

Rajarshi Shahu College of Pharmacy

(Approved by AICTE & PCI, Affiliated to Sant Gadge Baba, Amravti University, Amravati)

Shri. Dhrupatraoji Sawale
President

Prof. Dr. Shirish P. Jain
Principal

Ref.No. RSCP/3223/2019

Date : 07/01/2019

EXAMINATION GRIEVANCE REDRESSAL POLICY

Sr. no.	Policy Title	Policy for Examination Grievance Redressal
1	Administrative Policy Number	RSCP/EX-GR-2019-20
2	Functional Area	All students and teachers
3	Brief Discussion of the Policy	Purpose: To conduct internal assessment, preparation of duty list & redressal of the internal /external exam related grievances
4	Policy applies to	Students & Teachers
5	Effective from the date	07/01/2019
6	Approved by	Principal
7	Responsible Authority	Examination Redressal Committee
8	Supersending Authority	Principal / SGBAU
9	Reason For the policy	To address the problems regarding Internal / External Assessment
10	References for the Policy	UGC, SGBAU Guidelines, NAAC

At. Post. Malvihi, Botha Road, Buldana Maharashtra - 443 001

Email ID :- principalrscp@gmail.com

Tel No. : 7620764990 / 7620760919

Website : www.rscp.ac.in

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INTRODUCTION

The examination committee of the college looks in to the matters related to the examination at internal and external level by preparing the internal schedule, duty list of the teachers and redressal of the grievances of the students. The function of the committee are too look in to the complaints lodged by any student and judge its merit. The committee has two wings, the first wing organizes and prepares internal assessment schedules and prepare duty list for internal as well as external examination and communicates about the schedules by displaying them through notices and announcements to the students. The second wing addresses to the grievances of the students arising from the internal and external examination and document them.

OBJECTIVES

The objectives of the policy are to:

- Ensure that student get prompt solution to their problems
- Ensure harmonious student-faculty relationship
- Provide a platform to students for expressing their grievances freely and ensuring that it would be handled without any biases
- Receives grievances and appeals to evaluate the genuineness and suggest remedial measures
- Ensure a fair, impartial and consistent way for redressal of various complaints lodged by them

NATURE OF INTERNAL ASSESSMENT RELATED GRIEVANCES:

The internal assessment grievances include

- Incorrect uploading of internal assessment marks
- Marks are not visible to the students on college portal
- Late submission of assignment

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Rajarshi Shahu
College of Pharmacy
Journey Towards Academic Excellence

Dwarka Bahuuddeshiya Gramin Vikas Foundation's

Reg. No. MAH/5275/99. Mumbai Public Trust, Regd. No. F-5333

Estd : 2006

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PROCEDURE

For the purpose of handling grievances related to internal / external assessment the college adopts the following procedure

- Anyone with a genuine grievance may approach the concerned subject teacher / department in charge / examination redressal committee members in person / principal
- In case the person is unwilling to appear in self, grievances may be sent in writing. Grievances may also be sent through email to the teacher.
- The student will download the form from the college website and fill the grievance redressal form and submit to the examination department

INTERNAL ASSESSMENT GRIEVANCES POLICY

- All the faculty members must adhere to the guidelines laid down by Sant Gadge Baba Amravati university, Amravati for the internal assessment
- In order to maintain transparent internal assessment mechanism, every department may deliberate upon internal assessment related issues by discussing it among the faculty members
- The college ensures that every student signs the hard copy of the internal assessment

EXAMINATION GRIEVANCE REDRESSAL

The college's examination committee is responsible and accountable for handling all examination related issues. The committee comprises of convener, and members of the examination committee which acts as concerning link between students, departments and the university. Committee deals with examination related grievances of the following nature.

PRE EXAMINATION ISSUES

- Paper opted by the students are not reflected in date sheet;
- Late submission of examination fee;
- Missing admit card;
- Matters related to students found using unfair means;
- Appearing late for the exam;
- Clash of the examination dates with other competitive examinations

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POST EXAMINATION ISSUES

- Marks are not uploaded
- Delay in declaration of results
- Non transparent or unfair evaluation practices
- Student is wrongly marked absent in the result
- Clash of dates in internal / external examination
- Any other

REDRESSAL OF THE GRIEVANCE

- The aggrieved student submits the problem / complaint in the form of an application to the committee.
- Depending on the nature of the issue, the committee resolves the problem according to the university guidelines
- If the problem is related to the university, then the committee forwards the same to the university and approaches the concerned person for redressal.
- If the student is not satisfied with the college level efforts on the matters related to the university, then she/they is/are free to directly write an application to the university.
- The student can apply for rechecking / revaluation by filling up the rechecking / revaluation forms




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Malvihir, Buldana.

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