

2.5.2- Mechanism to deal with internal examination related grievances is transparent, time- bound and efficient

The examination grievances redressal cell is formed in the Institute to deal with the grievances related to the examinations. The grievances of students are divided into two sections.

1. Grievances related to Internal Assessment
2. Grievances related to external assessment.

Grievances related to Internal Assessment:

The students raise their grievance to the examination grievance redressal cell. The mechanism of grievance redressal is depicted in the flow chart below.

Student grievances related to internal examination are resolved in a time bound of 5 days.

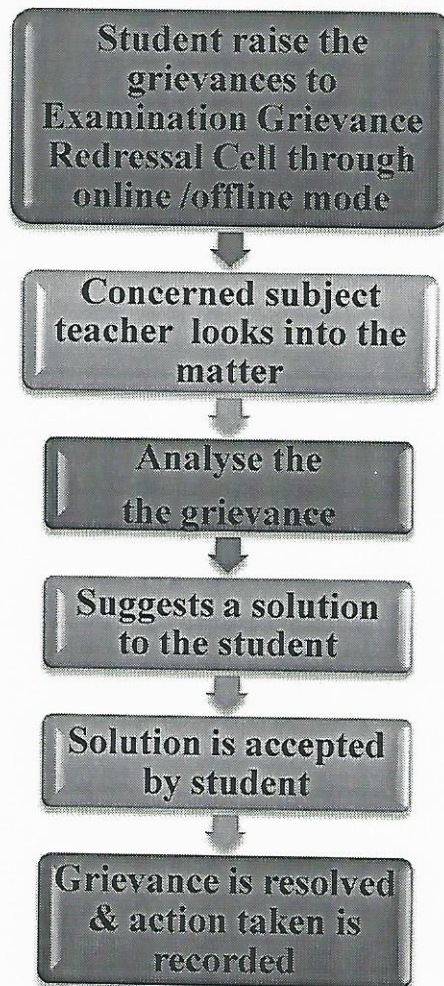


Fig 1: Grievances redressal mechanism for Internal assessment




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Grievances related to External assessment:

- Students apply online-offline for getting enrolled for examinations. Any problems regarding filling the online examination forms and Hall tickets are resolved by the College Examination Officer in co-ordination with the Savitribai Phule Pune University.
- Students having grievances regarding evaluation in any subject for the end term assessment may register their grievances to college online exam Grievance cell which are further communicated to SPPU online- offline exam Grievance cell.
- The College Exam Officer shall do the needful as per the standard practices. Any grievance regarding examination process if noticed is communicated to the University.
- For Online Exam related grievances assistance through the portal of sps.unipune.ac.in was provided by SPPU Grievances cell for following complaints.

Not Able to Login, Logged Out & not able to Login again
English /Marathi Version Question Paper not displayed
Images not Displayed
Wrong Question Paper Displayed
Unable to Submit Answer Papers
Covid Issue
Overlap with other exam

- Students should submit necessary proofs related to their complaint/ grievance in the student profile system (sps.unipune.ac.in) for resolving the grievance.
- After verification of the registered grievances/complaints filed by students through the student profile system (sps.unipune.ac.in) portal, SPPU conducted re-examination of all such eligible candidates as per the circular.(Ref : circular 07/2021 dated 1 July 2021)
- Any complaints, grievances or queries related to offline SPPU exams were communicated by CEO to SPPU.



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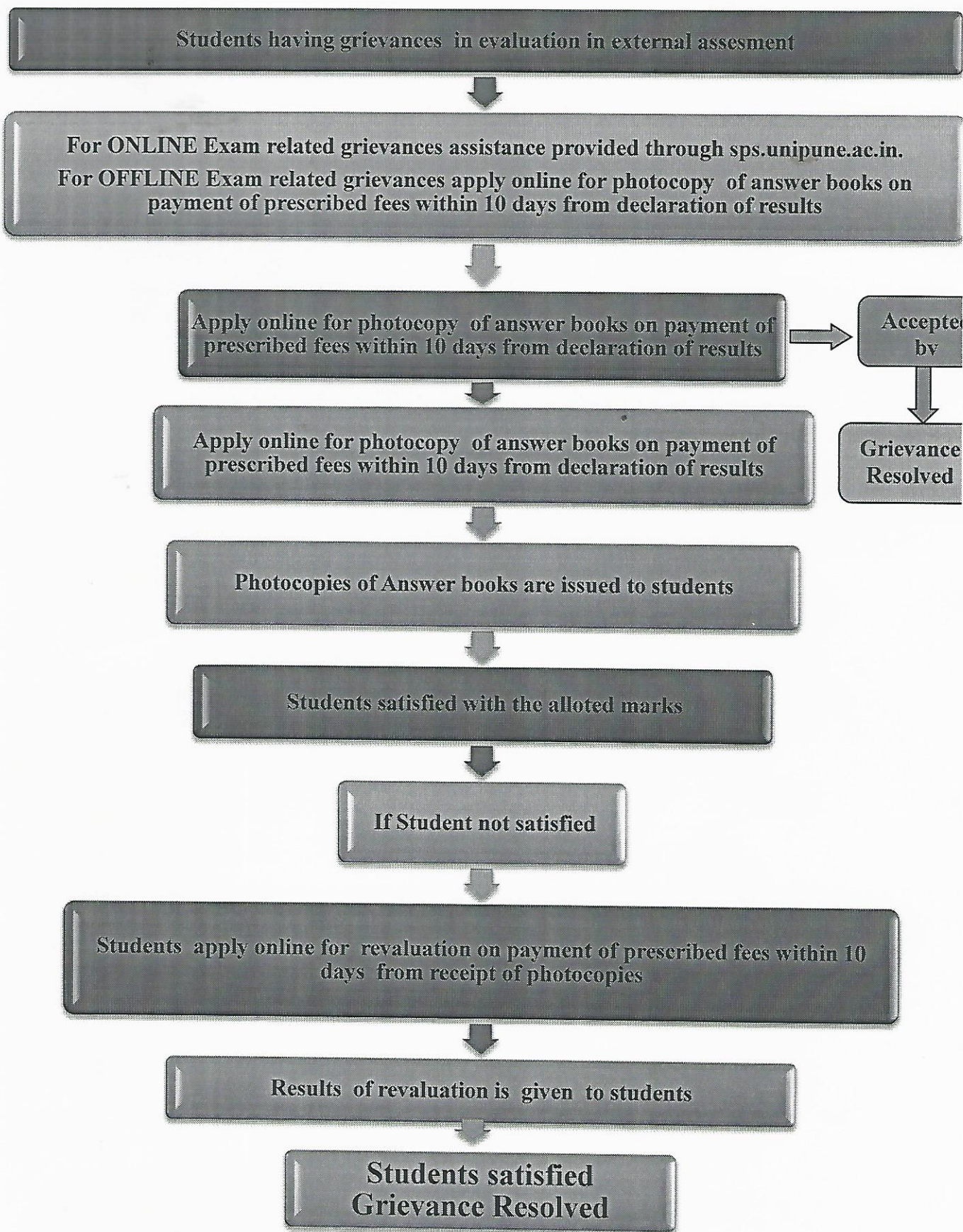


Fig. 2.5.3 b): Grievances redressal mechanism for External assessment



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