA, AICTE, New Delhi



। येथे बहुतांचे हित ।

302/A, Deccan Gymkhana,  
Off. F.C. Road, Near Gokhale Institute  
Pune 411 004. M.S., India.  
Tele: 020-25652689  
Fax : 020-25655599 \*Website : mmcoa.edu.in  
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## INTERNAL EXAMINATION GRIEVANCE POLICY

Date: 17/08/2020

### Introduction

Internal examinations are conducted to assess and evaluate the academic performance of students periodically. Apart from providing preparedness, it also informs teachers the necessary feedback and reference to the level of understanding of students. It is impertinent for the internal examination system that the process is fair and transparent in terms of its assessment and subsequent evaluation. In order to make the process efficient, each stakeholder must uphold their responsibilities and should be given the opportunity to express grievance, if any. The grievances raised by students may be as followed.

1. Grievance Related to Internal exam
  - a. Exam Schedule management (prior notice/period/duration etc.)
  - b. Exam hall management
  - c. Attendance/appearance to exam
  - d. Syllabus/Topic
2. Assessment related grievance
  - a. Discrepancy in score/marks received
  - b. Unfair assessment

### Grievance Redressal Process

1. Internal Examination Grievance forms (available on college website <https://www.mmcoa.edu.in/index.php/student-life/forms>) can be submitted by the students within 48 hours of announcement of results.
2. CEO shall seek response of the internal examiner and/or assessor. The response shall be communicated to the student, through e-mail, within 48 hours of receiving Grievance Form.
3. Student shall respond to the mail expressing satisfaction or dissatisfaction with the response. Lack of reply from student shall mean that the reply was satisfactory.
4. In case of dissatisfaction, grievance shall be escalated to the Principal
5. The CEO shall conciliate the grievance of student in discussion with the internal examiner. The decision taken by Examination Committee of MMCOA shall be considered final and absolute.
6. Entire process of any grievance must be completed within 7 working days from the date of receiving grievance.

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## Roles and responsibilities

### 1. Student

- In case of any grievance related to internal examination, the student shall come forth and register it through the Internal Examination Grievance Form; which is available on the college website (<https://www.mmcoa.edu.in/index.php/student-life/forms>)
- If the student doesn't get a reply within 48 hours of submitting the form, the student shall escalate the concern to the Principal.
- The student must remain available for communication and discussion throughout the entire process. Lack of communication from student's end may result in termination of Grievance.

### 2. CEO – Exam Committee

- CEO shall orient students at the commencement of term regarding Internal Examination Grievance Policy and Form
- Upon receiving the Grievance form, the CEO shall solicit e-mail response from internal examiner/assessor. CEO shall ensure that the personal detail of the student is not shared with the internal examiner/assessor.
- CEO must e-mail the student, the response received from internal examiner/assessor within 48 hours of receiving the grievance form.
- In case of delay in response from the internal examiner/assessor, CEO shall convey it to the Principal.
- In case of dissatisfactory response from Internal Examiner/Assessor, the CEO shall escalate the grievance to the principal. CEO shall coordinate the discussions with the internal examiner/assessor and the student, while maintaining confidentiality of the student from the internal examiner/assessor.
- After completion of the grievance, CEO shall record and file documents of each proceeding.
- CEO shall conduct meeting at the end of each semester to record updates on Internal Examination Grievance cases.

### 3. Internal Examiner/Assessor

- Upon receiving grievance e-mail from CEO, Internal Examiner/assessor shall reply to the mail within 24 hours. The response must be supported with relevant documents.
- Internal Examiner/assessor must be available throughout the process for discussions and updates.

### 4. Principal

- The Principal shall intercede in case of negligence from internal examiner/assessor or CEO and in case of dissatisfactory response.
- The principal shall conduct discussions with each stakeholder individually, if required, and convey the verdict through the CEO.

For Uttor  
Dr. Supriya Nene  
Principal

