

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

For any **internal examination grievances**, following mechanism is followed

1. In case of any grievance, student is asked to submit a written application to examination department with details about the grievance.
2. Grievance related to subject, is conveyed to subject teacher and is resolved.
3. Any other exam related grievance is dealt by CEO (chief examination officer) and resolved.
4. On verification by student, application is counter signed by teacher and student mentioning the grievance as resolved.

For **university examination related grievances** SPPU has provided **Web-mail** facility, through which college can communicate to Exam-Support system or Exam coordination and the grievances can be rectified. Following mechanism is followed for the rectification.

1. Hand-written signed application from students addressed to exam section, mentioning the grievance is taken (Filling of exam form /photocopy/ revaluation forms, Hall tickets, mark entry, results, marksheet)
2. Within 2 working days, the queries are conveyed to university either telephonically or mail on web mail or letter is sent, enclosing the application of student and necessary documents forwarded through the Principal.
3. On verification, grievance is resolved by University within a week (confirmation either telephonically or mail or receipt of letter).
4. On verification by student, application is countersigned by student, mentioning the grievance as resolved. Thus all the grievances are efficiently resolved within the time deadlines mentioned by the university hence mechanism to deal with examination related grievances is transparent, time-bound and efficient.