



VSPM Academy of Higher Education Nagpur's

Jawaharlal Nehru Arts, Commerce and Science College, Wadi, Nagpur- 440023 (M.S.)

(Affiliated to RTM Nagpur University, Nagpur)



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Mechanism to deal with internal examination related grievances:

The college has a well structure Examination Committees form for college level examination and university level examination. Both Committees follows the guidelines of the affiliated university for conducting examination and redressing grievances. An examination committee, comprising of a senior teacher as convener and other teaching and non-teaching staff as members, is constituted to handle the issues regarding evaluation process.

If students have any grievances related to evaluation of university examination or college level examination answer it is to be intimated to administrative office which then forwarded to respective committee for further action.

Aims & Objectives:

1. To look into the complaints lodged by any student and redress it as per necessity.
2. To ensure effective solution to the students grievances with fair approach.
3. To develop an organizational framework to resolve grievances of the students.
4. To investigate the reason of dissatisfaction or disappointment of the students.
5. To enlighten the students on their duties and responsibilities.

Scope:

1. The two committees enable the students to express their grievances by initiating and following the grievance procedure in accordance with the rules and regulations of the College.
2. The committees meet to the students, examine the nature and pattern of the grievances and remediated it accordingly.
3. The concern committees are also authorized to look into matters of harassment and any other academic problem.

The two committees work for the grievances of students.

First committee work for grievances in an internal assessment / evaluation process and grievances in college level examinations / evaluation process.

Second committee work for grievances in university examinations including grievances in results and university level activities related with students.

Role of committee:

The work of the committee is to look into the complaints lodged by any college student and complaint has accepted through administration by judging its reality on merit level.

The students can state their grievance regarding any academic and non-academic matter within the campus through the online and drop grievance in administrative office.

For examples of student problems:

- Disputes over Grades,
- Course Requirements,
- Faculty or Staff Conduct,
- Fines Procedures and
- Administrative Policies

If any problem arises and is not resolved informally, students may file a grievance with the College examination committee through administration of the College.

Administrative office has listened and accepted the complaint. Then Administrative officer ask the student to first talk to the teacher or mentor.

If that doesn't settle the problem, then Administration tells the student to file an appeal through the proper appeals process through administrative office.

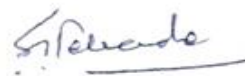
The examination committee shall develop and implement proactive measures that would prevent grievance of student related with any academic and non academic matter.

Anyone student of college with a genuine grievance or problem may approach the examination committee.

The examination committee shall consider all grievances submitted in writing by students of college.

Committee has worked on it with discussing with other member and gave the result by checking real problem to solve student's difficulty.

Committee has solved problems of students in studying conditions and any other alleged injustice done to students in college campus



Principal
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